

Student Welfare Support and Services Policy and Procedure

1. Rationale

This policy has been developed to meet the requirements of the National Code 2018 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

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

4.1 Student Welfare Services

Ozford has a Student Welfare Officer on site from 9:30am to 4:30pm, from Monday to Thursday. Students are advised to contact a Student Services Officer to make an appointment with a Student Welfare Officer if they have any issues or concerns regarding life in Ozford and Australia, including course progress, attendance requirements and 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.

4.2 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.

4.3 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.

4.4 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 the Orientation program include:

- Introduction to and a tour of Ozford
- Information on studying and living in Melbourne
- Details of the course, timetable, teachers' contact details
- Details of student services and welfare support offered by Ozford
- Other forms of support, e.g. legal, emergency and health services offered by Ozford and external parties
- Visa requirements
- 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 Handbook
- Student Enrolment Checklist
- Student Profile form to complete
- Campus map
- Ozford school calendar
- A Guide to Australian Etiquette
- English Language Level descriptions
- ELICOS Attendance Policy and Procedures
- ELICOS Course Progress Policy and Procedures
- ICT Acceptable Use Policy and Procedures

4.5 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

4.6 Student Services Support

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

The Student Services Front Desk on level 10 are open daily from 8.30am to 5pm Monday to Friday. Students are free to approach the front desk for any help or to make general enquiries, for example: directions, public transport and other day to day needs and banking. Students are advised to fill in a Student Services Request form in order for their requests 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:

- Student Services Coordinator
- Student Welfare Officer

- IT Support Officers
- Librarian
- Student Mentors
- Marketing Officers

Students are advised to see the receptionist on the front desk on level 10, if they need to speak to any of the staff members above.

4.7 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

Students can contact the ELICOS Student Services Officer on 86637188 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.

4.8 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 requirements can be found on the following websites:

5.1 Education Services for Overseas Students (ESOS) Act

The Education Services for Overseas Students (ESOS) Act 2000 sets out the legal framework governing the 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.

The ESOS Act governs:

- the registration process and obligations of registered providers
- the Tuition Protection Service; and
- enforcement and compliance powers.

5.2 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

All CRICOS-registered providers must comply with the provisions of the National Code of Practice 2018:

https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026952

The National Code 2018 contains:

- A description of the principles and guidelines that underpin the National Code 2018;
- A description of the roles and responsibilities of state and territory governments;
- Requirements and standards for CRICOS-registered providers; and

5.3 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.

More information is available at 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 Home Affairs: <https://www.homeaffairs.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 the current ESOS Act and the National Code of Practice.

6. Standard Student Orientation Procedures

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

1. Students will meet at the library. The ELICOS Student Services Officer will welcome students and provides an orientation overview.
2. General English and English for Secondary School Preparation students will be required to sit for a placement test to determine their English level.
3. The ELICOS Student Services Officer will take students through the content of the Student Handbook and give particular emphasis to:
 - Facilities and resources
 - Code of Conduct
 - Attendance requirements and lateness/absence process
 - Satisfactory academic progress policy and procedures
 - IT Acceptable use Policy
 - Visa conditions relating to course progress and attendance

- Student support services available to students
 - Emergency & Critical Incident Policy & Procedures
 - Legal services
 - Emergency and health services
 - Specific contact details list for emergencies
 - Safety matters
 - Complaints and appeals processes
 - Under 18 welfare arrangement & homestay requirements
 - Official contact personnel;
 - Student Support Services (Welfare for personal matters and ELICOS Student Services Officer for student admin matters)
 - ELICOS Coordinator (Academic and school conduct and behaviour issues)
4. The ELICOS Student Services Officer will take students through the Staff Chart and explain to students who they can contact.

The ELICOS Student Services Officer will guide the students in completing the Student Profile Form, and explain to students that it is a requirement that they confirm in writing, their contact details and medical conditions. Students will also be reminded that as part of their visa requirements, they need to notify Ozford of their residential addresses in Australia within 7 days of arriving in Australia, and any change in their residential addresses within 5 days of the change.

5. All students are to complete the Student Profile Forms and return to the ELICOS Student Services Officer on the spot (if medical insurance information or other information is not available, students will be required to return to complete the forms with the details by the end of the week).
6. Collect a copy of current VISA, OSHC Cover and Passport main page from students.
7. Attend to any other notices included in the Orientation Pack.
8. Take student photos for student ID cards.
9. Distribute and explain the class timetables to students.
10. Inform students that they can collect their student cards & computer username and passwords by end of the day.
11. Add students' names and study dates on the electronic copy of rolls on FirstClass.
12. Change student's status from ACCEPT PAID to STUDYING on SOEAC.
13. Update student contact details (Address, telephone number, email address and emergency contact) on SOEAC) and scan the Student Profile Form in student's file.
14. Update students' dates of enrolment on the ELICOS Intake spreadsheet.
15. 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.).

16. For students who are under 18, a safety card with 24/7 emergency contact number of will be provided (please find the sample template by the end of this document)

STUDENT SAFETY CARD

Residential Address:

Carer/Homestay Contact name & Number:

OFFICE HOUR CONTACT NUMBER of College: +61 (03) 86637188

24/7 CONTACT NUMBER of College: +61 0403062050

EMERGENCY CONTACT NUMBER IN AUSTRALIA: 000

Notice: *Ozford College is regulated by the Victorian Registration and Qualifications Authority.*

You can contact VRQA at www.VRQA.vic.gov.au