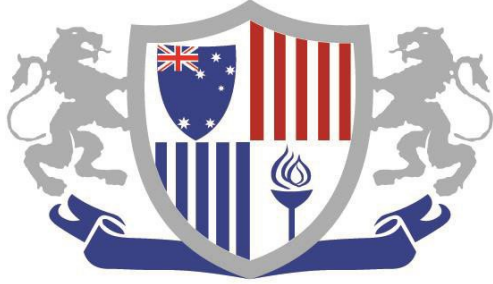


Australis



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Australis Institute of Technology and Education

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Overseas student support services Policy and Procedures

Issue Date: 17 April 2017	Review Date: 25 Jan 2024	Authorised by: PEO	Version 5.0
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VERSION CONTROL



Agency Agreement	
Version: 5.0 Date: 22 August 2019	Approved By: PEO
Contact Officer: Rajwinder admin@australisinstitute.nsw.edu.au	Next Review: August 2025



Purpose and Scope

Australis Institute of Technology & Education's (AITE) give international students information about support services to assist international students in adjusting to study and life in Australia. AITE provide information about services international students can access for information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.

This is done through the orientation program, and the international student would be given information or a referral if they seek assistance from the registered provider. AITE also offer reasonable support at no additional cost to international students to assist them to achieve expected learning outcomes, regardless of the international student's mode of study.

AITE also clarifies that registered providers must have a documented policy and procedure to manage critical incidents that impact on an international student undertaking or completing a course. This includes incidents that may cause physical or psychological harm. The AITE will take all reasonable steps to provide a safe environment on campus and advise international students and staff on actions they can take to enhance personal security and safety. AITE also give general information to international students about safety and awareness of life in Australia, and how to seek assistance for and report an incident that impacts their wellbeing.

6.1 Australis Institute of Technology & Education's (AITE) support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program 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 the registered provider's facilities and resources
- 6.1.6 complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- 6.1.7 requirements for course attendance and progress, as appropriate
- 6.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- 6.1.9 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.

6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.

6.3 The registered provider must 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.

6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.



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6.5 Australis Institute of Technology & Education's (AITE) designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

6.6 Australis Institute of Technology & Education's (AITE) have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.

6.7 Australis Institute of Technology & Education's (AITE) ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

6.8 Australis Institute of Technology & Education's (AITE) 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, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must 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.

Definition

A critical incident is defined 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:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Australis Institute of Technology & Education and its provider partners recognise that in most cases international students do not have close family available to care and provide support to them in Australia in the event of crisis and/or critical incident. It is important that Australis Institute of Technology & Education does everything in its capacity to:

- respond in a practised and timely manner with any critical incident involving an international student;
- ensure that timely and regular information is relayed to families abroad;
- ensure that ongoing support is provided to a student in need; and
- ensure that comprehensive records are maintained.

All international students will be advised during orientation on how they can access to Australis Institute of Technology & Education's Critical Incident policies and procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

All members of staff are made aware of the Australis Institute of Technology & Education's Critical Incident policies and procedures upon initial induction and at Trainer Induction sessions for all trainers at the beginning of each semester. All staff will be provided information on relevant emergency services contact persons and telephone numbers.

When any student becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer or Student Services staff member of the situation.

Should any student or staff member become aware of any critical incident affecting one or more of Australis Institute of Technology & Education's international students (either during or out of normal Australis Institute of Technology



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& Education operating hours) that student or staff member will be responsible for informing the Student Services Officer or the Principal after study hours.

The Student Services Officer will:

- Record details of the reported concern/incident;
- Report the concern/incident to the Principal;
- Investigate the concern/incident to identify and evaluate the details and severity of the incident; and
- Determine, in consultation with the Principal, what action needs to be taken.

If the incident is not severe and can be resolved with resources available to Australis Institute of Technology & Education the Student Services Officer together with the Principal will ensure that the appropriate level of action is taken and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the Student Services Officer and/or the Principal will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

If the Student Services Officer has not been immediately available and involved, the incident and the consequent action must be reported to the **Principal** as soon as possible after the initial support has been provided.

The Principal and/or Student Services Officer will:

- monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence;
- ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student;
- coordinate the provision of any Australis Institute of Technology & Education resources required during any period of treatment/convalescence/support;
- liaise with the police and other emergency services personnel as required;
- advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
- ensure that detailed records are maintained of the incident.

The Student Services Officer will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, the Student Services Officer will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of an International Student, the Principal Executive Officer will ensure the following actions are undertaken:

- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- organise the sending of a letter of condolence to the family;
- ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, notify PRISMS etc.



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In implementing these procedures in response to any suspected or real Critical Incidents the responsible officers will remain mindful of information privacy principles, laws and regulations.

6.9 Australis Institute of Technology & Education (AITE):

6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety

6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents

6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.