

## Policy & Procedure - Student Support Services

### Purpose

The National Code 2018 requires Registered Providers to:

- Assist overseas students to adjust to study and life in Australia and have an age and culturally appropriate orientation programs that help overseas students to access the information and services they require.
- Offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. [S6.3]
- Have a critical incident management policy; that is, implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. [S6.8]
- Maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student. [S6.8]
- Ensure there are sufficient student support personnel, in addition to academic staff, to support and advise overseas students who request assistance; to meet the needs of the overseas students enrolled with the registered provider. [S6.6]

This policy and associated procedure outlines how Lawson College Australia ensure:

- All students are provided with information about the support services available to them and are aware of how to access them
- International students are supported to adjust to life and study in Australia
- Students are supported to achieve their learning goals and achieve satisfactory course progress towards meeting the learning outcomes of their chosen course.

### Scope

This Policy and Procedure applies to Overseas students enrolled with Lawson College Australia and all staff employed by Lawson College Australia.

### Definitions

<b>ASQA</b>	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector - regulates courses and training providers to ensure nationally approved quality standards are met.
<b>CoE</b>	Confirmation of Enrolment (CoE). A CoE is issued through PRISMS enabling a student to apply for a student visa. The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled. ( <a href="#">User manual (internationaleducation.gov.au)</a> )
<b>Complaints and Appeals process</b>	The <i>formal complaint or appeals process</i> is the process which takes place if a grievance cannot be resolved informally (for example, through affected parties discussing the matter). In some institutions, the words 'complaints' and 'appeals' have different meanings and result in different processes. The National Code 2018 allows the provider to differentiate between these terms and resulting processes, as long as the minimum requirements of Standard 8 <i>Overseas student visa requirements</i> , are met and

	the differences are clearly explained in the provider's policies and procedures. Lawson College Australia implements one policy that includes complaints and appeals processes.
<b>Course</b>	A full-time registered Course offered by Lawson College Australia and registered in accordance with the requirements of the ESOS Act. Also known as <i>Program</i>
<b>CRICOS</b>	Commonwealth Register for Institutions and Courses for Overseas Students
<b>Critical Incident</b>  NB: A critical incident <b>does not</b> include serious academic misconduct	A critical incident is defined in the National Code as "a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury". Critical incidents are not limited to, but could include: <ul style="list-style-type: none"> <li>• Missing students</li> <li>• Severe verbal or psychological aggression</li> <li>• Death, serious injury or any threat of these</li> <li>• Natural disaster</li> <li>• Issues such as domestic violence, sexual assault, drug or alcohol abuse; and</li> <li>• Other non-life-threatening events.</li> </ul>
<b>DoHA</b>	Department of Home Affairs (DoHA) brings together Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and immigration and border-related functions, working together to keep Australia safe. <a href="https://www.homeaffairs.gov.au">https://www.homeaffairs.gov.au</a>
<b>ESOS Act</b>	Educational Services for Overseas Students Act as amended from time to time.
<b>International Student</b>	A student who is enrolled at Lawson College Australia and includes both prospective students and enrolled students who are 'overseas students' as defined in the National Code and hold a student visa as defined by the ESOS Act.
<b>ISANA</b>	ISANA is the representative body for professionals in Australia and New Zealand who work in international student services, advocacy, teaching and policy development in international education. <a href="http://www.isana.org.au">www.isana.org.au</a> and <a href="http://www.isana.org.au/esosforstudents/">www.isana.org.au/esosforstudents/</a>
<b>Learning Management System (LMS)</b>	An LMS provides a learning space online. Lawson College Australia uses the LMS Moodle, which enables students and staff to access course materials, submit assessments, gain feedback, communicate, see grades and much more all by logging in to their very own online account.
<b>National Code</b>	The National Code of Practice for Providers of Education and Training to Overseas Students 2018
<b>Orientation program</b>	A formal program that helps familiarise overseas student with the Registered Provider's expectations, rules and facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia.
<b>OSHC</b>	Overseas Student Health Cover (OSHC): All international students in Australia must comply with visa condition 8501: They must maintain adequate arrangements for health insurance during their stay in Australia. In practice, this means that all overseas students and their accompanying family members must hold OSHC which is valid for their entire stay in Australia on a student visa. (OSO Factsheet: <a href="http://www.ombudsman.gov.au/data/assets/pdf_file/0025/88324/Factsheet_student_OSHC-links-fixed.pdf">http://www.ombudsman.gov.au/data/assets/pdf_file/0025/88324/Factsheet_student_OSHC-links-fixed.pdf</a> )
<b>Registrar</b>	A <b>registrar</b> is an official in an academic institution (consisting of a college, university or secondary school) who handles student records
<b>RTO Outcome Standard</b>	Standards for NVR Registered Training Organisations (RTOs) 2025 (the Standards), and how they contribute to quality VET. <a href="#">National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 - Federal Register of Legislation</a>
<b>Scheduled course contact hours</b>	The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions (orientation program), supervised study sessions, mandatory and supervised work-based training and examinations (if applicable).
<b>Staff: Student ratio</b>	A staff to student ratio can vary from sector to sector, institution to institution. At present there is no formal determination for this ratio.
<b>Student Handbook</b>	Written provision of relevant information relating to student studies including administration and enrolment processes, policies and procedures and an overview of services and facilities.
<b>Student Support Services</b>	Student <b>support services</b> are designed to help <b>students</b> succeed at Lawson College Australia. Students can take advantage of a range of personal, academic and social <b>support services</b>
<b>Support Person</b>	The National Code Standard 10: <i>Complaints and appeals</i> , clause 10.2.4 refers to ensuring <i>the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.</i>

