



Student Support Services Policy

Relevant Legislation	National ESOS Code: Standard 6
Commencement Date	June 2015
Next Review Date	October 2017

1. Purpose

The purpose of this policy is to address the requirements of Standard 6 of the ESOS National Code which aims to ensure that appropriate support services are available to international students to ease the transition into life and study in Australia and to assist them as needed.

2. Scope

This policy is applicable to international students enrolled at The Hutchins School.

3. Objectives

The objective of this policy is to ensure that supports services for overseas students are of a standard that meets criteria referred to in Standard 6 of the National ESOS Code.

4. Definitions

EAL	English as another Language
ESOS	Education Services for Overseas Students

5. Policy Information

The Hutchins School will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate thorough orientation program for all new students that includes:

- a) Support services to assist students to transition to life and study with The Hutchins School
- b) Legal issues
- c) Emergency and health services
- d) Facilities and resources
- e) Complaints and appeals policy and process

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- f) Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address
- g) Student rules and expectations
- h) Students are reminded to update address, phone and email at least each six months
- i) The Hutchins School has a written procedure for contacting students a minimum of each six months to confirm their contact details are still current including address, mobile and email.

The International Student Orientation process includes a checklist for the staff member performing the orientation to complete and to ensure all necessary components are discussed. Other key areas in the International Student Handbook will be reinforced during orientation.

The Student Support Officer must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times. The Hutchins School will review and where identified, improve the orientation process as needed.

The Hutchins School will provide support or access to support for students to assist in meeting course requirements and maintaining their attendance. The Hutchins School will also provide support or the opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student.

Critical Incident Management

The Hutchins School has a 'Critical Incident Management Plan' which will be activated immediately in the event of a critical incident.

The Hutchins School has boarding and EAL staff to support international students however there is a large number of support staff available throughout the School including in the enrolments office of the School and in the pastoral care structure of The Hutchins School.

All staff receive electronic versions of the ESOS legislation and Staff Handbook for International Students. Staff are inducted in the Critical Incident Management Plan.

The Hutchins School will identify and access appropriate support services, and ensure the necessary services are provided for students as required.

Procedure:

The combined efforts of those as nominated on the orientation induction checklist will conduct the orientation program with every new student from day of arrival. The checklist of this program (dated and signed by staff and student) will be retained on the student file.

The orientation process is to be reviewed annually.

All staff are made aware of the School's Critical Incident Management Plan via induction and regular communications.

All student welfare/support issues are to be reported immediately to the most relevant areas: Chaplains, Heads of House, Heads of School and Year Heads. The Hutchins School provides a counselling service for students and families and staff:

<http://www.hutchins.tas.edu.au/counselling/>

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Should a student require assistance the first point of contact would be the Director of Boarding or their school mentor. From this point others become involved as required: Chaplains, Heads of House, Heads of School and Year Heads.

If a teacher is aware of an issue with a student they must report it promptly through to the relevant contact point and to the Deputy Headmaster.

All students and staff are to be kept informed of the current procedures and should contact points change at any time, these changes are to be circulated promptly.

Staff are to report any issues to the Occupational Health and Safety (OH&S) Officer – see this link for the OH&S policy - <http://www.hutchins.tas.edu.au/ohs/> .

Critical Incident Management

The Hutchins School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential and has a school-wide Critical Incident Management Plan. Standard 6 is to be read in conjunction with the School's Critical Incident Management Plan.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Death of a student, staff member or Hutchins identity (suicide, homicide, natural, car crash) onsite or offsite
- Fire destroying part or all of a building or buildings
- Bus crash with multiple serious injuries/fatalities
- Criminal acts against staff, students and the School (e.g. school shootings, stabbings, etc.)
- Natural disasters (earthquakes, cyclone, flood, tsunami) which cause severe damage to facilities resulting in major business interruption for 1 day or more)
- Acts of terror
- Major chemical or hazardous material spill
- Outbreak of disease/pandemic
- Major incident with significant negative media exposure

The Hutchins School has appointed staff to form a Critical Incident Team in the event of a critical incident. The School's Safety, Health and Risk Manager is responsible for maintaining the Critical Incident Management Plan.

See school-wide Critical Incident Management Plan

6. Supporting Procedures/Guidelines

- The Hutchins School Critical Incident Management Plan

7. Related Documents/Systems

Nil

8. Record Keeping

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This procedure is to be kept for three (3) years until review unless there is a significant legislative organisational change requiring earlier review.

The master copy is kept on SharePoint and is read-only in PDF form. All printed copies are uncontrolled.

9. Policy Owner

Headmaster

10. Policy Review Details

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