

International Student Support Services Policy

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 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

4 Policy

- 4.1.** Within the Institute, the designated International Student Contact Officer is the Manager, International. Their role is to ensure support for international student transition to live and study in Australia, assist in the resolution of student problems that could impede completion of their studies and provide details of the Institute's support services available to international students.
- 4.2.** The International Student Contact Officer is complemented by a team of staff within the International Students Unit as well as other Institute representatives including Student Support Services staff, Student Residences Officer and Education Delivery Managers.
- 4.3.** Institute staff who interact directly with international students are aware of the Institute's obligations under the Education Services for Overseas Student Framework
- 4.4.** International student support services provided by Sunraysia Institute of TAFE include:
- Free airport and bus station arrival services
 - International Student Orientation program
 - On-going assistance in the adjustment to the challenges of the Australian learning environment
 - Access to academic support and study skills support
 - Access to counselling, wellbeing and liaison staff
 - Referrals to external support services and agencies
 - Assistance with SuniTAFE Student Residences applications

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- h) Access to the Institute's Complaints and Appeals Policy and Procedure
- i) Advice on affordable, independent dispute resolution organisations including the Overseas Students' Ombudsman.

4.5. The International Students Unit will ensure that information about international student support services is available to international students.

4.6. All support services provided by the Institute are at no additional cost to the international student.

4.7. There is no cost for providing a referral to an external agency or support services.

5 Legislative Context

- Education Services for Overseas Student Act 2000 (ESOS Act)
- Education Services for Overseas Student Regulations 2019 (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

- Complaints and Appeals Procedure – Students and Community
- International Student Orientation Procedure
- International Student Support Procedure
- Student Support Services Information and Referral Procedure

6.1.3. Associated Forms

- International Student Arrival Services Form

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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Endorsed by: the Leadership Team

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