



## Student Support Policy and Procedure

<b>Institution</b>	Kingsway Institute
<b>Policy Name</b>	Student Support Policy and Procedure
<b>Policy Governance</b>	Principal Executive Officer
<b>Date of Approval</b>	January 2020
<b>Review Date</b>	January 2021
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Kingsway Institute must ensure that it has a designated staff to be the official point of contact for overseas students. The student contact officer must have access to up-to-date details of the registered provider’s support services. Kingsway Institute must also ensure that all staff members who interact directly with overseas students are aware of the obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations, particularly as they relate to student visa conditions.

If support services are identified, the following is a guide to support that can and should be provided at no additional cost to the student:

<b>Individual need</b>	<b>Support Service</b>
For overseas students everyday living support services	<p>Close student liaison is to be maintained by the administration manager who will act as a central point of contact. The administration manager will provide advice and assist students with:</p> <ul style="list-style-type: none"> <li>– Transition to life in Australia support;</li> <li>– English language and study assistance support</li> <li>– External Support Services</li> <li>– **Refer to Policy – Psychological Health and Injury Policy and Procedure</li> <li>– Kingsway Institute facilities and resources – Access to computer room</li> <li>– Any student visa condition relating to course progress and/or attendance as appropriate.</li> </ul>



Individual need	Support Service
	Please note that the designated point of contact for overseas student support requirements is: <i>Sandy Shi</i>
Have a complaint or seek to appeal a decision	Students should be referred to the Complaints and Appeals Handling policy and the student handbook which are available from the Kingsway Institute website. The student is to be guided to these resources and shown where to access a complaint or appeal form.
Requires assistance to their employment rights and conditions, and how to resolve workplace issues	<p>The student should be guided to the websites of the:</p> <ul style="list-style-type: none"> <li>– Fair Work Commission <a href="https://www.fwc.gov.au/">https://www.fwc.gov.au/</a></li> <li>– Fair Work Ombudsman <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a></li> </ul> <p>The student should be supported in finding the information from these agencies relevant to the employment issue.</p>
Legal	Students can be directed to <a href="http://www.legalaid.nsw.gov.au/">http://www.legalaid.nsw.gov.au/</a> or they can contact Law Access on 1300 888 529 between 9 AM and 5 PM, Monday to Friday (not on public holidays).
Academic and English Language support	If the student requires academic and language support, please refer them to the Academic Manager
Wellbeing	<p>Students can contact External counsellors example: Beyond Blue and other counselling services as listed in:</p> <ul style="list-style-type: none"> <li>– **Refer to Policy – Psychological Health and Injury Policy and Procedure</li> </ul>