

## Full Fee Paying Overseas Students Support Services Policy

### Source of Obligation

Standard 6.1 of the National Code requires the School to support full fee paying overseas students in adjusting to study and life in Australia by giving the full fee paying overseas student information on or access to an age-and-culturally appropriate orientation program that provides information about:

- support services available to assist full fee paying overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the School's facilities and resources
- complaints and appeals processes outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Standard 6.2 requires the School, upon the request of the full fee paying overseas student, to provide relevant information or appropriate referrals to the full fee paying overseas student requesting assistance in relation to the services and programs offered by the School listed above, at no additional cost to the full fee paying overseas student.

### Kambala's Policy

It is the School's policy to also provide access to the Department of Home Affairs information on life in Australia.

### Support Services

To assist our full fee paying overseas students in adjusting to life and study in Australia, the School facilitates access to:

- counselling for general or personal matters
- nursing services
- health and disability services
- English and academic support services

- relevant legal services
- emergency and health services
- information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

**Student Contact Officers** Standard 6.5 requires the School to designate a member or members of its staff to be the official point of contact for full fee paying overseas students.

The School has appointed an Overseas Coordinator as the designated contact point for full fee paying overseas students. Students are introduced to the Overseas Coordinator at orientation and given their contact details.

In addition, the School's full fee paying overseas student contact officer/s must have up-to-date contact details of all full fee paying overseas students enrolled at the School. The contact officer/s must also provide their contact details to all full fee paying overseas students enrolled at the School.

The table below identifies the School's full fee paying overseas student contact officer/s and their contact details.

<b>Name</b>	<b>Position Title</b>	<b>Contact No.</b>	<b>Email Address</b>
Joanne Sarmiento	Director of Students (Welfare)	(+61 2) 9388 6728	joanne_sarmiento@kambala.nsw.edu.au
Tracy Mulligan	Director of Enrolments (CRICOS)	(+61 2) 9388 6844	tracy_mulligan@kambala.nsw.edu.au

Full Fee Paying Overseas Students are informed about the School's full fee paying overseas student officer/s and how contact them at orientation.

**Sufficient Student Support Personnel**

Standard 6.6 requires the School to have sufficient student support personnel to meet the needs of the full fee paying overseas students enrolled at the School.

The number and type of student support personnel at the School have been selected to ensure that full fee paying overseas students are supported in adjusting to study and life in Australia and throughout their enrolment. Full Fee Paying Overseas Students are supported by:

- Overseas Coordinator
- Boarding Staff, Health Centre and School counsellor
- Year Coordinators and teaching staff.

**Notifying Staff of ESOS Obligations**

Standard 6.7 requires the School to ensure that staff members who interact directly with full fee paying overseas students are aware of the School's obligations under the ESOS framework and the potential implications for full fee paying overseas students arising from the exercise of these obligations.

The School provides annual training to all staff that outlines the School's obligations under the ESOS Framework and potential implications for our full fee paying overseas students arising from the exercise of these obligations. All staff also have access to this Full Fee Paying Overseas Students Program should they want to learn more about the School's obligations.

Where there are changes or updates to the School's policies or procedures relating to full fee paying overseas students at the School, staff will be informed as soon as practicable.

**Full Fee Paying Overseas Students**

Standard 6.8 requires the School to have and implement a documented policy and process for managing critical incidents that could affect an full fee paying overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

**Critical Incidents**

The School maintains a written record of all critical incidents and any remedial action taken by the School following a critical incident, for at least two years after the student ceases to be an accepted student.

Refer to our **Full Fee Paying Overseas Students Critical Incidents Response Policy**.

**Safe School Environments**

Standard 6.9 requires the School to:

- take all reasonable steps to provide a safe environment on campus and advise full fee paying overseas students and staff on actions they can take to enhance their personal security and safety
- provide information to full fee paying overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide full fee paying overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

The School has developed and effectively implemented a **Student Duty of Care Program** and **Child Protection Program** that applies to all students enrolled at the School, including full fee paying overseas students, to ensure the safety of all students and that staff take actions to enhance our students' personal security and safety.

Additionally, at orientation, and on a continuing regular basis, the School provides information to our full fee paying overseas students on:

- how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- general information safety and awareness relevant to life in Australia.

**Implementation**

To ensure that we provide the best support services to our full fee paying overseas students, the School ensures that we:

- employ appropriately trained and qualified staff
- effectively communicate contact details for our full fee paying overseas student contact officer/s to all students
- have sufficient numbers of student support personnel to meet the needs of our full fee paying overseas students
- educate our full fee paying overseas students and staff on emergency contact numbers and critical incident procedures at the School.

**Record Keeping**

The School maintains evidence of compliance with this policy by maintaining records of our orientation program, records of critical incidents and records of designated student support personnel in accordance with this policy. Records will be maintained in accordance with our **Full Fee Paying Overseas Students Records Management and Retention Policy**.