



# St Leonard's College

## Policy & Procedure Manual

### Full Fee Paying Overseas Students Support Services Policy

#### 1. Rationale

As a registered provider of education to Full-Fee Paying Overseas Students (FFPOS), St Leonard's College has an obligation to provide a safe environment in which overseas students are supported as they adjust to living and learning in Australia so that they are able to achieve a satisfactory level of progress towards meeting the learning outcomes of their course of study. The aim of this policy is to articulate the various support measures which St Leonard's College will deliver to meet this obligation.

#### 2. Scope

Full-Fee Paying Overseas Students

#### 3. References

##### *Legislation*

- The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6

##### *St Leonard's College Policies and Documents*

- Critical Incident Management Plan
- FFPOS Complaints and Appeals (Grievance) Policy
- FFPOS Course Progress and Attendance Policy
- Anti-Bullying: Students Policy
- Behaviour Policy
- Anti-Harassment: Students Policy
- Pastoral Care and Student Welfare Policy

#### 4. Implementation

##### 4.1.1. *Student Orientation*

- All international students will participate in an orientation program, either immediately prior to commencement or during the first part of their course of study at St Leonard's College. Although he/she may not personally deliver the program, the curriculum and the timing of the program is the responsibility of the Director of International Relations.
- The orientation program will include, but may not be limited to, information about:
  - support services available to students in the transition to life and study in Australia
  - English language and study assistance programs that are available
  - legal services, emergency and health services
  - facilities and resources
  - learning support services

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- external support services for which the College will not charge for referral
  - complaints and appeals processes as detailed in the St Leonard's College FFPOS Complaints and Appeals (Grievance) Policy
  - personal security and safety
  - the St Leonard's College Critical Incident Policy
  - how students are able to seek assistance and how to report any incidents that significantly impact upon their well-being including critical incidents
  - employment rights
  - student visa conditions relating to course progress and/or attendance in accordance with St Leonard's College's Course Progress and Attendance Policy; and
  - other College programs which may assist with issues that may arise during their period of study
- In general, information pertaining to school services will be provided in curriculum guides and handbooks, the student diary and on the College's intranet (STL Link); all of which are available to all students.
  - All support services and programs are available at no extra cost to the student

#### 4.2. Official Point of Contact

- The Director of International Relations is the official point of contact for international students within the College.
- For day to day matters, the student's Mentor, subject teachers, their Head of School (Head of Junior School, Head of Year's 5 and 6, Head of Middle School or Head of Senior School), Head of House, Head of Year, Head of PLACE, Junior School Counsellor, Middle Years Counsellor, Senior School Counsellor or the International Homestay Coordinator are available to assist.
- The contact details of staff relevant to a full fee paying overseas student will be communicated to international students upon their arrival at St Leonard's College. Should further contacts be required, they are available from the Registrar's Office or from the office of the student's section of the College.
- The Director of International Relations will meet with each international student within five school days from their date of commencement, and will follow up on a regular basis with the student, his or her teachers and staff associated with the student's wellbeing, as well as the homestay carer.

#### 4.3. Staff Knowledge and Training

- St Leonard's College requires all staff who interact with international students to have an understanding of the ESOS (Education Services for Overseas Students) responsibilities of the

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College and the potential implications for students arising from the implementation of these obligations.

- The Director International Relations, together with the Head of Human Resources and Heads of School, are responsible for ensuring staff members are provided with appropriate information in respect of this matter. This may include, but may not be limited to, including policies relevant to the welfare and education of full fee paying overseas students in the staff section of the College intranet (STL Link) and providing information during staff induction programs.

#### 5. Prepared by

Director International Relations

#### 6. Approved by

Stuart Davis, Principal

23/10/18

Signature

Date

#### 7. Reason for Revision

New Policy.

*All policies at St Leonard's College are subject to a maximum three (3) year review cycle (unless otherwise stated) irrespective of any amendments made during this period.*

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