

International Student Support Policy

Relevant Standard/s

Standards for Registered Training Organisations (RTOs) 2015

- Standard 1 - Clause 1.7

National Code of Practice for Providers of Education and Training 2018

- Standard 6 Student Support

Purpose

Pivotal Education supports international students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course and have appropriate orientation programs that help overseas students to access the information and services they require. This policy must be read in conjunction with the Student Educational Support Policy and Student Experience and Support Policy.

National Code 2018 Requirements

Pivotal Education assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate.

Pivotal Education provides the opportunity for students to:

- participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance
- to access welfare-related support services to assist with issues that may arise during their study, including:
 - course progress
 - attendance requirements
 - accommodation issues

These services are provided at no additional cost to the student. If Pivotal Education refers the student to external support services, Pivotal Education does not charge for the referral.

Pivotal Education has a documented critical incident policy together with procedures that:

- covers the action to be taken in the event of a critical incident
- required follow-up to the incident
- records of the incident and action taken

Pivotal Education designates two members of staff to be the official point of contact for students. The student contact officers have access to up-to-date details of Pivotal Education's support services.

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Pivotal Education has sufficient student support personnel to meet the needs of the students enrolled with Pivotal Education

Pivotal Education ensures that staff members who interact directly with students are aware of Pivotal Education’s obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Student Support

Pivotal Education provides support to students that assists them to adjust to study and life in Australia to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course(s).

Pivotal Education determines the support needs of individual learners and provides access to educational and support services necessary for each student to have the opportunity to meet the requirements of the course as specified in the Training Package.

Pivotal Education achieves this through the following:

- An orientation program that is age and culturally appropriate to include:
 - Staff including appointed points of contact
 - General Campus rules
 - Student Code of Conduct
 - Official requirements of student visa conditions relating to course including but not limited to course progress, attendance, other conditions
 - Certification
 - Complaints and appeals processes
 - any relevant legal services;
 - emergency, legal and health services;
 - the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
 - services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- Pivotal Education provides opportunities for students to participate in services or provide access to services that assist students in meeting course requirements and maintain attendance
- Pivotal Education provides opportunities for students to access welfare-related support services to assist with issues that arise including course progress, attendance and accommodation issues:
 - These services are provided at no additional cost to the student
 - If Pivotal Education refers a student to an external support service, the student will not be charged for the referral
- Pivotal Education adheres to the guidelines set in the Critical Incident Policy to maintain student stability and support in the event a critical incident arises

Staff and Support Personnel

Pivotal Education has designated two members of staff to be the official points of contact for overseas students. These are:

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- Compliance Officer – academic and welfare issues
- Administration Officer – non-academic issues such as administration, finance, facilities, accommodation, etc

The Compliance Officer and Administration Officer have access to up-to-date details of Pivotal Education’s support services.

Pivotal Education also ensures staff members who interact directly with overseas students are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations. These include:

- incorporating information regarding the ESOS responsibilities of Pivotal Education and staff who interact with overseas students in handbooks and induction, and
- guidance about the ESOS framework, such as how academic administration such as keeping accurate attendance and academic progress records have ramifications for overseas students
- Pivotal Education ensures that there are sufficient student support staff to meet the needs of students enrolled and plans for the increase of staff required as student numbers grow

Identifying Educational and Support Services

- Pivotal Education delivers training and assessment to international students and addressing individual student needs can be captured at any of the following stages throughout the student’s study life cycle.
 - Pre-enrolment/Enrolment – the first opportunity to identify educational and support needs of a prospective student is during the pre-enrolment/enrolment stage. The International Student Enrolment Form includes questions that are designed to capture any educational and support needs.
 - Orientation – the next opportunity that exists to identify educational and support needs is during orientation. The official points of contact and support services are addressed in the orientation and students may discuss these needs directly with the designated points of contact during the any other questions section of the orientation
 - Delivery and Assessment – Trainers may further identify those students that are experiencing difficulties with their training and assessment and will action any educational or support service in consultation with both the student and the Compliance Officer.
- Where Pivotal Education has the internal support services to provide the needed educational and support service, these will be organised in consultation with the Compliance Officer or Administration Officer as relevant to the support services they are designated to provide.
- Where a student requires externally provided support services, the Compliance Officer or Administration Officer assist with arranging the external support service at no cost for referral.
- Students will be informed of any external support service charges that could be incurred by the third party.

The following is a guide to support that can be provided to the students:

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Individual need	Support Service
Student Point of Contact Staff	<p>The Compliance Officer has been appointed as the Point of Contact – academic and student welfare issues. The student may go to the Compliance Officer in all cases regarding their academic progression or hindrances and/or any matters related to supporting their personal welfare</p> <p>The Administration Officer has been appointed as the Point of Contact – non-academic issues. The student may go to the Administration Officer in all cases regarding non-academic issues such as administration, finance, facilities, accommodation, etc</p>
Academic mentoring	<p>Pivotal Education trainers make time to be available to mentor students on any content, knowledge, skill, assessment – both formative and summative to ensure that students have support to successfully achieve academic progress. The mentoring program is student needs/response based where the trainer responds to student specific needs on the spot and not a formal additional training program. This is conducted with the students towards the end of their class time so that they can get some individual support.</p>
Difficulties related to studying & learning	<p>Where academic mentoring is providing some support but it becomes apparent that the student may have more significant issues with learning difficulties that go beyond academic mentoring, the trainers will recommend the following online resources to students as useful for providing independent student support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of learner life. www.studygs.net</p> <p>Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. www.ucc.vt.edu/stdysk/stdyhlp.html</p> <p>Students can either access these online study skills programs independently in their own time.</p>
Financial difficulties	<p>International students are required to demonstrate financial viability in order to be eligible for a student visa. However, in the event that a student experiences unexpected, short term financial difficulties but can demonstrate that they will be able</p>

