

Overseas Student Support Services Policy & Procedure

Document Title	Overseas Student Support Services Policy & Procedure
Version	V 1.0
Approval Date	1/07/2025
Review Date	1/07/2026
Approved By	Quality Assurance Officer

1. Policy statement

Stellar College Pty Ltd (t/a Stellar College) is committed to ensuring the welfare, safety, and academic success of all international students studying with the College. We recognise the transition to study and life in Australia can present challenges, and we are committed to providing effective, culturally appropriate and timely support throughout a student's journey.

The College's support framework meets the requirements of:

Standard 6 of the National Code of Practice 2018,

Standards 1, 2, 5 and 6 of the Revised Standards for RTOs 2025, and

The Education Services for Overseas Students (ESOS) Framework.

2. Objectives

- Support students' smooth adjustment to living and studying in Australia.
- Provide timely, accessible, and confidential welfare and academic support services.
- Ensure compliance with visa conditions, attendance, progress, and reporting obligations.
- Maintain equity of access to support services, regardless of students' backgrounds.
- Ensure a safe physical and learning environment.

3. Orientation Program

An age and culturally appropriate orientation are delivered to all international students within the first week of arrival or commencement. It includes:

Orientation Topics:

- Academic and attendance requirements
- Visa conditions (e.g., address updates, work rights, attendance, course progress)
- Complaints and appeals processes
- Emergency and health services
- Critical incident and evacuation procedures
- Code of Behaviour / Student Rules
- Privacy and student information handling
- Transferring, deferring, suspending, or cancelling enrolment
- Refund policy and procedure
- Personal safety, including sun and beach safety, and emergency contacts
- Information about Australian laws, cultural adjustment and local services
- Student ID cards, timetables, and campus tour
- Introduction to facilities, resources, and support staff
- Employment rights and how to contact Fair Work Ombudsman

4. Student Support Services

Stellar College provides no-cost access or referrals to the following services:

- Academic Support - trainers provide vocational and language advice; referrals to academic counselling if required.
- English Language Assistance - support through ELICOS trainer or referrals to external services.
- Welfare and Personal Support - access to on-campus Student Support Officer or referral to counselling or community services.
- Accommodation Issues - support available for guidance and problem-solving.
- Health & Medical Services - referrals to local clinics and medical services.
- Legal Assistance - referrals to free or low-cost legal services for international students.
- Emergency Support - clear guidance on how to report incidents and access emergency help.
- Safety and Security Information - information sessions and flyers promoting safe behaviour on and off campus.

5. Student Support Contacts

Student Support Officer - Sehaj Pal Singh

info@stellarcollege.edu.au

+61 424 074 583

Contact method - by email, phone or in-person

6. Critical Incidents

Stellar College maintains a Critical Incident Policy & Procedure, activated in cases of:

- Serious injury or death
- Threats to personal safety
- Fire, flood, or other emergencies
- Emergency evacuation plans are displayed clearly across the campus.

All staff must be familiar with the critical incident protocols and report concerns immediately.

7. Staff Training & Responsibilities

All staff interacting with international students must:

Be inducted in:

- Critical Incident Policy and Procedure
- Support Services available to students
- ESOS legislation and the National Code

Keep up to date with:

- Student visa conditions
- Academic and attendance monitoring requirements
- Privacy and cultural sensitivity protocols

Training is provided via induction and professional development.

7. Monitoring Attendance and Academic Progress

Students at risk of non-compliance with attendance or course progress are identified early.

Intervention strategies are implemented by the Student Support Officer and/or trainers.

Students are encouraged to seek help proactively.

8. Continuous Improvement

- The Orientation Program and Student Support Services are reviewed annually.
- Student feedback, staff input, and emerging needs are used to improve services.
- Compliance audits ensure the effectiveness of welfare and academic support strategies.

9. Procedure Summary

<u>Step</u>	<u>Action</u>
1	Student Support Officer conducts the Orientation
2	Timetable, ID, policies and relevant info distributed
3	Staff ensure awareness of student support services
4	Trainers refer students to support when needed
5	All critical welfare issues are referred to the Support Officer
6	Emergency procedures followed in case of incidents
7	Reminders sent bi-annually to students to update contact details (recorded for audit)

10. Review

This policy will be reviewed annually or sooner following regulatory changes, audit outcomes, or stakeholder feedback.