	<p>A friend or relative of a student can provide support, if needed in any relevant <b>complaint and appeal</b> meetings. A Lawson College Australia Student Support Officer will be available if the student does not have someone who can attend with them, and they require support.</p> <p>Please note Agents of any kind, Lawyers or anyone who has a perceived commercial interest are not permitted to attend as a Support Person, as they are considered to have a conflict of interest. <i>Any disclosure of personal information to a third party would be governed under Lawson College Australia's Privacy Policy.</i></p>
<b>Training Package</b>	A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.
<b>Training support services</b>	Refers to services and resources designed to support and skill students to meet training product requirements and complete the training product in which they are enrolled.
<b>Wellbeing support services</b>	Refers to support services and resources to assist with students' physical, mental, and emotional wellbeing.
<b>Written agreement</b>	<p>A written agreement under Australian law, is in regard to acceptance of an offer of a course and must be in the form of a written agreement. This is the document that the student signs when they enrol with an education provider. An application form or a letter of offer could be the basis for the written agreement once it is signed or accepted by an overseas student. Overseas students enrolled in a number of consecutive courses with the one provider do not need a separate written agreement for each course. If the terms of the agreement are the same for each course, the registered provider may have a single written agreement covering all the courses. Changes can be made to the Written Agreement. Both student and provider need to agree on the changes before they take effect. Any modifications to the written agreement should be clearly dated so that it is clear which terms apply at any point in time. The student should keep a copy of any modifications to the Written Agreement. (Sources: <a href="#">Standard 3: Formalisation of enrolment and written agreements</a>)</p>

[S = related ESOS Standard]

