



Sacré Cœur

Student Support Services Policy (International Students)

Document Control

Document Details

Document Name	Student Support Services Policy (International Students)
Document created by	Director of Risk and Compliance/Child Safety Officer
Document Approval	The Leadership Team

Document Management

Relevant to	Parents/Caregivers, Prospective Families, Students, Staff and Homestay providers
Related documents include (but not limited to):	<ul style="list-style-type: none">• PROTECT Identifying and Responding to Abuse - Reporting Obligations Policy (2022)• Child Safety and Wellbeing Policy (2022)• Reportable Conduct Policy (2022)• Child Safe Code of Conduct (2022)• Engaging Families in Child Safety Policy (2022)• Diversity Policy (2023)• Anaphylaxis and Allergic Reaction Policy (2021)• Parent/Caregiver Code of Conduct (2019)• Student Code of Conduct (2019)• Staff Code of Conduct (2021)• Critical Incident Policy (2022)• Emergency Management Policy (2022)
Related Legislation/Guidelines includes (but not limited to):	<ul style="list-style-type: none">• Ministerial Order 1359 (Vic)• Education and Training Reform Regulations (2017) (Vic)• Equal Opportunity Act (2010) (Vic)• Disability Discrimination Act (1992) (Cth)• Disability Standards for Education (2005) (Cth)• Charter of Human Rights and Responsibilities Act (2006) (Vic)• Privacy Act (1988) (Cth)• Education Services for Overseas Students Act 2000• Education and Training Reform Act 2006• National Code of Practice for Providers of Education and Training to Overseas Students 2018
Review	Every 3 years, or as required

Change History

Author	Date	Change Description	Version
N Visic	August 2024	New Policy developed for the purpose of CRICOS Registration. Policy reviewed and endorsed by the Leadership Team. Policy communication to the School Community and published on the School's website.	V1



Sacré Cœur

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Introduction

Sacré Cœur is a Catholic independent girls' school, from Preparatory to Year 12. Sacré Cœur is a non-selective school and we welcome applications from families of all religious faiths. Our dedication to building confident students with a commitment to academic endeavour and social justice stems from our Sacred Heart tradition, and foundress of the RSCJ, St. Madeleine Sophie Barat.

We are privileged to belong to an international Sacred Heart family of over 150 schools across 41 countries. Our extended international family helps to grow our sense of community as we learn together through diverse opportunities, and engage in programs that support social justice initiatives locally and across the globe.

A Sacré Cœur education offers a transformative experience and is linked to a nurturing, supportive community in which Christian values are authentically embedded, lived and shared by all in the School. The experience is inclusive of all dimensions of a whole person – the spiritual, academic, social-emotional, physical, psychological, aesthetic, and ethical.

We give expression to our commitment and excellence in the spirit of Cor Unum through living out our five Sacred Heart Goals, which are:

1. *A personal and active faith in God* → **IDENTITY** → “Find Your Hope”
2. *A deep respect for intellectual values* → **LEARNING** → “Educate Your Mind”
3. *A social awareness that impels to action* → **SERVICE** → “Give Your Heart”
4. *The building of community as a Christian value* → **BELONGING** → “Create Your Connection”
5. *Personal growth in an atmosphere of wise freedom* → **DISCERNMENT** → “Fulfil Your Purpose”

Our graduating students move forward, connected to, identifying with, and belonging to something infinitely bigger than themselves. Sacré Cœur students and alumnae have, and will continue to have, a discernible impact on our world. They seek to be people of integrity and positive influence.

1. Purpose

[Standard 6.1 of the National Code](#) requires the School to support international students in adjusting to study and life in Australia by giving the overseas student information on or access to an age- and-culturally appropriate orientation program that provides information about:

- support services available to assist international students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the School's facilities and resources
- complaints and appeals processes outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the [Fair Work Ombudsman](#).

[Standard 6.2 of the National Code](#), upon the request of the international student to provide relevant information or appropriate referrals to the international student requesting assistance in relation to the services and programs offered by the School listed above, at no additional cost to the international student.

2. Scope

This policy applies to all staff, international students, parents/caregivers of international students and homestay providers.

3. Policy

It is the School's policy to also provide access to the [Department of Home Affairs](#) information on life in Australia.

4. Support Services

To assist our international students in adjusting to life and study in Australia, the School facilitates access to:

- counselling for general or personal matters
- nursing services
- health and disability services
- English and academic support services
- relevant legal services
- emergency and health services
- information on employment rights and conditions, and how to resolve workplace issues, such as through the [Fair Work Ombudsman](#).

