



OZFORD ENGLISH LANGUAGE CENTRE
CRICOS No. 02501G

Student Welfare Support and Services Policy and Procedures

1. Rationale

This policy has been developed to meet the requirements of the National Code 2007 Standard 6, where Ozford support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

2. Scope

This policy applies to all Ozford English Language Centre (Ozford) students who are currently enrolled on a student visa.

3. Policy

3.1 Ozford is committed to providing appropriate support services to students to enable and provide them with every opportunity to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

4. Support and Services Provided

Student Welfare Services

Ozford has a Student Welfare Officer on site 8:30am to 5pm Monday to Friday. Students are advised to contact a Student Services Officer to make appointment with a Student Welfare Officer if they have any issues or concerns regarding life in Ozford and Australia including; course progress, attendance requirements or accommodation issues. Urgent matters will be attended to promptly. The Student Welfare Officer will refer students to the appropriate person if the matter is of a non personal nature. Counselling services and other external referrals will be arranged if deemed appropriate by the Student Welfare Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

Pre-Enrolment Guide

All students are provided with a Pre-Enrolment Guide before their arrival in Australia. It provides them with information on what to expect from life in Australia and how best to prepare themselves to study at Ozford. A copy is also available on the Ozford website.

Arrival in Australia

Ozford can arrange for students to be met at the airport and taken to their accommodation. The student needs to indicate their need of this service when completing the enrolment application form.

Orientation & Transition Support

All new students go through an Orientation Program during their first week at Ozford. The Orientation program involves familiarisation with living and studying in Melbourne. Contents of Orientation program include:

- Orientation to Melbourne and a tour of Ozford
- Details of the course, timetable, teachers contact details
- Details of other Student Services and Support available are in Student Handbook
- Information on other support available eg. Legal, emergency and health services available
- Visa requirements

Ozford English Language Centre Pty. Ltd is trading as Ozford English Language Centre (CRICOS No. 02501G)

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- Contacts for assistance with payment, welfare and academic issues.
- Please see Point 4 “Standard Student Orientation Procedures” for more details.

Students are provided with a copy of:

- Student Information Sheet and Student Handbook
- Student Enrolment Checklist
- Student Profile form to complete

Student Handbook

All students are provided with a copy of the Student Handbook during their first week at Ozford. It contains information on:

- Services, facilities and resources available to students
- Visa requirements for international students
- Other relevant information in assisting students to adjust to life & study in Australia

Student Services Support

Ozford has a Student Services Team designated to support students during their time in Ozford.

Students Services Desks are open daily 8am to 5pm Monday to Friday. Students are free to ask approach Student Services Desk for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking. Students are advised to fill in a Student Services Request form in order for their request to be attended to.

The official point of contact for students is the Student Services Officer who has access to up to date details of Ozford’s support services. For emergency after hours, students are advised to ring: 0403062050.

There are also other staff members who are available to support students:

1. Student Services Coordinator
2. Student Welfare Officer
3. IT Support Officers
4. Librarian
5. Student Mentors
6. Marketing Officers

Please see reception if you need to speak to any of the staff members above.

Academic, Language and Learning Support

Academic support is the responsibility of the senior teachers and the ELICOS Coordinator. They have extensive experience in teaching English as an Additional/Second/Foreign Language. Teachers with experience, skills and knowledge in the area of career counselling may also provide advice. You are advised to approach your class teacher or the ELICOS Coordinator for more information.

The ELICOS Coordinator assists students with the following:

- Study Skills
- Timetables
- Learning Support Strategies
- Personal problems

Contact details: Phone 86637171 (ELICOS Administrative Assistant) to organise a meeting.

Regular Information Seminars are conducted to provide students with further study options. There is also a **Career Advisor (Student Success Coach)** to help students in terms of future options. Contact Details of the Student Success Coach are available in the Student Handbook.

Critical Incident Management

Ozford recognises that planning for the management of a critical incident is essential to enable Ozford and its staff to meet the duty of care owed to its students. Please refer to the Critical Incident and Mandatory Reporting Policy & Procedures for further information. The policy and procedure is available on the Ozford website.

