



OZFORD

College

310 King Street Melbourne

CRICOS No. 02427A

Registered School No. 2016

Student Welfare Support and Services Policy and Procedures

Rationale

This policy has been developed to meet the requirements of the National Code 2018 Standard 5 & 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.

Scope

This policy applies to all Ozford College students who are currently enrolled.

1. 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.

2. Support and Services Provided

2.1 Student Welfare Services

Ozford has a Student Welfare Officer on site 9:30am to 4:30pm Monday to Thursday. Students are advised to make appointment with the Student Services Officer to see the Student Welfare Officer if they have any issue or concern regarding life in Ozford and Australia including course progress and attendance requirements and accommodation issue. 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.

2.2 Pre-Enrolment Guide

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

2.3 Arrival in Australia

Ozford arranges for students to be met at the airport and taken to their accommodation. Student need to indicate the need of this service when filling in the application form.

2.4 Orientation & Transition Support

2.4.1 All new and continuing students go through an Orientation Program during their first week of every term 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 of other Student Services and Support available in Student Handbook
- 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)
- Information on other support available eg. Legal, emergency and health services available
- Information about Ozford's child safe practices
- Visa requirements
- Contacts for assistance with payment, welfare and academic issues.

Also see

Point 4 of **Standard Student Orientation Procedures** for more details.

2.4.2 Students are provided with a copy of:

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

2.4.3 Student under the age of 18 are required to meet with the Student Welfare Officer at the end of the orientation program.

2.5 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

2.6 Student Services Support

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

2.6.1 Students Services Desks are open daily 8:30am 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.

2.6.2 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.

2.6.3 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

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

2.7 Academic, Language and Learning Support

Academic support is the responsibility of the Student mentor and the High School Coordinator. They have extensive experience in teaching secondary students. Teachers with experience, skills and knowledge in the area of career counselling may also provide advice. You are advised to approach your mentor or the High School Academic Director for more information.

2.7.1 The High School Coordinator assists students with the following:

- Study Skills
- Subject/Unit selections
- Timetables
- Learning Support Strategies
- Personal problems

2.7.2 Contact details: Phone 86637155 (High School Administrative Assistant) to organise a meeting.

2.8 Student Mentors

Each High School student is allocated a teacher who acts as the mentor for the student. Students are required to attend a weekly mentor group meeting. Student mentors have responsibilities for pastoral care matters, for study management, goal setting activities and career guidance. They are the initial contact for students experiencing difficulties associated with study skills, ability to complete tasks on time, health issues, and personal matters. They will refer all serious matters to the appropriate experienced counsellor. Student Mentors are also responsible for alerting the High School Coordinator and the Student Services Coordinator of any problems with students relating to any of these matters including the illegal consumption of alcohol, cigarettes or illegal drugs as these are prohibited at Ozford.

2.8.1 Teachers are also responsible for alerting the High School Coordinator and the Academic Director of any problems with students relating to serious matters including the illegal consumption of alcohol, cigarettes or illegal drugs as these are prohibited at Ozford.

2.8.2 Contact details: Student Mentors can be contacted directly when they are not teaching (usually in their staff room). Phone 8663 7101 (High School Administrative Assistant) who can organise a meeting.

2.9 **Regular University Information Seminars** are conducted to provide students with further education information. There is also a **Career Advisor** to help students in terms of future options. Contact Details are available in the Student Handbook.

2.10 **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 Ozford website.

3. **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.

4. **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.

5. **National Code of Practice 2018**

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

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

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

5.1 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 for CRICOS-registered providers; and
- Standards for CRICOS-registered providers.

6. Victorian Registration and Qualifications Authority (VRQA)

Ozford College is registered with the VRQA to provide High School education to students. The VRQA's purpose is to regulate for quality learning outcomes in safe and well governed environments. <http://www.vrqa.vic.gov.au/Pages/default.aspx>

7. The Standards for Registered Training Organisations (RTOs) 2015

An essential mechanism for the regulation of vocational education and training (VET) is the national standards against which RTOs are assessed. The Standards for Registered Training Organisations (RTOs) 2015 are used by the Australian Skills Quality Agency (ASQA) as an instrument in protecting the interests of all students undertaking vocational education and training in Australia.

- **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 Border Protection:**
<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 Guide for Providers of Education and Training Services, current ESOS Act and the National Code of Practice.

