



GLOBAL COLLEGE AUSTRALASIA

POLICY & PROCEDURE

STUDENT SUPPORT SERVICES



GCA No: 45088 | CRICOS Code: 03564F



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STUDENT SUPPORT SERVICES POLICY AND PROCEDURES

1. PURPOSE

The purpose of this policy is to ensure that Global College Australasia (GCA) will determine the support needs of all our students and will provide access to the educational and support services necessary to meet their individual needs.

The National Code 2018 requires Registered Providers to:

- Assist overseas students to adjust to study and life in Australia and have an age and culturally appropriate orientation programs that help overseas students to access the information and services they require.
- Offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. [Standard:6.3]
- Have a critical incident management policy; that is, implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.[Standard 6.8]
- Maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student. [Standard 6.8]
- Ensure there are sufficient student support personnel, in addition to academic staff, to support and advise overseas students who request assistance; to meet the needs of the overseas students enrolled with the registered provider. [Standard 6.6]

This policy and associated procedure outlines how the GCA ensures:

- All students are provided with information about the support services available to them and are aware of how to access them
- International students are supported to adjust to life and study in Australia
- Students are supported to achieve their learning goals and achieve satisfactory course progress towards meeting the learning outcomes of their chosen course.

Scope

This Policy and Procedure applies to Overseas students enrolled with GCA and all staff employed by GCA.

NOTE: GCA is not obliged to meet or respond in any form (phone, email etc) to any request received from an agent, lawyer or similar seeking personal information which may be perceived to have a conflict of interest or any commercial interest whatsoever. Any disclosure of personal information to a third party would be governed under GCA's Privacy Policy.



Definitions

ASQA	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
Moodle	<p>The online method of delivery and education support enabling structured formative learning that emulates the classroom environment using a learning management system (LMS).</p> <p>Moodle facilitates face to face interaction between the trainer and students and participation in various training and assessment activities. Moodle may be offered to on-shore international students where classroom-based learning cannot be practically delivered due to extenuating/ exceptional circumstances (e.g. Government/Regulatory Authorities directives).</p>
CoE	Confirmation of Enrolment (CoE). A CoE is issued through PRISMS enabling a student to apply for a student visa. The CoE provides evidence of a student’s enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled. (User manual (internationaleducation.gov.au))
Complaints and Appeals process	The <i>formal complaint or appeals process</i> is the process which takes place if a grievance cannot be resolved informally (for example, through affected parties discussing the matter). In some institutions, the words ‘complaints’ and ‘appeals’ have different meanings and result in different processes. The National Code 2018 allows the provider to differentiate between these terms and resulting processes, as long as the minimum requirements of Standard 8 <i>Overseas student visa requirements</i> , are met and the differences are clearly explained in the provider’s policies and procedures. GCA implements policies that include complaints and appeals processes.
Course	A full-time registered Course offered by GCA and registered in accordance with the requirements of the ESOS Act, Standards for RTO’s 2015 and GCA TGA approved Scope.
CRICOS	Commonwealth Register for Institutions and Courses for Overseas Students
Critical Incident NB: A critical incident does not include serious academic misconduct	<p>A critical incident is defined in the National Code as “a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury”. Critical incidents are not limited to, but could include:</p> <ul style="list-style-type: none"> ◆ Missing students ◆ Severe verbal or psychological aggression ◆ Death, serious injury or any threat of these ◆ Natural disaster ◆ Issues such as domestic violence, sexual assault, drug or alcohol abuse; and ◆ Other non-life-threatening events.
DoHA	<ul style="list-style-type: none"> ◆ Department of Home Affairs (DoHA) brings together Australia’s federal law enforcement, national and transport security, criminal justice, emergency