5. Relevant Legislation

There is a range of legislation and regulatory requirements that significantly affect staff duties and are applicable to all staff. Staff members **MUST** ensure that they carry out their duties in accordance to the current legislation and regulatory requirements. The Information on relevant legislation and regulatory requirement can be found at the following websites:

The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education and Training (DET), administers the ESOS Act and its associated instruments.

Education Services for Overseas Students (ESOS) Act

[The Education Services for Overseas Students \(ESOS\) Act 2000](#) (current) governs:

- the [registration process](#) and obligations of registered providers
- the [Tuition Protection Service](#); and
- enforcement and compliance powers.

National Code of Practice 2007

All CRICOS-registered providers must comply with the provisions of the National Code of Practice 2007 <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

The National Code 2007 contains:

- A description of the principles and guidelines that underpin the National Code 2007;
- A description of the roles and responsibilities of state and territory governments;
- Requirements and standards for CRICOS-registered providers; and

National EL Accreditation Scheme (NEAS)

Ozford English Language Centre is endorsed by NEAS. **NEAS** is globally recognized as a body that provides quality assurance monitoring and accreditation of English Language Teaching (ELT) providers. www.neas.org.au

Health and Safety: www.worksafe.vic.gov.au/

Equal Opportunity: www.humanrightscommission.vic.gov.au/

Privacy: www.privacy.gov.au/law/act

Department of Immigration and Boarder Protection: <https://www.border.gov.au/>

It is the responsibility of all staff at Ozford to ensure that they are knowledgeable about the requirements of the relevant legislation at all times. It is compulsory for staff members to be familiar with current ESOS Act and the National Code of Practice.

7. Standard Student Orientation Procedures

All new students attend the standard orientation session at the beginning of their enrolment.

1. Students will meet in the library.
2. Student Enrolment Officer will welcome students and provides an orientation overview.
3. General English and English for Secondary School Preparation students will be required to sit a placement test to determine their English level.
4. Student Enrolment Officer will take students through the content of the Student Handbook and give particular emphasis to:
 - a. Facilities and resources
 - b. Code of Conduct
 - c. Attendance requirements and lateness/absence process
 - d. Satisfactory academic progress policy and procedures
 - e. IT Acceptable use Policy
 - f. Visa conditions relating to course progress and attendance
 - g. Student support services available to students
 - h. Emergency & Critical Incident Policy & Procedures
 - i. Legal services
 - j. Emergency and health services
 - k. Specific contact details list for emergencies
 - l. Safety matters
 - m. Complaints and appeals processes
 - n. Under 18 welfare arrangement & homestay requirements
 - o. Official contact personnel;
 - i. Student Support Services (Welfare for personal matters and ELICOS Student Services Officer for student admin matters)
 - ii. ELICOS Coordinator (Academic and school conduct and behaviour issues)
5. Take students through the Staff Chart and explain to students who they can contact. Introduce the Student Services Officer as official point of contact.
6. Take the student through and students to complete the Student Profile Form. Explain to students that it is a requirement that they are to confirm in writing their contact details and medical condition. Also remind students that as part of the visa requirement they need to notify Ozford of their residential address in Australia within 7 days of arriving in Australia. They **must** notify Ozford of any change in residential address within 5 days of the change.
7. All students are to complete the Student Profile Form and return to the Student Enrolment Officer on the spot (if medical Insurance information or other information is not available have the student return to complete the form with the details by the end of the week).
8. Collect a copy of current VISA, OSHC Cover and Passport main page from students.
9. Attend to any other notices included in the Orientation Pack.
10. Take students photo for student ID card.
11. Distribute and explain the HS student timetable to students.
12. Inform students that they can collect their student cards & computer user name and passwords by end of the week.
13. Add students' names and study dates on the electronic copy of rolls on FirstClass.
14. Change student's status from FUTURE to CURRENT on SOEAC.
15. Update student contact details (Address, telephone number, email address and emergency contact) on SOEAC) and scan the Student Profile Form in student's file.
16. Update students intake (date of enrolment).
17. Identify if there are any students with special needs or medical conditions from the Student Profile Form, record on SOEAC and inform relevant staff members (ELICOS Coordinator, First Aid Officer, Student Services Officer, Teachers and etc.).