

International Students Support Services Policy



ST JOHN'S
GRAMMAR

International Students

Source of Obligation

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

- support services available to assist International 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 International student, to provide relevant information or appropriate referrals to the International student requesting assistance in relation to the services and programs offered by the School listed above, at no additional cost to the International student.

St John's Grammar School'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 International students in adjusting to life and study in Australia, the School facilitates access to:

- International Student Coordinator
- Homestay Coordinator
- Boarding House Management
- International tutors for academic support
- Support through International Social Work student
- A head of House and Head of School structure that provides care for students
- Access to support as captured in the Student School Life
- counselling for general or personal matters

Learning to Soar

- 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 International students.

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

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

The table below identifies the School's International student contact officer/s and their contact details.

Name	Position Title	Contact No.	Email Address
Leonie Harwood	Deputy Principal and Head of Senior School	8278 0240	lharwood@stjohns.sa.edu.au
Candice Flinn	International Student Services	8278 0293	cflinn@stjohns.sa.edu.au
Jo Zhang	International Student Coordinator	8278 0244	jzhang@stjohns.sa.edu.au
Nigel Eaton	English Teacher	8278 0274	neaton@stjohns.sa.edu.au

International students are informed about the School's International 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 International students enrolled at the School.

The number and type of student support personnel at the School have been selected to ensure that International students are supported in adjusting to study and life in Australia and throughout their enrolment. International students are supported by:

- Overseas Coordinator
- our International student contact officer/s
- teaching staff and Head of House support team.

- Student tutors and counselling.
- Student buddies

Notifying Staff of ESOS Obligations Standard 6.7 requires the School to ensure that staff members who interact directly with International students are aware of the School's obligations under the ESOS framework and the potential implications for International 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 International students arising from the exercise of these obligations. All staff also have access to this International 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 International students at the School, staff will be informed as soon as practicable.

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

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.

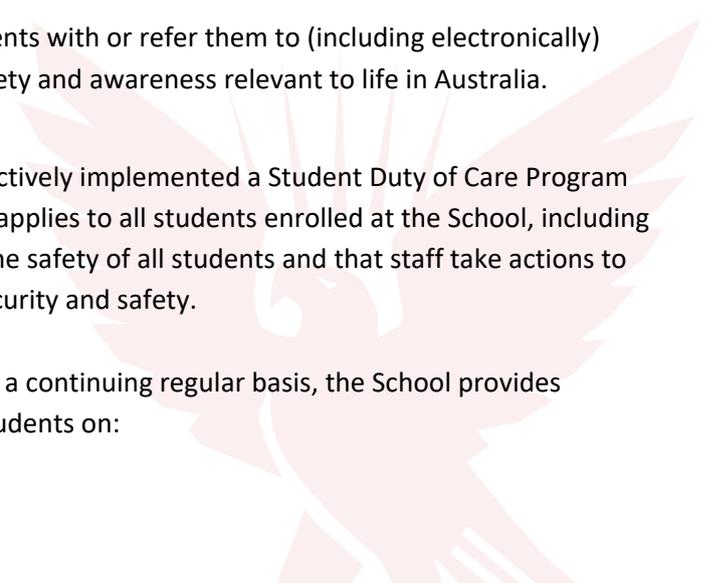
Refer to our International Students Critical Incidents Response Policy.

Safe School Environments Standard 6.9 requires the School to:

- take all reasonable steps to provide a safe environment on campus and advise International students and staff on actions they can take to enhance their personal security and safety
- provide information to International students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide International 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 International 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 International 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 International students, the School ensures that we:

- employ appropriately trained and qualified staff
- effectively communicate contact details for our International student contact officer/s to all students
- have sufficient numbers of student support personnel to meet the needs of our International students
- educate our International 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 International Students Records Management and Retention Policy.