## Policy

### 1. Approach to student support

- 1.1 Lawson College Australia offers training and assessment from its two premises in Dandenong.
- 1.2 All students are over the age of 18 years.
- 1.3 Lawson College Australia is committed to ensuring that all students receive support to adjust to life and study in Australia.
- 1.4 Lawson College Australia takes all reasonable steps to provide a safe environment on campus or premises and advise overseas students and staff on actions they can take to enhance their personal security and safety. [S6.9.1]
- 1.5 Lawson College Australia provides information to overseas students about how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents. [S6.9.2]
  - Students are advised that the Emergency Services (threat to life of property) phone is Triple Zero '000' and/or '112' from a digital mobile phone.
- 1.6 Lawson College Australia provides overseas students with, or refer them to (including electronically), general information on safety and awareness relevant to life in Australia [S6.9.3], such as beach safety or etiquette and laws concerning smoking in Australia.
- 1.7 Lawson College Australia ensures its staff members who interact directly with overseas students are aware of Lawson College Australia's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. [S6.7]
- 1.6 The wellbeing needs of the student cohort are identified and strategies are put in place to support these needs [RTO Outcome Standard 2.6]. The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through:
  - Information provided by the student on the application and/or enrolment forms.

- Discussion with the student during their induction/orientation to the course about how to access the support services (for example, Designated Contact Officer, Student Welfare Support Officer and Learning Skills Advisor). See Section 3: Accessing Support Services of this *Policy and Procedure – Student Support Services*.
  - Feedback is collected throughout the student cycle, including Lawson College Australia's provision of support services to improve services and experience.
- 1.7 Lawson College Australia facilitates access to learning and training support services consistent with the requirements of the course studied and the learning needs to overseas student cohorts. [S6.4]
- 1.8 All support services information will be regularly reviewed to ensure it is current and accurate.
- 1.9 Sufficient student support staff to student ratio: 1:100 support services staff to student ratio.
- 1.10 Lawson College Australia will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in ESOS Standard 6 at no additional cost to the overseas student.
- 1.11 A FAQs and FACTSHEETS content is publicly accessible on the Lawson College Australia website. <https://lawsoncollege.edu.au/faqs/> and <https://lawsoncollege.edu.au/fact-sheets/>

## 2. Orientation program for students

- 2.1 Student Support Services (Welfare Support and Learning Skills) orientation programs will be **compulsory** (see Scheduled course contact hours in Definitions) for all overseas students.
- 2.2 The orientation program provides information about:
- The member of staff who is the designated point of contact for overseas students 24 hours per day, and their contact details; the student contact staff have access to up-to-date details of Lawson College Australia's support services [S6.5]
  - Internal and external support services available to help them adjust to study and life in Australia. [S6.1.1] This includes the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia [S6.1.8]
  - English language and study assistance programs [S6.1.2]
  - Relevant legal services [S6.1.3]
  - Emergency and health services [S6.1.4]
  - The availability of wellbeing support services, and any organization students can contact, or additional action students can take to support their wellbeing [RTO Outcome Standard 2.6]
  - Lawson College Australia's facilities and resources [S6.1.5]
  - Lawson College Australia's policies and procedures including complaints and appeals processes, critical incidents, monitoring course progress and intervention strategies [S6.1.6]
  - Requirements for course attendance and progress, as appropriate [S6.1.7]
  - Student visa conditions relating to course progress and attendance and the requirements for achieving satisfactory course progress and attendance
  - Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman [S6.1.9]
  - Safety and awareness including beach safety, tuberculosis (TB), and etiquette and laws, for example smoking in Australia.
- 2.3 The orientation program will be presented using PowerPoint that summarise key points. Students will be provided access to the presentation via the Learning Management System (Moodle).
- 2.4 Overseas students also have access to Lawson College Australia's Overseas Student Handbook and relevant sections of their 'Written Agreement'.
- 2.5 The orientation programs will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

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ESOS National Code Standard 6	RTO Outcome Standard 2	Document Name	Policy & Procedure – Student support services
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### 3. Contacting and accessing support services

#### 3.1 Lawson College Australia Student Support Services are available:

- Student Support Services, including wellbeing services information can be accessed from the Lawson College Australia website: <https://lawsoncollege.edu.au/student-services/>
- Office hours Monday to Friday: 9.30 a.m. to 5.30 p.m.
- Appointments can be made with either the Welfare Support Officer and/or the Learning Skills Advisor by emailing: [support@lawsoncollege.edu.au](mailto:support@lawsoncollege.edu.au)
- Emergency 24 hours access to the designated Lawson College Australia contact staff is by mobile phone: 0438592747

#### 3.2 Support Person - Complaints and Appeals process:

The National Code Standard 10: Complaints and appeals, clause 10.2.4 refers to ensuring the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings. Please note, a support person may be a friend or a relative of a student who can provide support during a complaints and appeals meeting, if needed.

