
OVERSEAS STUDENT SUPPORT SERVICES POLICY

NATIONAL CODE STANDARD 6

Policy - Overseas Student support services	Effective Date: Dec 2020	Issued Date: Nov 2018	Pivotal Training & Development Pty Ltd T/A Pivotal Education RTO Code 90272 CRICOS Code:03872E ABN: 82 080 057 272
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OVERVIEW

The National code of practice for providers of Education and Training to Overseas students 2018 requires Pivotal Education to meet the requirements with National code 2018 at the point of CRICOS registration and ensure ESOS agency approves and has up to date information on all the aspects of Pivotal Education’s operations and registered VET courses.

SCOPE

The National code 2018 standard 6, Overseas students require support services as they are living and studying in an environment which is not familiar. Pivotal Education is responsible for providing access to certain services.

REQUIREMENTS

Under National code 2018 standard 6, Pivotal Education must comply with below requirements for CRICOS registration

6.1 Orientation Programs

Orientation programs give International students information about living and studying in Australia, including information about safety on campus. Pivotal Education orientation program should be designed to help familiarise international students with Pivotal Education’s expectations, rules and facilities and introduce to the social and cultural life in Australia. It’s compulsory for students to attend all components of orientation day for completion of enrolment. Pivotal Education must give access to an age and culturally appropriate orientation programme that provides information about

- 6.1.1 Support services available to assist overseas students to help them adjust to study and life in Australia.
- 6.1.2 English Language and study assistance programs
- 6.1.3 any relevant legal services
- 6.1.4 Emergency and health services
- 6.1.5 Pivotal Education’s locations, facilities and resources available at locations
- 6.1.6 Complaints and appeal processes as outlined in (**Standard 10 Complaints and appeals**)
- 6.1.7 requirements for course attendance and progress as outlined in (**Standard 8 Overseas student visa requirements**)
- 6.1.8 the support services available to assist students with general/welfare or personal circumstances that are adversely affecting their education in Australia.

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6.1.9 Services students can access for information on their employment rights and conditions, and how to resolve work place issues such as through the Fair work Ombudsman.

Orientation programs should take into account Pivotal Education’s local context. Pivotal Education may wish to use verbal, written or electronic formats to deliver information so that overseas students can both listen and take away material they can refer to at a later time.

Pivotal Education must also:

- Take all reasonable steps to provide a safe environment on campus or premises, and advise overseas students and staff on actions they can take to enhance their personal security and safety
- Provide information to international students about how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents and
- Provide international students with or refer them to (including electronically), general information on safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia.

6.2 Access to support services

Pivotal Education must offer reasonable support to international students to enable them to achieve expected learning outcomes, irrespective of the international students place of study or the mode of study of the course. There must be no additional cost to the student for this support.

Pivotal Education must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of international students including having and implementing documented processes for supporting and maintaining regular contact with international students undertaking online or distance unit of study (if applicable).

Where an international student requests access to services and programs included in the orientation program, Pivotal Education gives information or referrals at no additional cost to the student.

Pivotal Education must give international students access to a range of services, either by providing the service in-house or having an arrangement to refer students to affordable externally provided services. Services may include

- English and academic support services
- Tutoring support
- Study skills centres
- Counselling and mental health support
- Career services
- Housing and tenancy services
- Legal services
- Financial support services
- Health and disability services

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6.3 Staff and Support Personnel

Pivotal Education must designate at least one member of staff to be official point of contact for international students. The contact officer must have access to up-to-date details of Pivotal Education’s support services. Pivotal Education can consider making access to the contact officer available 24/7 but there is no obligation to do so under the National Code 2018.

Pivotal Education must have sufficient student support personnel to meet the needs of enrolled international students. In determining the sufficient number of staff, Pivotal Education may consider international student numbers and/or may increase additional support staff if enrolling students under the age of 18 (if applicable).

Pivotal Education must ensure that the staff members who interact directly with International students are aware of their obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations. This can include:

- Incorporating information regarding ESOS responsibilities of Pivotal Education and the staff who interact with International Students, in Staff handbooks and induction training, or
- Emails and discussions at staff meetings about the ESOS framework

6.4 Critical Incident Policy

Pivotal Education must have and implement a documented policy and procedure (**refer to Critical Incident Policy and Procedure**) for managing critical incidents that could affect an international student’s ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

Pivotal Education must maintain a written record of any critical incident and remedial action taken for at least two years after the International student ceases to be an accepted student under the ESOS Act.

National code 2018 defines Critical Incident as a “traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This does not include serious academic misconduct.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, physical, sexual or other abuse, and
- Other non-life-threatening events.

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The policy must include procedures to follow in the event of a critical incident, and should include contact information for the police, Department of Home Affairs, the International student's family and other relevant organisations that may be able to assist example community/counselling organisations. The policy must also include steps to immediately take action and resolve or address the critical incident, consideration of privacy principles and reference to state or territory legislation or other regulatory requirements as appropriate to the Jurisdiction in which Pivotal Education operates.

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