

## 1 Purpose

This policy is to outline the appropriate services provided by Sunraysia Institute of TAFE to support International Students to adjust to study and life in Australia.

## 2 Scope

This policy applies to the International student cohort and all Institute staff involved in the provision of support services for International Students.

## 3 Policy

- 3.1. Within the Institute, the designated International Student Contact Officer is the Manager of International Programs. Their role is to ensure successful adjustment by International students to live and study in Australia and assist the resolution of student problems that could impede completion of their studies.
- 3.2. The International Student Contact Officer is supported by a team of staff within the International Students Unit as well as other SuniTAFE representatives including, Student Counsellors, Student Wellbeing Officers, Student Residences Officer and Business Managers.
- 3.3. The support services provided by Sunraysia Institute of TAFE include:
  - a) Free airport on-arrival services
  - b) Free accommodation placement services
  - c) Orientation program
  - d) On-going assistance in the adjustment to the challenges of the Australian learning environment
  - e) Access to suitably qualified academic support/study skills counselling, wellbeing and liaison staff
  - f) Access to the Institute's Complaints and Appeals Policy and Procedure
  - g) Advice on affordable, independent dispute resolution organisations including the Overseas Students' Ombudsman.
- 3.4. The International Students Unit will ensure that information on all support services and relevant personnel is available to International students prior to enrolment and during their time as an enrolled student at the Institute.
- 3.5. All support services provided by the Institute are at no additional cost to the student including any referrals to external agencies.

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## 4 Definitions

Acronym/Term	Definition
CRICOS	Commonwealth Register of Institution and Courses for Overseas Students
International Student	A person holding an Australian Student Visa and is defined as an 'Overseas Student' in the ESOS Act
ISU	International Students Unit

## 5 Legislative Context

- Education Services for Overseas Student Act 2000 (ESOS 2000)
- Education Services for Overseas Student Regulations 2001 (ESOS Regulations)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018)

## 6 Associated documents

### 6.1.1. Associated Policies

- Nil.

### 6.1.2. Associated Procedures

- International Student Orientation Procedure
- International Student Support Procedure.

### 6.1.3. Associated Forms

- Nil.

### 6.1.4. Other associated documents

- International Students Unit Course Guide
- Orientation Kit.

## 7 Responsibility

The General Manager Operations is responsible for ensuring compliance with this policy, and its associated procedures and systems.

## 8 Review Frequency

This policy is to be reviewed every three (3) years, and remains in force as amended from time to time, until rescinded.

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**Authorised by:** the Leadership Team

**Endorsed by:** the Leadership Team

**Next review date:** 1/10/2021

**Maintained by:** General Manager Operations

**Policy number:** Current

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Page 2 of 2