

Statutory and regulatory compliance

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Standards 2, 5, 6, 7, 8, 9, 10.
- English Language Intensive Courses for Overseas Students Standards 2018 (ELICOS Standards 2018) P2, P5.1, P6.1, P6.9, P7

Related Policies

- Embassy English General Standards of Conduct and Misconduct policy
- Monitoring course progress
- Monitoring attendance
- Critical incidents
- Continuous improvement
- Students under the age of 18

Related Documents

- Orientation presentation
- Record of student interview
- Activities Calendar
- Student Management System (Study Global) Notes
- MEE portal access and Embassy English Website

Policy

Embassy English strives to meet the particular needs of each student and to provide support and welfare services to students which are useful, efficient, timely, and effective.

Embassy English provides students with timely and complete information about the services available to them. The Student support and welfare policy applies to all Embassy English students. It encompasses the need for the care and welfare of every enrolled student and is based on the principles of quality management.

Embassy English ensures that policies and procedures are in place to provide the care, safety and welfare for students which are consistent with relevant legislation.

We also ensure that opportunities to access Embassy English's courses are provided to students with special needs.

Embassy English provides advice, support and welfare services to students to assist them with issues that may arise during their study. These support and welfare services are not limited to academic issues and encompass a range of issues related to student welfare and to adjustment to life in Australia.

Embassy English's advice and support services are provided at no additional cost to the student.

As necessary, Embassy English will organise referrals to professional counselling services for students who face difficulties in their personal lives. Embassy English can organise referrals for issues related to illness, bereavement, relationship problems, financial problems, or problems adjusting to a new lifestyle.

Referrals to external support services are made at no extra cost to the student.

Students are fully informed of the welfare services available to them at orientation and on the MEE portal

Students are informed if Embassy English has a commercial interest in any service that is provided to them.

Procedures

Providing information about student services

The Embassy English Campus Management has collective responsibility for ensuring that information about student support and welfare services is provided to students and to staff in a timely and accurate way.

Embassy's current student support structure comprises the Centre Director, Academic Manager, Student Services Manager, Teachers and Student Services staff.

Providing information to staff

Information about student services is provided to new staff during their induction. Information is distributed in an ongoing way to existing staff by use of the general staff meeting. Information is provided in the agenda for the staff meeting and during the meeting.

Information about student support and welfare services is also disseminated to staff by use of the intranet "Huddle" site available to all Embassy staff.

Providing information to students

Information about student support and welfare services is provided to students in the following ways:

- at orientation in the orientation presentation
- via the My Embassy English student portal
- by teachers in the classroom environment
- by notices on the student noticeboard
- by request at the reception desk

Support and welfare services available to students

All students have a right to feel safe and have access to appropriate welfare and support. Information on student welfare is provided to all students during orientation. The student code of conduct is expected to be followed by all students.

- The following support and welfare services are available to Embassy English students, all of which are provided to students free of any additional charges or fees:
- Issuing of documents (e.g. statements of attainment, letters of release etc.)
- General welfare (e.g. assistance with personal, cultural and social needs, living skills, study skills)
- Emergency assistance, support and referrals for students in crisis situations
- Assistance in understanding Embassy English's policies and procedures (especially the complaints and appeals, monitoring course progress, and attendance procedures)
- Referral to professional counsellors (e.g. psychologists, medical practitioners, social workers, careers guidance counsellors, lawyers, migration agents) if deemed necessary by the onsite student counsellor.
- Embassy English does not charge a fee for referral to professional counsellors
- Advice about accommodation and accommodation services
- Assistance with OSHC (Overseas Students Health Cover) issues
- Student orientation
- Academic assistance
- I.T. support
- CV development
- Learning and study habit assistance
- Social activities (including helping to organise special activities such as sporting teams, cultural events and sightseeing events)
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- Information about how to seek assistance for and report an incident that significantly impacts on wellbeing, including critical incidents
- General information on safety and awareness relevant to life in Australia.

Staff involved in the provision of student support and welfare services

All staff are made aware of their obligations to provide learning and welfare support to students.

Study Group Australia Pty Limited trading as Embassy English ACN: 070 919 327
CRICOS Provider Code 01682E website: www.embassyenglish.com

The following staff are directly involved in the provision of student support and welfare services:

- Centre Directors
- Student Services Manager
- Academic Manager
- Student Services Representatives

Responsibilities for providing student support and welfare services

The division of responsibilities for the provision of student support and welfare services is delineated in the paragraphs which follow.

Shared responsibility of all staff for student support and welfare

All staff members are bound by their duty of care to assist students who are in need of help. They are advised to do this by referring students initially to the Academic Manager or Student Services Manager, depending on the nature of the concern. All staff are advised during their induction session of their responsibilities for student support and welfare.

Quality assurance and welfare services for students who are under the age of 18

Embassy's student support services staff conduct weekly face-to-face checks and interviews with students under the age of 18. Staff members either go to the classroom and have a chat with the students or make time with them to conduct an interview. If the student is not in the classroom, the staff member contacts them by calling them on their phone and also sends an email. If the student does not respond to the email or fails to answer the call, the staff then contact their respective homestay provider.

Certain questions relating to the students ability to cope with the lifestyle in Australia, their ability to converse in the English language and communication skills are discussed during the interview with the homestay provider. The relevant homestay provider also provides staff with any information from the homestay family that they may have received in relation to the student's welfare.

Embassy student services staff also directly contact the homestay families to check and confirm if the students are settling well to the lifestyle within their respective homes and that there are no issues for them.

If a student's attendance is low, the Embassy staff will directly contact the homestay family or the guardian to verify why the students attendance is low.

Determining the most appropriate staff member to provide support

The Centre Director will determine who of Embassy English's staff is the most appropriate to provide the student with the advice and support required. The Centre Director will make an appointment for the student to meet with that person.

Direct responsibility for student support and welfare

All staff are made aware during their induction session of their responsibilities for student support and welfare.

The following staff share direct responsibility for the provision of student support and welfare services:

- Centre Directors
- Academic Manager
- Student Services Manager
- Student Services Representatives

Student Counselling

Advice and support is provided to students in one-on-one confidential sessions with the relevant staff member. If appropriate, notes are recorded in the student file.

Access to student welfare and support services

All students are able to see members of the Academic or Student Services team during certain times each day. The objective is to make accessible as possible the staff with whom students are likely to need to consult.

Dealing with student issues

The relevant member of the Academic or Student services team will have an initial discussion with the student about the issues raised by the student to determine who has the responsibility for providing advice and support. Appropriate arrangements to deal with the issues are then made.

If there is a need for consultation with other staff or external personnel about the issue(s), a further appointment will be made for the student, as appropriate. The subsequent meeting will take place as soon as practicable after the initial meeting. It may be escalated to the Centre Director.

Policy Version Details	
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Document History

Commencing Date	Summary of Changes	Next Review Date
August 2017	v3.0 Review, minor amendment and approval	August 2022
12 December 2017	v4.0 Review and amendment to maintain currency with business and regulatory changes	December 2022
31 August 2018	V4.1 Administrative amendments	December 2022

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