5. Details of Academic and English Language Student Support

The School has an extensive collection of EAL books in the library to provide overseas students with resources to improve their overall English competence. Provisions have been made for overseas students to receive regular English language support classes by dedicated EAL teachers. The School has a team of academic support staff offering assistance to international students, including, but not limited to; subject teachers, Year Level Coordinators and Learning Enhancement Officers.

6. Student Contact Officers

[Standard 6.5 of the National Code](#), requires the School to designate a member or members of its staff to be the official point of contact for international students. The School has appointed an International Student Coordinator as the designated contact point for overseas students. Students are introduced to the International Student Coordinator at orientation and given their contact details.

7. Student Support Personnel

[Standard 6.6 of the National Code](#), School to have sufficient student support personnel to meet the needs of the international students enrolled at the School. The number and type of student support personnel at the School have been selected to ensure that international students are supported in adjusting to study and life in Australia and throughout their enrolment.

Overseas students are supported by:

- International Student Coordinator
- Director of Student Wellbeing 7-12
- Head of Joigny
- Wellbeing Leader (Joigny)
- Year Level Coordinator
- Teaching Staff
- School Psychologist
- School Nurses
- Child Safety Officer

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8. Notify Staff of ESOS Obligations

[Standard 6.7 of the National Code](#), requires the School to ensure that staff members who interact directly with international students are aware of the School's obligations under the [ESOS Framework](#) and the potential implications for international students arising from the exercise of these obligations.

The School provides annual training to all staff that outlines the School's obligations under the [ESOS Framework](#) and potential implications for our overseas students arising from the exercise of these obligations. All staff also have access to the International Students Policies/Program should they want to learn more about the School's obligations.

Where there are changes/updates to the School's policies/procedures relating to international students at the School, staff will be informed as soon as practicable. Additionally, the School provides annual training to the International Student Coordinator on:

- the Victorian Child Safe Standards and how they apply to international students
- the School's policies and procedures for managing emergency situations and critical incidents
- policies and procedures for verifying that the student's accommodation is appropriate to the student's age and needs
- the ESOS Act, the National Code and any VRQA Guidelines for the Enrolment of international students aged under 18

9. Critical Incident

[Standard 6.8 of the National Code](#), requires the School to have and implement a documented policy and process for managing critical incidents that could affect an international student's ability to undertake or complete a course, such as, but, not limited to incidents that may cause physical or psychological harm. The School maintains a written record of all critical incidents and any remedial action taken by the School following a critical incident, for at least two years after the student ceases to be an accepted student. For more information, refer to the ***Critical Incident Policy (International Student)*** and the ***Critical Incidents Response Plan***.

10. Safe School Environment

[Standard 6.9 of the National Code](#), requires the School to:

- take all reasonable steps to provide a safe environment on campus and advise international students and staff on actions they can take to enhance their personal security and safety
- provide information to international students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide international students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

The School has developed and effectively implemented the following policies and procedures that apply to all students enrolled at the School, including international students, ensure the safety of all students and that staff take actions to enhance students' personal security and safety, including, but not limited to the following policies:

- Child Safety Program
- Student Wellbeing Policy
- Duty of Care Policy

Additionally, at orientation, and on a continuing and regular basis, the School will provide information to the international students on:

- how to seek assistance for and report an incident that significantly impacts on their safety and wellbeing, including critical incidents
- general information regarding safety and awareness relevant to life in Australia

11. Implementation Process

To ensure that we provide the best support services to the international students, the School ensures that we:

- employ appropriately trained and qualified staff
- effectively communicate contact details to all international students of the International Student Coordinator
- have sufficient numbers of student support personnel to meet the needs of the international students
- educate the international students and staff on emergency contact numbers and critical incident procedures at the School

12. Record Keeping

The School maintains evidence of compliance with this Policy by maintaining records of the orientation program, records of critical incidents and records of designated student support personnel in accordance with this Policy. Records will be maintained in accordance with the ***Records Management and Retention Policy (International Students)***.

13. Review of Policy

This policy will be reviewed for effectiveness:

- As part of Sacré Cœur's policy review schedule;
- As required, with changes to current legislation, research, policy and best practice;
- Following issues raised through the ***International Students – Grievance and Appeals Policy*** or the ***Complaints Policy (or Grievances Policy)***; and
- Upon receipt of staff and parent/caregiver feedback.