



Sacré Cœur

Pastoral Care and Support Policy (International Students)

Document Control

Document Details

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

Document Management

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| 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) |
| 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 |
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| N Visic | July 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 |
| N Visic | May 2025 | Policy updated to reflect amendments regarding Grievances and Appeals as per the VRQA request for CRICOS registration. | V2 |



Sacré Cœur

Pastoral Care and Support Policy (International Students)

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

The purpose of this policy is to provide the framework for supporting international students enrolled at Sacré Cœur.

2. Scope

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

3. Policy

Sacré Cœur supports the international students enrolled at the School in the same manner that the School supports all students, plus several additional support services specifically for international students.

Sacré Cœur provides a wide range of support for all students, either with staff members or by accessing external personnel when necessary. All welfare support services provided within the School are provided to the students at no cost.

4. Pastoral Care

The Director of Student Wellbeing, Year Level Co-Ordinators, Head of Joigny and Joigny Wellbeing Leader oversee the pastoral care program and the personal development program at the School.

For pastoral care, students are organised into their year level groups. Each group has a Year Level Coordinator/Class Teacher who works with the group throughout the year. The Year Level Coordinator/Class Teacher is the first point of contact for students and parents/caregivers if they have any queries or concerns. The International Student Coordinator is available to liaise on behalf of overseas students. Staff may also refer students to the School Psychologists where appropriate.

The Year Level Coordinators with the support of Classroom Teacher (Senior School) and Classroom Teachers (Joigny) develop and administer pastoral care programs to assist in building confidence, self-esteem, resilience and socially responsible behaviour.

Sacré Cœur staff understand and recognise that the individual's total development must be viewed as the sum of many parts and 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”
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5. *Personal growth in an atmosphere of wise freedom* → **DISCERNMENT** → “Fulfil Your Purpose”

5. Academic Program

The academic program is overseen by:

- The Principal;
- Deputy Principal and Director of Staff, Teaching;
- The Director of Learning and Teaching;
- The Head of Joigny; and
- Director of Student Wellbeing.

6. Career Advice

Career advice is available to all students throughout their time at Sacré Cœur. The Careers Counsellor is a member of the Sacré Cœur Staff and is available by appointment at any time throughout the School year.

7. Specific Support for International Students

The School provides additional, specialised support staff for international students, which includes, but is not limited to:

- The International Student Coordinator;
- EAL support staff; and
- School Psychologists.

8. The International Student Coordinator

The International Student Coordinator is appointed by the Principal to oversee the accommodation and pastoral care requirements of the International Students enrolled in the School. This includes regularly communicating with the students, and homestay and additional welfare service providers.

The International Student Coordinator liaises with (not limited to):

- The Principal
- The Deputy Principal and Director of Staff, Teaching D
- The Director of Learning and Teaching
- The Head of Joigny
- The Director of Student Wellbeing
- Joigny Wellbeing Leader
- Director of Risk and Compliance / Child Safety Officer
- Year Level Coordinators
- Classroom Teachers
- School Psychologists
- Admissions and Community Manager
- Careers Counsellors
- Teaching staff

These staff all play a part in monitoring the progress of international students, both formally and informally, as well as following up any specific needs proactively with the student and relevant staff as the need arises.

A more detailed outline of the role of the International Student Coordinator can be found on the International Student Information Handbook or their role description.

9. English as an Additional Language (EAL) Support Staff

EAL Support Staff are available to assist in the School. EAL Support Staff are responsible for:

- Assisting students in the classroom with the completion of school work and homework;
- Testing students upon commencement at the school to ascertain current English levels;
- Liaising with teaching staff regarding academic progress or specific needs and any modification of academic tasks as required;
- Professional development for staff regarding teaching methods best suited to international students; and
- Pastoral care of students. As EAL support staff have frequent contact with international students, the EAL support staff also take a significant pastoral care role with the students.

10. Academic Support

Should a student require additional assistance with academic matters, either the student, the International Student Coordinator or EAL Support Staff can arrange assistance from class teachers either at lunchtime, or in study periods. Additional support in academic areas is available at the school, if needed, after school hours.

11. Health

Parents/caregivers are responsible for assisting students make medical and health related appointments. If applicable, International Student Alliance ([ISA](#)) may assist parents/caregivers and students in making appointments and using medical services.

The School's Health Centre is staffed by qualified Registered Nurses. The School Nurses are available to assist students with minor illness during the school day, and can assist with referral onto further external medical treatment if required.

Where a student is unwell and needs to be sent home, the parent/caregiver, or if applicable, the homestay provider or [ISA](#) will be contacted, to assist with transporting the student from School to the homestay. Critical incidents involving international students will be managed as per the School's Critical Incident Management Policy.

12. Translation and Interpreting Services

The School will arrange for translation and interpreting for a student at either staff or student request. For general matters, the school has staff who are Mandarin and Cantonese speakers and will assist students, staff and families. The School will arrange for an interpreter, at the School's expense, to assist in matters of a more serious or personal matter requiring an independent person. [ISA](#) may also assist with interpreting from time to time, depending on the nature of the matter being discussed.

13. Legal Assistance

Should a student require or request legal assistance the School will refer the student to [Victorian Legal Aid](#). The legal costs will be borne by the student.

14. Complaint and Appeals

International students can lodge complaints and appeals if they are dissatisfied with a decision or action by Sacré Cœur. This process typically involves informal attempts to resolve the issue first, followed by formal complaint submission and potentially internal and external appeals. The National Code for Registered Providers of Education to Overseas Students mandates that institutions have a clear and accessible complaints and appeals process.

Where the international student is not successful in the School complaints and appeals processes, the School will advise the international student and their parents/caregivers of their right to access an external complaint handling and appeals process at minimal or no cost. The advice will be given to the international student within 10 working days of the completion of the internal review.

For more information, please refer to the School's ***International Students – Complaints and Appeals Policy***.

15. Staff Awareness of ESOS Obligations

All teaching staff are made aware of the School's obligations under the [ESOS Framework](#) by:

- Specific written information provided to staff available electronically on the School Intranet;
- Staff briefings; and
- Specific briefings to staff members dealing with international students (either academically or in pastoral care).

16. 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 – Complaints and Appeals Policy*** or the ***Complaints Policy (or Grievances Policy)***; and
- Upon receipt of staff and parent/caregiver feedback.