

**Policy Number & Name:** RTOPRO057 Student Support & Welfare Policy – International

**Policy Area:** Crown College international – International Students Only

**CRICOS Provider No** 03582D

**Organisation Definition:**

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the ‘college’ should be considered a reference to any these respective trading names.

**1. Policy**

1.1 Crown College International is committed to supporting students to adjust to study and life in Australia, to attain their learning goals and outcomes, and to achieve satisfactory progress towards meeting the learning outcomes of their course/s.

1.2 This policy has been designed to ensure that suitable support services are available to international students enrolled with Crown College International in accordance with Standard 6 of the National Code 2018.

**2. Scope**

2.1 This policy applies to all international students studying with the Crown College International and all employees and contractors who deal with all matters for international students.

**3. Responsibility**

3.1 The International Student Support Officer with support from the student administration team, are responsible for the implementation of this policy.

## **4. Procedures**

### **4.1 Pre-Arrival**

- 4.1.1 Crown College International provides pre-arrival information for offshore international students to prepare them for life and study in Australia. Information guides are accessible from the website, electronically and is sent with the student's Welcome Letter.
- 4.1.2 Off shore International students are sent via email the Pre-Departure Guide and Arrival Guide by the International Student Support Officer with their Welcome Letter.
- 4.1.3 Both offshore and onshore International students receive the Student Handbook with their Welcome Letter.

### **4.2 Arrival in Australia**

- 4.2.1 Crown College International can arrange for students to be met at the airport and taken to their accommodation.
- 4.2.2 The student will be required to indicate that this service is required when submitting their application form.
- 4.2.3 The costs for this service will then be provided to the student.

### **4.3 Orientation**

- 4.3.1 Crown College International has developed, and provides age and culturally appropriate Orientation programs relevant for each of the schools (Hospitality and Culinary) to provide comprehensive information about available student support services and support employees to meet the needs of all students enrolled in courses.
- 4.3.2 The Orientation programs are undertaken prior to the commencement of each Intake of study and dates are advised in advance to students in the Letter of Offer and Welcome Letter.
- 4.3.3 Orientation programs are provided at no cost to the students.
- 4.3.4 The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne.

4.3.5 The Orientation program includes in general:

- i. Orientation to Melbourne and a tour Crown College International campus and facilities.
- ii. Details of the course, timetable and employee contact details.
- iii. Welfare and academic issues.
- iv. Information on other support available e.g. legal, emergency and health services available.
- v. Visa requirements
- vi. Student safety for international students

4.3.6 Students are provided with:

- i. A copy of all relevant Student Handbooks and support materials

4.3.7 At the completion of Orientation, students are asked to sign an Orientation Checklist to acknowledge the information they have been provided.

#### **4.4 Student Handbooks and Support Materials**

4.4.1 All students are provided with a Student Handbook at Orientation that provides information on:

- i. Services, facilities and resources available to students
- ii. Visa requirements for international students
- iii. Policies and Procedures
- iv. Other relevant information in assisting students to adjust to life and study in Australia

#### **4.5 Student Services Support**

4.5.1 Crown College International has a Student Services team on campus designated to support students. Reception is open daily from 8.00am – 5.00pm Monday to Friday.

4.5.2 Students are free to approach any Crown College International employee or contractor for any help or make general enquiries such as directions on campus, public transport enquiries and other daily life needs.

#### **4.6 Academic, Language and Learning Support**

4.6.1 Academic support will be provided in the first instance by the trainers and assessors for each course. Students are advised to approach their trainers or International Student Support team if they need assistance in meeting academic and LLN course requirements.

## **4.7 Student Welfare Services**

- 4.7.1 Crown College International has designated International Student Support Officers (ISSOs) to provide basic counseling services to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal issues.
- 4.7.2 The International Student Support Officers are available to international students to help them access study support and welfare related services including:
- i. Legal services – referral service
  - ii. Accommodation – referral service.
  - iii. Emergency and health services – during orientation students are advised on campus safety and how to access emergency and health services in Australia and how to use their OSHC coverage.
  - iv. Facilities and resources – during orientation all students are provided with a guided tour of the campus and all available facilities.
  - v. Complaints and appeals process – the policy for complaints and appeals is provided in the orientation pack for students, on the website and in the Student Handbook.
  - vi. Student visa conditions relating to course progression and attendance as appropriate – these areas and responsibilities are discussed at orientation and details provided in the Student Handbook and with handouts available.
- 4.7.3 Where the nature of the concern is beyond the abilities of the Crown College International team member, the student will be referred to professional welfare services where appropriate such as legal aid, social workers, and counselling services.

## **4.8 Critical Incidents**

- 4.8.1 Crown College International has a documented Critical Incident Policy together with procedures and employee response manual that cover the actions to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.
- 4.8.2 Critical incidents are not limited to, but could include:
- i. missing students
  - ii. severe verbal or psychological aggression
  - iii. death, serious injury or any threat of these
  - iv. natural disaster; and
  - v. issues such as domestic violence, sexual assault, drug or alcohol abuse

## 5. Related Documents

Critical Incident Policy  
Orientation Policy  
Complaints & Appeals Policy  
Student Handbook

## 6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

## 7. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

<b>Date</b>	<b>Modification</b>	<b>Version</b>	<b>By</b>
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe
21.12.2017	Updated procedures 4.1.1, 4.1.2, added 4.1.3, 4.3.2, 4.3.5, deleted 4.6.2, 4.7.3, 4.7.4 as no longer relevant	3.0	Vanessa Hoppe

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