

Student Welfare and Support Policy and Procedure

1. Introduction

This document outlines CCEB's policy and procedure for supporting students.

2. Policy

- 2.1 CCEB provides all students with appropriate academic and welfare support services, information, advice and assistance.
- 2.2 Support services are provided to ensure the mental and physical wellbeing of students.
- 2.3 Support and information provided by CCEB will be at no additional cost to the student.
- 2.4 CCEB recognises the diversity of student learning needs and is committed to the welfare of all students.
- 2.5 CCEB takes all reasonable steps to provide a safe environment on campus and provide information on personal safety and security. Safety information will include topics relevant to life in Australia.
- 2.6 CCEB offers reasonable support to students to enable them to achieve expected learning outcomes.
- 2.7 CCEB has sufficient staff, in addition to academic staff, to support and advise students who request assistance.
- 2.8 CCEB has a Critical Incident Management Policy and Procedure. Procedures within the Critical Incident document will be followed for any incident which impinges on, or has the potential to impinge on, the welfare of students.
- 2.9 CCEB provides, as a minimum, the following support services:
 - Academic and English support;
 - Accommodation service;
 - Financial support service;
 - Welfare and counselling support.
- 2.10 All students must attend an orientation session for each type of course they undertake. Orientation will be culturally and age appropriate.
- 2.11 Information is provided to students regarding living and studying in Australia together with safety information including safety on Campus.
- 2.12 CCEB orientation includes the following information as a minimum:
 - Campus facilities and resources;
 - Course attendance and progress requirements;
 - English language and study assistance;
 - Support services to assist overseas students adjust to life and study in Australia;
 - Support services to assist students with circumstances that are adversely affecting their education at CCEB;
 - Health and emergency services;
 - Relevant legal services;
 - Services the students can access for information on their employment rights and conditions and workplace issues;
 - Complaints and appeals process;
 - What to do and who to contact in an emergency situation; and
 - How to seek assistance and report any incidents including critical incidents.
- 2.13 Students under the age of 18 years old will be given additional age and culturally appropriate information if required.

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- 2.14 All staff members who interact directly with overseas students must be aware of their obligations under the Education Services for Overseas Students (ESOS) framework and any potential implications for these students arising from the exercise of these obligations.
- 2.15 CCEB meets relevant Commonwealth and state legislation and other relevant requirements relating to child welfare and protection.
- 2.16 All staff members must undergo a Working with Children Check.
- 2.17 CCEB is aware that the welfare of overseas students under the age of 18 years old on a student visa must be maintained for the duration of their stay in Australia.
- 2.18 CCEB retains the ultimate responsibility for approving and assuring welfare arrangements of overseas students under the age of 18 years old on a student visa until the student:
 - is outside Australia; or
 - turns 18; or
 - transfers to another providers CAAW; or
 - enters the care of a nominated guardian approved by the Department of Home Affairs.
- 2.19 Students under the age of 18 years old staying with a CCEB homestay family are required to read and sign the Homestay Code of Behaviour Under 18 Students. Their parents/ Guardians are also required to countersign.
- 2.20 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

3. Procedures

3.1 Orientation

3.1.1 Orientation (induction) is held on the first day of each new course at CCEB campus before a student starts their studies. When a student is unable to attend the orientation on the set day due to compassionate or compelling reasons approved by CCEB, an orientation will be rescheduled for the student as soon as possible. If a student does not attend the orientation for any other reason CCEB may decide to defer the course start of the student. The student will then have to attend the orientation for the new start date.

3.1.2 CCEB uses both verbal and written formats to deliver orientation information. Students are provided a copy of the Pre-departure Booklet – Student Handbook, either a hard or electronic copy. It is also available on the CCEB website for anyone to view at any time. This Handbook includes pre-departure information regarding Australia, Cairns and CCEB, as well as support services and policies and procedures.

3.2 Support Services

3.2.1 If a student has any issue they are advised to come to reception during school open hours where they can be guided to the staff member who can assist them. They are informed about this in their orientation.

3.2.2 In an emergency situation outside of school hours students can call the emergency number. The CCEB emergency number as well as contact details of other medical and emergency services are provided in the Pre-departure Booklet – Student Handbook.

3.2.3 Students have access to academic and English support. Students needing academic or English support are encouraged to talk to their teacher in the first instance. Students should then talk to the

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Director of Studies (ELICOS courses) or Training Manager (VET courses) if they require additional support or guidance relating to academic progress or educational outcomes.

3.2.4 Students needing accommodation assistance should contact CCEB's Homestay Coordinator.

3.2.5 Students who are unable to pay fees can discuss this with the Accounts Officer. They may then be referred to the Principal Administrator.

3.2.6 Students needing welfare support should speak with the Student Support Officer. Where the Student Support Officer is unable to assist, the student will be referred to the appropriate external services.

3.2.7 If students do not believe they are getting the support they need, they should follow the Student Complaints and Appeals Process.

3.2.8 CCEB staff will record notes relating to any required support or issues in the student management system.

3.3 Overseas Students under the age of 18

3.3.1 Students under the age of 18 are covered in the Younger Students Policy and Procedures.

3.4 Incident Management

3.4.1 In the event of a critical incident the Critical Incident Management Policy and Procedure will be followed.

4. Definitions

- a) Student – All students enrolled at CCEB.
- b) Overseas Student – Any student who holds a student visa as defined by the ESOS Act.
- c) Staff – All workers and contractors of CCEB.
- d) Welfare – All matters relating to the mental and physical wellbeing of students.
- e) ESOS – Education Services for Overseas Students Act 2000. This act sets out the legal framework governing delivery of education to international students in Australia on a student visa.
- f) Critical Incident – The National Code of Practice for Providers of Education and Training to Overseas Students 2018 defines a critical incident as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
- g) CAAW – Confirmation of Appropriate Accommodation and Welfare letter.
- h) Compassionate or compelling circumstances – Generally circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;

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- a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or
- where CCEB unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

5. Relevant Legislation

Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6) Education Services for Overseas Students Act 2000
Queensland	Child Protection Act 1999

6. Related Documents

Letters/ forms	Student Complaints/ Appeals Form Homestay Code of Behaviour Under 18 Students
Policies/ procedures	Complaints and Appeals Process VET Course Progress Policy and Procedure Critical Incident Management Policy and Procedure Younger Students Policy and Procedure
Other documents	Pre-departure Booklet – Student Handbook

Document History

Version	Version release date	Author	Description of change	Date for next review
Student Welfare, Counselling and Support Policy and Procedure v1	Oct 2018	H. Pearce (Admin Coordinator)	Original document	
Student Welfare and Support Policy and Procedure v2	Aug 2021	H. Pearce (Admin Coordinator)	Reformatted and updated in accordance with Standard 6 of The National Code 2018	May 2024