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Individual need	Support Service
	to sustain their studies and life in Australia for the remaining duration of their student visa, they can request a meeting with the Chief Executive Officer. A case by case decision will be made by the Chief Executive Officer.
Nervous/anxiety disorder	Students with a nervous or anxiety disorder will be provided with support by the Trainer and Compliance Officer. Where the nervous disorder/anxiety directly impacts on assessment, solutions such as a relaxed mode without time pressures will be offered and documented. This information will be respected and students assured that this is not about knowledge or skill, but developing confidence to demonstrate these skills. At all times confidentiality is maintained and the learning experience made positive and judgement free for the student.
Disability or medical condition	All possible allowances may be provided to persons with disabilities. Trainers are to use their judgement in assessing the student's ability to perform tasks in a safe manner.
Visual impairment	Students with visual impairment can be supported by supplying any printed resources with a larger printed font and sitting close to the front of the classroom
Accommodation Services	Students can meet with the Administration Officer who will consult with the student and provide assistance with any accommodation issues that they may have to provide accommodation, housing referral or other suggestions/support
How to Find a Job Workshops	<p>Pivotal Education does not offer or promise any employment options for students. However, Pivotal Personnel will conduct a workshop on how to find a job particularly related to the field of study. The how to find a job work shop content covers the following:</p> <ul style="list-style-type: none"> • writing a curriculum vitae • finding part time jobs using standard online portals such as SEEK, etc <p>what you may expect to prepare for a job interview</p>
Social Programs	<p>The Compliance Officer is responsible for organising and/or supporting staff to organise social programs for students. These include but are not limited to:</p> <ul style="list-style-type: none"> • Harmony Day • Vivid festival • Picnics and short trips to various tourist spots that Sydney and surrounding areas are famous for such as Manly beach, Blue Mountains, Darling Harbour, Sydney Opera House • On campus celebrations for Australia Day, Easter, ANZAC Day, Christmas, Melbourne Cup that are

Individual need	Support Service
	<p>important Australian cultural celebrations arranged with the Compliance Officer and Trainers</p> <ul style="list-style-type: none"> On campus multicultural celebrations for Deepavali, Eid, etc that are important multicultural cultural celebrations based on student body heritage that adds to the multicultural experience that is Australian education arranged with the Compliance Officer and Trainers <p>Pivotal Education will endeavour to ensure social activities that include visiting tourist spots are low cost and include as many free Sydney festivals and activities as possible</p> <p>Social activities will be advertised including any nominal costs on the notice board with sign-up sheets at reception.</p> <p>Students are welcome at all times to suggest social activities that they would like organised for them by Pivotal Education.</p>
Referral Services	<p>The Compliance Officer will provide advice and assist students with referral services to assist with the student's transition to life and study in a new environment including but not limited to the following:</p> <ul style="list-style-type: none"> legal services emergency and health services Student may be referred to: <ul style="list-style-type: none"> Lifeline 13 11 14 Beyond Blue 1300 22 4636 Salvation Army Family Welfare Centres Victims of Crime external appeals processes
Mental health support	<ul style="list-style-type: none"> Headspace.org.au Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families. <p>Mindhealthconnect.org.au</p>
Other individual needs	<p>Other individual needs will be considered on a case by case basis in consultation with the Compliance Officer / Administration Officer, student and Chief Executive Officer</p>

Providing Student Access to Educational and Support Services

- Students are informed about and provided access to educational and support services including but not limited to the following:
 - Marketing and pre-enrolment materials
 - International Student Support Policy
 - Student Handbook
 - Orientation Presentation

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- Compliance Officer
- Administration Officer
- Signage on the Notice Board
- In special cases where the Compliance Officer or Administration Officer (in their respective student support roles) have identified a student need that is not included in the existing educational or support services, the identified need/consequent strategy will be decided in consultation with the student and documented in the student file and on VETtrak
- If this support service attracts an additional cost as set by the service provider to the student, the Compliance Officer or Administration Officer will clearly identify those costs so that the student can make an informed decision about accessing the support services and the impact on training and assessment
- Where there are limitations to the student and educational support services provided by an external service provider, these limitations will be clearly identified to the student to make an informed decision.
- In all cases where support is required by a student, Pivotal Education ensures that the process for providing support is fair and ethical with the only cost being the service provided by an external provider if the student decides to pursue that support at their own cost

Policy Version Details	
Version	V2
Date	9/9/2022
Approved by	Natalie Scott
Position	CEO

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