



ORIENTATION AND COUNSELLING SERVICES POLICY

POLICY TITLE: ORIENTATION AND COUNSELLING SERVICES POLICY
POLICY NUMBER: WIP0910 - 008
RESPONSIBILITY: MANAGER STUDENT ADMINISTRATION

The National Code 2007 requires that registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Specifically, Standard 6 states:

- 6.1 The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:
 - a) Student support services available to students in the transition to life and study in a new environment
 - b) Legal services
 - c) Emergency and health services
 - d) Facilities and resources
 - e) Complaints and appeals processes, and
 - f) Any student visa condition relating to course progress and/or attendance as appropriate.
- 6.2 The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
- 6.3 The registered provider must provide the opportunity for students to access **welfare-related** support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at **no additional cost** to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.
- 6.4 The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.
- 6.5 The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

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- 6.6 The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.
- 6.7 The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

In order to address the requirements of the National Code, Standard 6, WAIFS will ensure the following:

6.1 Age and Culturally Appropriate Orientation

WAIFS student orientation program will be run for all new students commencing programs with WAIFS. Information will also be available at www.waifs.wa.edu.au

This orientation program will provide information on:

- Main WAIFS contacts for students;
- Complaints and Appeals Policy
- Harassment and Bullying (and confirmation that this behaviour is considered 'student misbehaviour' for the suspension/cancellation of a student's enrolment PLUS the potential for this to impact on a student's visa)
- Meeting course progress requirements and intervention strategies (including the availability of English support etc)
- Work assignments, group work, research, plagiarism, supervision and course- work expectations
- Disciplinary procedures
- Recognition of prior learning or qualifications and experience gained.
- Workplace learning requirements, expectations, assessment and support
- Access & equity, privacy policy, complaints process, mediation
- Payment of Fees and refunds policy
- Facilities at WAIFS and beyond – including legal services referrals
- Student Visa Conditions – for main student visa applicants and their family members (if applicable)
- ESOS Framework
- Non-academic induction ensuring that students are aware of practical day to day issues to consider when living in Australia, to include (but not be limited to)
 - Safety awareness – things to think about e.g. not going out alone in the dark at night;
 - Credit cards and bank accounts;
 - Shopping (including shopping on a budget),
 - Renting property and what they need to know;
 - Transport and 'Smart Cards'
 - Student I.D. cards and student discounts;
 - Health facilities and when to use a G.P or hospital – to include information on sexual health, drugs and alcohol, mental health
 - Mental Health – multicultural mental health Australia produce useful downloadable booklets on mental illness, eating and anxiety disorders etc in 22 languages – a link to the site will be included in the orientation information provided to students. A link will also be provided to "Beyond Blue" which has a useful "find a medical/allied health professional which includes GP's and psychologists.

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- Dentists;
- Family and Child Care Services – including WAIFS’ parents’ group;
- Churches and other Faith institutions;
- local groups for international students e.g. the Chinese/Indian Society;
- Contacting emergency services and numbers for police when students don’t need to ring 000;
- Counselling services;
- Working part-time (up to 20 hours and explaining work-based training does not count towards the 20 hours);
- Driving in Australia and how long an international licence can be used for;
- CISWA.

Students will be from a variety of backgrounds (both cultural and socio-economic) and WAIFS aims to provide information which is relevant to these students to assist in their integration into student life and Australian society e.g.

- (i) *Muslim Students* –Muslim Student Guide for Western Australia as published by Perth Education City and made publically available on their website. The guide includes useful information on Mosques, Halal Food, support networks, cultural differences and so on.

- 6.2 Course attendance and progress, intervention and support services will be explained at orientation.
- 6.3 Welfare Services – information on welfare/support services will be provided at orientation.
- 6.4 WAIFS has a critical incident policy. Although the National Code does not require this to be given to students, students must be made aware of who to go to at WAIFS in case of such an incident.

Students will be informed at orientation what comprises a “critical incident” and who to go to if the need arises. National Code Explanatory Guide Good Practice in this area recommends that students be given the names of these people as well as their position – this will be made available in the student recreation areas of the college.

Students will be given emergency contact details to ensure that there is someone they can contact if the need arises – again this is as outlined in the National Code Explanatory Guide.

The National Code explanatory guide states: “If your designated staff member is an official point of contact during office hours only this would be reasonable and meet the Standard 6.5 requirement.”

- 6.5 The Manager, Student Administration Services is the main point of contact for all WAIFS students. In the absence of the Manager, Student Administration Services, students will be provided with additional contact details for other appropriate staff members.
- 6.6 WAIFS will maintain sufficient support staff for the number of students who are enrolled. This includes a part-time counsellor employed by WAIFS and available to students.

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6.7 WAIFS will ensure that all WAIFS student administration employees are provided with training in relation to the ESOS requirements for the provision of services and support to international students. This will be done through:

- (i) Staff training sessions as required;
- (ii) Emailing staff with information on updates to ESOS legislation in this area (as considered appropriate in the National Code 2007 Explanatory Guide);
- (iii) Requiring all new staff to complete the ISANA National Code Tutorial and obtaining a certificate of completion.

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