Agents of any kind, Lawyers or anyone who has a perceived commercial interest are not permitted to attend as a Support Person, as they are considered to have a conflict of interest.

A Lawson College Australia Student Support Officer will be available if the student does not have someone who can attend with them, and they require support.

*Any disclosure of personal information to a third party would be governed under Lawson College Australia's Privacy Policy.*

#### 3.3 Lawson College Australia provides the following services, at no additional cost to the student

- English language and study assistance services, and tutoring support

#### 3.4 If requested, students will be referred without charge to any of the following services and advised that these services may charge fees for their service:

- Study skills centres
- Counselling and mental health support
- Career services
- Housing and tenancy services
- Financial support services; and
- Health and disability services.

#### 3.5 Overseas students in Australia are required (visa condition) to have Overseas Student Health Cover (OSHC) for the entire duration of their study in Australia. The OSHC must cover for visits to the doctor, some hospital treatment, limited pharmaceuticals, **and** ambulance cover.

#### 3.6 As all overseas students are required to have OSHC which includes ambulance cover, Lawson College Australia will not be liable for costs incurred should ambulance services be required.

### 4. Learning and training support

#### 4.1 All overseas students are provided with a range of learning support options and resources to help them achieve satisfactory course progress. This includes:

- Availability of one-on-one support from the trainer/assessor
- Support from the trainer/assessor before, during and/or after classes
- Receiving English language support for international students
- Providing extra time to complete tasks if required
- Tutorial support assistance

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- Computer and technology support.
- Referral to external support services without charge
- Reasonable adjustments are made to support students with disability to access and participate in training and assessment on an equal basis (RTO Outcome Standard 2 VET Student Support)

## 5. Critical incident management – See Lawson College Australia's - Policy & Procedure – Critical Incident [International Student Policies - Lawson College](#)

### 5.1 Overview:

- The National Code requires a Registered Provider to have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. [S6.8]
- The Lawson College Australia **Policy & Procedure - Critical Incident** together with procedures 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.
- Written records of any critical incident and remedial action taken by Lawson College Australia will be maintained for at least two years after the overseas student ceases to be an accepted student. [S6.8]
- Lawson College Australia is committed to ensuring that:
  - Risk reduction measures are in place to reduce the likelihood of a critical incident.
  - Appropriate training and information resources are provided to staff and students.
  - Appropriate actions are taken in the event of a critical incident or potential critical incident and that these actions maximize the safety of staff and students.
  - A designated officer and critical incident team manages critical incidents
  - Appropriate post incident procedures are followed such as support and counselling services.
  - An evaluation of the response to the critical incident is undertaken and that procedures are updated where improvements are identified. Staff and students will be encouraged to provide suggestions to assist this process.
  - The Policy & Procedure - Critical Incident should be read in conjunction with Lawson College Australia Policy & Procedure – Privacy. [International Student Policies - Lawson College](#)

## 6. References

- [Education Services for Overseas Students Act 2000 \(legislation.gov.au\)](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(legislation.gov.au\)](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025 - Federal Register of Legislation](#)
- [Factsheet\\_student\\_written-agreements.pdf \(ombudsman.gov.au\)](#)
- [esosforstudents | ISANA](#)

## 7. Procedure

Responsible staff for relevant area (as per Organisational Chart) to process the procedure:

**Assess** – Review aspects of situation as applied to this policy and any other related policies and specific documentation to be completed (and where relevant advising students of requirements of same as required); including relevant timeframes and any reporting mechanisms.