8. The Victorian Child Safe Standards

8.1 Registered schools and other child-related organisations have an important responsibility for keeping children safe. To create and maintain a child safe organisation, organisations must have:

- strategies to embed an organisational culture of child safety, including through effective leadership arrangements
- a child safe policy or statement of commitment to child safety
- a code of conduct that establishes clear expectations for appropriate behaviour with children
- screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel
- processes for responding to and reporting suspected child abuse
- strategies to identify and reduce or remove risks of child abuse
- strategies to promote the participation and empowerment of children

8.2 For registered schools, Ministerial Order No. 870 sets out the specific actions they must take to meet these requirements.

8.3 In complying with the child safe standards, schools need to be mindful of the diversity of students and school communities and include the following inclusion principles as part of each standard:

- promoting the cultural safety of Aboriginal children
- promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds such as international students
- promoting the safety of children with a disability.

For more information about the Victorian Child Safe standards please refer to the Child Safe section of the Victorian Department of Education and Training Protect section

9. Standard Student Orientation Procedures

All continuing and new students must attend the standard orientation session at the beginning of every term.

9.1 Students will meet in different classroom according to year level.

9.2 Take students through the content of the Student Handbook (See Attached): 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 including child safe information
- Complaints and appeals processes
- Under 18 welfare arrangement & homestay requirements
- Official contact personnel;

9.3 Student Support Services (Jun Young for Welfare and personal matters)

9.4 High School Coordinator (Fiona Sayner for Academic and school conduct and behaviour issues)

9.5 Take students through the HS Organisational diagram and Student Services organisational Structure diagram and explain to students who they can contact.

9.6 Introduce the Student Services Officer as official point of contact.

9.7 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 7 days of the change.

9.8 All students are to complete the Student Profile Form and return to the Student Mentors on the spot if complete (if medical Insurance information or other

- information is not available have the student return the form with the details to Student Mentor by the end of the week).
- 9.9 Tell all students that they are to provide the Student Mentors with a copy of current VISA, OSHC Cover and Passport main page on the same date or by the end of the week. Assistance will be given with photocopying at Reception for 15 minutes after the orientation Session and on Thursday at lunch time.
- 9.10 Students from ELICOS and ongoing HS students retain current IT related username and password. New students see Student services at Reception for directions as to how to obtain these.
- 9.11 Distribute timetables and explain the timetable structure.
- 9.12 Tell students with subject clashes or those wishing to request a subject change to see the High School Coordinator after the Orientation session. Alert students who change subjects that they may be issued with a new timetable if this is necessary.
- 9.13 Tell students in year 11 that wish to be considered for entry into the Year 12 Chinese or Vietnamese LOTE class (VCE Unit 3 & 4) that they must attend a TEST (start of year only).
- 9.14 Distribute the College Diary. Take students through it quickly.
- 9.15 Tell those starting HS for the first time that they see student services for a new Student Card. Ongoing HS students use the card from previous year or from ELICOS.
- 9.16 Distribute the Textbook Instruction Sheet. Go through the instruction sheet with the students.
- 9.17 Attend to any other notices included in the Orientation Pack.
- 9.18 Remind students of what they need to do about subject clashes and changes, copies of VISA and Passport, completed Student Profile Form, Student Cards.
- 9.19 Remind students that they are expected to finalise Textbooks by two weeks of ordering and that Classes will start on 8:45am.
- 9.20 Explain to students who they can contact and introduce the Student Services Officer as official point of contact.
- 9.21 Take students photo for student ID card.
- 9.22 Distribute and explain the HS student timetable to students.
- 9.23 Inform students that they can collect their student cards & computer user name and passwords after 2 weeks.

- 9.24 Add students' names and study dates on the electronic copy of rolls on High School Attendance System.
- 9.25 Enrol student via Student Enrolment System.
- 9.26 Update student contact details (Address, telephone number, email add & emergency contact) on Student Enrolment System and put the Student Profile Form in student's file.
- 9.27 Update students intake (date of enrolment).
- 9.28 Identify if there are any students with special needs or medical conditions from the Student Profile Form, record on Student Enrolment System and inform relevant staff members (High School Coordinator, First Aid Officer, Student Services Officer, Teachers and etc.).

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*