



AP040 Student Support Policy and Procedure

Policy Statement

Global Academy Australia will ensure that they assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- a) Student support services available to students in the transition to life and study in a new environment;
- b) Legal services;
- c) Emergency and health services;
- d) Facilities and resources;
- e) Complaints & appeals processes; and
- f) Any student visa condition relating to course progress and/or attendance as appropriate.

Global Academy Australia must provide 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. Global Academy Australia must also provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

Global Academy Australia must have 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, and records of the incident and action taken. Global Academy Australia must also designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

Global Academy Australia must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider. Global Academy Australia must also ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

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Procedure

Student Orientation:

📖📖 Global Academy Australia must provide a compulsory orientation session to all international students prior to commencement of their course. This will usually take place in a group format however where the student does not arrive in Australia in time for the orientation, or misses the compulsory session for any reason, the student must complete an orientation session with the Student Services Coordinator prior to commencing classes;

📖📖 The compulsory international student orientation must include all of the following elements:

- a) Student support services available to students in the transition to life and study in a new environment;
- b) Legal services;
- c) Emergency and health services;
- d) Facilities and resources;
- e) Complaints & appeals processes;
- f) Any student visa condition relating to course progress and/or attendance as appropriate;
- g) Occupational Health and Safety on Campus, including evacuation points;
- h) Introduction to courses offered by Global Academy Australia;
- i) Ensure that important information from the student handbook is reviewed; and
- j) Students are provided with an orientation kit which includes a variety of forms and information for international students including application forms for RPL and credit transfer, code of conduct, etc. All of the requirements for the Orientation Kit are to be marked off on the Orientation Kit Checklist.

Student Services Coordinator:

📖📖 Global Academy Australia will dedicate a staff member at all times as the Student Services Coordinator. The Student Services Coordinator will ensure that they make themselves available as a student contact point at all times for contact and referral in relation to academic enquiries, student support and general welfare matters. Where the Student Services Coordinator has been notified by Global Academy Australia staff that they have concerns about a student's academic, support or general welfare, the Student Services Coordinator must make confidential enquiries with the student, and where necessary, refer the student for further support. The provision of support within Global Academy Australia is at no cost to the student however, should the student be required to obtain external support (such as counselling, medical advice, legal assistance), these costs are to be paid for by the student. Where possible, the Student Services Coordinator will try and refer the student to a free or low cost service when available although this may not always be possible.

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- ☞☞ The Student Services Coordinator will:
 - ☞☞ Assist the student with concerns including academic, course progress or attendance and refer the student to any relevant training staff who may be able to provide further support or advice; and
 - ☞☞ Where a staff member of Global Academy Australia becomes aware of a student having an accommodation or general welfare issue, they must refer the student to the Student Services Coordinator who will provide advice (or refer if necessary) and provide counselling assistance with personal, emotional or cultural issues. Where the Student Services Coordinator is not a qualified counsellor, they will not provide personal counselling in areas where they are not qualified to provide such advice and will always refer students to qualified counsellors external to the organisation. It should be noted that the students OSHC cover will often have a free 24 hour counselling and legal service to support students also.
- ☞☞ The Student Services Coordinator will maintain a confidential record of all student support enquiries and maintain a student support file that will remain confidential at all times. These files are to be locked at all times and kept in the Overseas Student Support Officer's Office. Any electronic notes about the students visit regarding support services must be made securely and be password protected or only accessible by the Student Services Coordinator and the Chief Executive Officer;
- ☞☞ Where the student has established contact with student support services for any reason that may impact on their academic course progress or attendance, the Student Services Coordinator must complete a file note and liaise with academic (and any other relevant staff) to ensure that the student is supported as required;
- ☞☞ The Student Services Coordinator will prepare a quarterly report for the Chief Executive Officer to ensure that if more support services are required, the CEO can make provision for it, review the provision of all support services provided and identify ways of ensuring continuous improvement of Global Academy Australia's provision of support services; and
- ☞☞ All staff that commence employment with Global Academy Australia and interact with international students must, as part of their induction program, be provided with information regarding the National Code as it relates to their employment. Furthermore, all employees of Global Academy Australia must complete the ISANA National Code Online Tutorial within the first month of their employment at Global Academy Australia.