**Plan** – Identify strategies and actions to be taken, including timeframe/s and relevant personnel.

**Implement** - Strategies and take actions in accordance with policy, associated information and documentation required, documentation where necessary

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**Retain** documentation in accordance with policy, procedure and practices.

**Report** in relation to practice outcomes as related to policy and procedure.

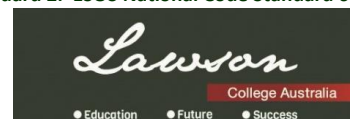
**Review** – process with view for continuous improvement including reporting to relevant personnel/Quality and Compliance Committee (QACC).

### Dissemination of information to staff

Relevant staff will be informed of this Policy and Procedure and any subsequent changes will be via an agenda item at a scheduled Quality and Compliance Committee (QACC) Executive meeting, and published minutes, and dissemination by public access of this Policy and Procedure on the Lawson College Australia website – International Student Policies <https://lawsoncollege.edu.au/international-student-policies/>

### Document History and Version Control Table

Version Number	Date approved	Approved by	Type of change	Extent
V 1.0	18/09/2013	GRMC	N/A	Initial
V 2.0	18/09/2015	GRMC	Minor	Editing and formatting
V 3.0	17/01/2018	CEO	Major	Reviewed and updated in relation to Standard 4 ESOS 2018
V 4.0	30/09/2019	CEO	Major	Major review of document
V 4.1	2/09/2020	CEO	Minor	Amended 1.1 (online/distance learning in exceptional circumstances)
V 4.2	9/09/2020	QACC/ CEO	Minor	Added content to Scope, Added definitions: Cloud Learning @ Lawson, LMS, Social Distancing, Student, Support Person. Added last two dot points in 3.1. Updated all references to Lawson and/or LCA (as applicable) to Lawson College Australia.
V4.3	5/11/2021	QACC	Minor	Added definitions: CoE, Updated Written Agreement definition Added ISANA website, Added procedure to footer, Added Section 6. References, Added Section Procedure.
4.4	23/03/2022	QACC	Minor	Re-worded Scope content - "This Policy and Procedure applies to Overseas students enrolled with Lawson College Australia..." Added definition – Complaints and Appeals process Added Section 1.11 – referring to publicly accessed FAQs and FACTSHEETS including web-links Revised Section 3.1: Removed specific reference to prevailing social distancing requirements; to include heading Support Person for Complaints and Appeals process, and wording to match wording in definition in relation to National Code Standard 10: Complaints and Appeals – Support person [10.4.2] Added a section related to dissemination of information to staff, so Section 6 is now <b>Dissemination of information to staff</b> Section 7 is now <b>References</b> . References updated Updated Footer – date and version control
4.5	14/04/2023	QACC	Minor	Updated definitions – Cloud learning, Social distancing, Written Agreements. Corrected spelling error – complaints & appeal Updated Section 1.9 as related to support staff to student ratio only. Update references, as applicable, if policy is now P&P. Added link to P&P website. Updated footer version.
4.6	22/11/2023	QACC	Minor	Removed Note: p. 1 Updated definitions: International Student, Support person. Removed all references to Cloud Learning@Lawson in definitions and policy content. Removed all references to Scholarship, and Removed all references to social distancing. Updated Section 1.11 – no specific FAQs of FACTSHEETs named. Updated Section 3.1, and Updated references, and Updated footer content Reformatted
4.7	13/03/2024	QACC	Minor	Updated definitions – Department of Education (removed reference to DESE and weblinks with DESE).



Version Number	Date approved	Approved by	Type of change	Extent
				Reference made to Department of Education through PRISMS where relevant and removed websites referencing DESE. Updated References section. Updated Footer.
5.0	01/07/2025	QACC	Major	Updated to address <i>The National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025</i> , and other related legislation and guidelines.