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E-mail: admissions@globalcollege.edu.au
Website: www.globalcollege.edu.au

	management, multicultural affairs and immigration and border-related functions, working together to keep Australia safe. https://www.homeaffairs.gov.au
ESOS Act	♦ Educational Services for Overseas Students Act as amended from time to time.
International Student	A person holding an Australian student visa and defined as an 'Overseas Student' in the ESOS Act. May also be referred to as a candidate.
ISANA	ISANA is the representative body for professionals in Australia and New Zealand who work in international student services, advocacy, teaching, and policy development in international education. www.isana.org.au www.isana.org.au/esosforstudents/
Learning Management System (LMS)	An LMS provides a learning space online. GCA uses the LMS Moodle, which enables students and staff to access course materials, submit assessments, gain feedback, communicate, see grades and much more all by logging in to their very own online account.
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018
Orientation program	A formal program that helps familiarise overseas student with Global College Australasia's expectations, rules and facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia.
OSHC	Overseas Student Health Cover (OSHC): All international students in Australia must comply with visa condition 8501: They must maintain adequate arrangements for health insurance during their stay in Australia. In practice, this means that all overseas students and their accompanying family members must hold OSHC which is valid for their entire stay in Australia on a student visa. OSHC Information
Registrar	A registrar is an official in an academic institution (consisting of a college, university or secondary school) who handles student records
Scheduled course contact hours	The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions (orientation program), supervised study sessions, mandatory and supervised work-based training and examinations (where applicable).
Social Distancing	Social Distancing, also referred to as Physical Distancing, is a term applied to certain actions that are taken by Government, Regulatory Authorities, and Public Health Officials to stop or slow down the spread of a highly contagious disease.
Student	A student who is enrolled at GCA and includes both prospective students and enrolled students who are 'overseas students' as defined in the National Code and hold a student visa as defined by the ESOS Act, and to students of GCA who do not hold student visas and are studying off-shore; but does not include domestic students.
Student Handbook	Written provision of relevant information relating to student studies including administration and enrolment processes, policies and procedures and an overview of services and facilities.



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Student Support Services	Student support services are designed to help students succeed at GCA. Students can take advantage of a range of personal, academic and social support services
Support Person	<p>The National Code Standard 10: <i>Complaints and appeals</i>, clause 10.2.4 refers to ensuring <i>the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.</i></p> <p>A friend or relative of a student can provide support, if needed in any relevant complaint and appeal meetings. A GCA Student Support Officer will be available if the student does not have someone who can attend with them, and they require support.</p> <ul style="list-style-type: none"> ◆ Please note Agents of any kind, Lawyers or anyone who has a perceived commercial interest are not permitted to attend as a Support Person, as they are considered to have a conflict of interest. <i>GCA is not obliged to meet or respond in any form (phone, email etc) to any request received from the agent, lawyer or similar seeking personal information which may be perceived to have a conflict of interest or any commercial interest whatsoever. Any disclosure of personal information to a third party would be governed under GCA’s Privacy Policy.</i>
Training Package	A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.
Written agreement	<p>A written agreement under Australian law, is in regard to acceptance of an offer of a course and must be in the form of a written agreement. This is the document that the student signs when they enrol with an education provider. An application form or a letter of offer could be the basis for the written agreement once it is signed or accepted by an overseas student. Overseas students enrolled in a number of consecutive courses with the one provider do not need a separate written agreement for each course. If the terms of the agreement are the same for each course, the registered provider may have a single written agreement covering all the courses. Changes can be made to the Written Agreement. Both student and provider need to agree on the changes before they take effect. Any modifications to the written agreement should be clearly dated so that it is clear which terms apply at any point in time. The student should keep a copy of any modifications to the Written Agreement.</p> <p>Sources:</p> <p>Standard 3: Formalisation of enrolment and written agreements</p> <p>Fact Sheet Standard 3: Written Agreements</p>



