

INTERNATIONAL STUDENT WELFARE AND SUPPORT

This Policy and Procedure is in compliance with National Code Part D, Standards 7 and 5

Context

Students under the age of 18 years and holding a Student Visa (other than AusAID students), are to remain in the approved accommodation and welfare arrangements that were in place at the time the Student Visa was granted. Students for which the ASC is taking on welfare responsibilities, will be issued with a Confirmation of Appropriate Accommodation and Welfare (CAAW) Letter. Any student with a CAAW letter will have access to our Welfare Support Program.

ASC International's Welfare Support Program includes all services and support provided through ASC International and our School's Pastoral Care programs as well as additional layers of support provided through our partner homestay organisations and our partner welfare organisation, Sonder Australia.

ASC International will maintain the accommodation, support and welfare arrangements of students under the age of 18 years during any period of suspension or cancellation of enrolment until one of the conditions of the previous paragraph is met.

Students under the age of 18 years may stay with a parent, a suitable relative, approved by DoHA, or in accommodation approved by ASC International.

ASC International will ensure that students are provided with age and culturally appropriate information on:

- Contact numbers of nominated staff in the case of an emergency; and
- Seeking assistance and reporting incidents or allegations involving actual or alleged sexual, physical or other abuse.

If a student wants to change their accommodation and welfare arrangements, they must first seek approval from ASC International through the Welfare Coordinator via completion of a Request to Vary Welfare Form.

Welfare Monitoring

The Welfare of all students under the age of 18 and holding a Confirmation of Appropriate Accommodation and Welfare letter (CAAW) issued by the ASC, is monitored ongoing by all parties including, the ASC (via ASC International), the School and the homestay provider. Formal meetings with each student occur at least every six months with homestay families also being contacted bi-annually.

ASC International engages Sonder Australia as an additional Welfare support provider for all international students and are included in the definition of ASC International Welfare Support Staff. Their services are provided on behalf of ASC International and cover duties above and beyond the required legislative obligations as a part of the duty of care obligations for our students.

Services to Support Students

The ASC will provide students with access to the ASC International Welfare Support Program within the School and homestay to assist with issues that may arise during their study (at no additional cost to student). Information regarding these services is included in the Student Handbook that is provided to students during Orientation.

These support services include, but are not limited to:

- Monitoring course progress and providing counselling where necessary;
- Monitoring attendance and providing counselling where necessary;
- Monitoring accommodation arrangements and providing counselling where necessary. This includes dealing with any critical incidents that may occur. Actions to be taken in this event are covered by the ASC International Critical Incident Policy and Homestay Policy and Procedure.
- Pre-departure and post arrival support and welcome services
- Support to parents in monitoring a student's progress and welfare

Critical incidents could include, but are not limited to:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Transition arrangements and welfare during holiday periods

- The ASC will liaise with any other Australian or international school from which a student may be transferring to ensure that adequate accommodation and guardianship arrangements are in place during any gap period between the student's final date of attendance at that school and their date of commencement with ASC International.
- ASC International must approve all accommodation and welfare of all students during holiday periods. Students must advise the College of their proposed arrangements prior to the commencement of school holiday periods and where students are travelling interstate or overseas, they are required to submit a Request to Vary Welfare Form, which includes both departure and arrival details to the Welfare Coordinator three weeks prior to the date of their departure.
- This requirement for approval continues during any period of a student enrolment suspension or cancellation in accordance with the National Code of Conduct.

Primary Contact Person

- The parents of overseas students are required to make appropriate arrangements for a responsible adult to act as Primary Contact Person for the student during his or her stay in Australia.
- A suitable Primary Contact Person is a person who is a close relative of the student or a person who has been nominated by a parent of the student, is aged at least 25 and is of good character.
- Regardless of by whom they have been appointed, all Primary Contact Persons must have provided a valid WWCC
- The Homestay Parent can also fulfil the roles and responsibilities of the Primary Contact Person.
- ASC International must be notified of the name and contact details of the Primary Contact Person who will accept responsibility for communicating with the student's parents.
- The Primary Contact Person will be expected to be familiar with the expectations held by ASC International of all students and especially international students, be aware of the student's progress and be prepared to receive reports of the student's progress on behalf of the parents and, where required, visit the School to speak with the appropriate staff regarding the student's progress. The Primary Contact Person must be in communication with the parent/s.

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- The Primary Contact Person may delegate to the provider of the homestay the signing of forms relating to day to day school matters such as excursions, explanation of absences, etc.
 - ASC International must be informed of any change in The Primary Contact Person arrangements.
 - In the event that ASC International does not believe that a student's Primary Contact Person is fulfilling their responsibilities, ASC International may insist that a new Primary Contact Person be appointed.
 - All Primary Contact Persons will be required to attend meetings as directed by the Director of International Programs. These meetings will reaffirm the ASC International's expectations as they relate to the responsibilities of being a Primary Contact Person of an International student.

Procedures:

For details on specific processes relating to our Welfare Support Program, please refer below:

1 month out (towards the end of term)

- Email all students (including parents, agents and Homestay if known) on VIG (visa granted) and COE (Confirmation of Enrolment) with welcome email outlining Welfare Coordinator role and information regarding the date of Orientation Session.
- If student is mainstream enrolment include the school registrar in all emails.
- Once the student, or parents have answered, reply with:
 - ✓ International Student Handbook
 - ✓ Details on Online Orientation Login
 - ✓ Orientation Presentation

2 weeks out

- Welcome call to student or parent.
- Reminder for post arrival orientation

1 week out

- Send reminder email to all students, parents, agents and Homestay hosts of Orientation Session
- Conduct Pre-departure call. Ensure flights, airport pickup and accommodation are finalised and understood. Notify ASCI of any changes. Provide the student with access to and use of the Sonder App. Assist the student with settlement in Australia, any personal matters, emergency services and provide the parents with information on how to access the students academic record.

On Arrival

- Initial Welcome meeting: Arrange within the first 48 hours. Inspect accommodation during the meeting. How to get to school, Smart Rider, bank account, mobile phone set up, school start times etc.
- Continue weekly phone call to check on wellbeing.
- Send Welfare reports to parents.
- Conduct Post arrival Orientation Sessions. Ask students to fill in personal details form.

1-2 months into first term

- Conduct a check-in call
- Make contact with host family

End of Term

- Maintain a record of all services provided to student members.

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- Provide a Caregiver's report at the end of the school term.

Certificate of Accommodation and Welfare Form (CAAW)

This Certificate covers:

- a. Underage students for whom ASC International has provided a Homestay.
- b. Special requirements applying to students aged 12 years and under.
- c. Underage students to whom Immigration issued a Student Visa on the grounds that the student would live with a relative who met the Immigration requirements to act as that student's approved Local Carer.

Where the ASC is no longer able to maintain a valid CAAW for a student, and therefore approve accommodation and welfare arrangements, all steps will be undertaken to notify the parents or legal guardians within 24 hours and appropriate actions undertaken in PRISMS to notify the Department of Home Affairs.

Where ASCI is unable to make contact with a student and has concerns regarding the welfare of the student the following process will apply:

1. Immediate contact must be made with the student's homestay (where applicable), parents and education agent (where appropriate) to assist with locating the student
2. If the student has not been located after a period of five hours, contact must be made to the police and any other relevant Commonwealth, state or territory agencies

Documentation required for the implementation of the Policy:

- Certificate of Accommodation and Welfare (CAAW)
- Request to Vary Welfare Form

Authority:	Welfare Coordinator
Reviewed:	ASC International, October 2019
Approved:	ASC International Director