2. POLICY

Approach to student support

- 2.1 GCA offers training and assessment from its two (conjoined) premises in Perth and can implement Moodle if required.
 - 2.2 All students are over the age of 18 years.
 - 2.3 GCA is committed to ensuring that all students receive support to adjust to life and study in Australia.
 - 2.4 GCA takes 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. [Standard 6.9.1]
 - 2.5 GCA provides information to overseas students about how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents. [Standard 6.9.2]
 - Students are advised that the Emergency Services (threat to life of property) phone is Triple Zero '000' and/or '112' from a digital mobile phone.
 - 2.6 GCA provides overseas students with, or refer them to (including electronically), general information on safety and awareness relevant to life in Australia [Standard 6.9.3], such as beach safety or etiquette and laws concerning smoking in Australia.
 - 2.7 GCA ensures its staff members who interact directly with overseas students are aware of GCA's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. [Standard 6.7]
 - 2.8 The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through:
 - ◆ Information provided by the student on the application and/or enrolment forms.
 - ◆ Discussion with the student during their induction/orientation to the course about how to access the support services (for example, Administrative Operations Manager). See Section 3: Accessing Support Services of this *Policy and Procedure – Student Support Services*.
 - ◆ Feedback is collected throughout the student cycle, including GCA's provision of support services to improve services and experience.
 - 2.9 GCA facilitates access to learning support services consistent with the requirements of the course studied and the learning needs to overseas student cohorts. [Standard 6.4]
 - 2.10 All support services information will be regularly reviewed to ensure it is current and accurate.
 - 2.11 Sufficient student support staff to students
 - 2.12 GCA will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in ESOS Standard 6.1 (outlined in Section 2: Orientation program for students of this Policy & Procedure– Student Support Services), at no additional cost to the overseas student. [Standard 6.2]
- ### 3. Orientation program for students
- 3.1 Student Support Services (Welfare Support and Learning Skills) orientation programs will be **compulsory** (see Scheduled course contact hours in Definitions) for all overseas students.



3.2 The orientation program provides information about:

- ◆ The member of staff who is the designated point of contact for overseas students and their contact details; the student contact staff have access to up-to-date details of GCA's support services [Standard 6.5]
- ◆ Internal and external support services available to help them adjust to study and life in Australia. [Standard 6.1.1] This includes the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia [Standard 6.1.8]
- ◆ English language and study assistance programs [Standard 6.1.2]
- ◆ Relevant legal services [Standard 6.1.3]
- ◆ Emergency and health services [Standard 6.1.4]
- ◆ GCA's facilities and resources [Standard 6.1.5]
- ◆ GCA's policies and procedures including complaints and appeals processes, critical incidents, monitoring course progress and intervention strategies [Standard 6.1.6]
- ◆ Requirements for course attendance and progress, as appropriate [Standard 6.1.7]
- ◆ Student visa conditions relating to course progress and attendance and the requirements for achieving satisfactory course progress and attendance
- ◆ Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman [Standard 6.1.9]
- ◆ Safety and awareness including beach safety, tuberculosis (TB), and etiquette and laws, for example smoking in Australia.

3.3 The orientation program will be presented using a series of PowerPoints that summarise key points. Students will be provided access to these PowerPoints via the Learning Management System (Moodle).

3.4 Overseas students also have access to GCA's Overseas Student Handbook and relevant sections of their 'Written Agreement'.

3.5 The orientation programs will be reviewed annually to ensure that the information provided is correct and that it meets student needs.



4. Accessing support services

4.1 GCA Student Support Services are available:

- Student Support Services information can be accessed from the GCA website:
<https://www.globalcollege.edu.au/>
- Office hours Monday to Sunday: 7.45 am. to 6.30 p.m.
- Appointments can be made with the Administrative Operations Manager by emailing:
crystal@globalcollege.edu.au
- Support Person for Complaints and Appeals process:

Crystal Huang

Administrative Operations Manager/Senior Administrative Coordinator

EMAIL: crystal@globalcollege.edu.au

- The National Code Standard 10: Complaints and appeals, clause 10.2.4 refers to ensuring the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings. Please note, a support person may be a friend or a relative of a student who can provide support during a complaints and appeals meeting, if needed. Please note Agents of any kind, Lawyers or anyone who has a perceived commercial interest are not permitted to attend as a Support Person, as they are considered to have a conflict of interest. A GCA Student Support Officer will be available if the student does not have someone who can attend with them, and they require support.

GCA is not obliged to meet or respond in any form (phone, email etc) to any request received from the agent, lawyer or similar seeking personal information which may be perceived to have a conflict of interest or any commercial interest whatsoever. Any disclosure of personal information to a third party would be governed under GCA's Privacy Policy.

4.2 GCA provides the following services, at no additional cost to the student

- English language and study assistance services, and tutoring support

4.3 If requested, students will be referred without charge to any of the following services and advised that these services may charge fees for their service:

- Study skills centres
- Counselling and mental health support
- Career services
- Housing and tenancy services
- Financial support services; and
- Health and disability services.

4.4 Overseas students in Australia are required (visa condition) to have Overseas Student Health Cover (OSHC) for the entire duration of their study in Australia. The OSHC must cover for visits to the doctor, some hospital treatment, limited pharmaceuticals, **and** ambulance cover. As all overseas students are required to have OSHC which includes ambulance cover, GCA will not be liable for costs incurred should ambulance services be required.



5. Learning support

5.1 All overseas students are provided with a range of learning support options and resources to help them achieve satisfactory course progress. This includes:

- ◆ Availability of one-on-one support from the trainer/assessor
- ◆ Support from the trainer/assessor before, during and/or after classes
- ◆ Receiving English language support for international students
- ◆ Providing extra time to complete tasks if required
- ◆ Tutorial support assistance
- ◆ Computer and technology support.
- ◆ Referral to external support services without charge

6. Critical incident management REF: GCA Policy & Procedure Critical Incident Management

6.1 Overview:

- The National Code requires a Registered Provider to have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. [Standard 6.8]
- The **GCA Policy & Procedure Critical Incident Management** together with procedures cover 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.
- Written records of any critical incident and remedial action taken by GCA will be maintained for at least two years after the overseas student ceases to be an accepted student. [Standard 6.8]
- GCA is committed to ensuring that:
 - Risk reduction measures are in place to reduce the likelihood of a critical incident.
 - Appropriate training and information resources are provided to staff and students.
 - Appropriate actions are taken in the event of a critical incident or potential critical incident and that these actions maximise the safety of staff and students.
 - A designated officer and critical incident team manages critical incidents
 - Appropriate post incident procedures are followed such as support and counselling services.
 - An evaluation of the response to the critical incident is undertaken and that procedures are updated where improvements are identified. Staff and students will be encouraged to provide suggestions to assist this process.
 - The Policy & Procedure Critical Incident Management should be read in conjunction with GCA Policy & Procedure Privacy.



References

- [Education Services for Overseas Students Act 2000 \(legislation.gov.au\)](http://legislation.gov.au)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Education Fact Sheet Title \(internationaleducation.gov.au\)](http://internationaleducation.gov.au) – Standard 6 Student Support Services
- [Education Fact Sheet Title \(internationaleducation.gov.au\)](http://internationaleducation.gov.au) – Standard 10 Complaints and Appeals
- [Department of Education](#)
- [Factsheet student written-agreements.pdf \(ombudsman.gov.au\)](http://ombudsman.gov.au)
- [esosforstudents | ISANA](#)

7. Procedure

See: Responsible staff for relevant area (as per Organisational Chart) to process the procedure:

- **Assess** – Review aspects of situation as applied to this policy and any other related policies and specific documentation to be completed (and where relevant advising students of requirements of same as required); including relevant timeframes and any reporting mechanisms.
- **Plan** – Identify strategies and actions to be taken, including timeframe/s and relevant personnel.
- **Implement** - Strategies and take actions in accordance with policy, associated information and documentation required, documentation where necessary
- **Retain** documentation in accordance with policy, procedure and practices.
- **Report** in relation to practice outcomes as related to policy and procedure.
- **Review** – process with view for continuous improvement including reporting to relevant personnel.

Dissemination of information/updates relating to this policy and procedure is provided by Management, via electronic means and/or staff meetings. GCA policy and procedures are accessible to all staff via GCA internal repository system and /or via the GCA webpage.



Responsibility

The following parties are responsible for the implementation and adherence to this policy:

- DIRECTOR/CEO
- Student Support Supervisor
- Training Manager.
- Administration Team.

Associated Documents

Continuous Improvement & Quality Enhancement Procedure

Related Standards

- Standards for Registered Training Organisations (GCAs) 2015.
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019

Version Control

Version	Created by:	Date	Reason for Update	Reviewed by	Implementation Date
1.0	James Rayne	10/01/2022	New Format	Brodie Smith	24/01/2022
2.0	James Rayne	09/01/2023	Review Point	Brodie Smith	06/02/2023
3.0	Michelle Tilley	26/03/2024	New Format	Brodie Smith	03/04/2024

Note: Must be after circulation to all stakeholders.