



STUDENT SUPPORT POLICY

National Code for International Students 2018 Standard 6 and
Clauses 1.7, 5.4 and 6.1 to 6.6 of the
Standards for Registered Training Organisations 2015

The purpose of this policy is to ensure that Australasia International School (AIS) students are provided with adequate support to adjust to study and life in Australia. AIS provides this support not only academically but ensures that it also provides the support to students well being.

INTERNATIONAL STUDENT HOTLINE

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying. If you are having problems with your study, safety, accommodation or at work, you can call this number, which is operated by the federal Department of Education. There is no need to give your name or personal details when calling.

Studies in Australia - 1300 363 079 - Monday to Friday 8 am to 6 pm

<https://www.studiesinaustralia.com/studying-in-australia/why-study-in-australia/support-services>

Support services for international students

International Student Hotline
Federal Department of Education and Training: Call 1300 363 079 (Monday to Friday, 8 am to 6 pm) if you have a problem with study, safety, accommodation or work.

Information and advice for pre-departure and arrival
Contact your institution for information and advice about:
✓ travel arrangements, student visas, Overseas Student Health Cover (OSHC) and housing
✓ airport pick-up and accommodation
✓ the institution and campus, nearby tourist attractions and life in Australia.

Orientation and study preparation programs
Every institution runs an orientation program for newly arrived international students. Typical orientation programs offer:
✓ information sessions
✓ guided campus tours
✓ faculty-specific orientation
✓ library tours
✓ social activities
✓ introduction to services and facilities
✓ opportunities to meet academic and other institution staff and student representatives.

Academic and English language skills assistance
Many institutions offer academic and English language support services to help international students adjust to their studies and life in Australia.

Mentoring and help from other students
Take advantage of opportunities to meet other international and Australian students through social groups and mentor programs.

Counselling services
Most institutions have qualified and experienced counsellors who offer international students free, confidential advice on personal, social and academic matters such as:
✓ culture shock, stress and homesickness
✓ relationships and family
✓ accommodation issues
✓ academic difficulties.

Information and advice for returning home
Most institutions provide international students with information and advice about returning home after their studies, which covers:
✓ readjusting to life at home
✓ gaining employment
✓ migration issues
✓ alumni services.

Support for accompanying family members
In addition to helping international students, the international student support services unit at your institution may offer support for family members who accompany students to Australia.

www.studiesinaustralia.com

PROVISION OF ACADEMIC SUPPORT

AIS assists students to adjust to life in Australia under the conditions of their student visa with the following services:

- AIS provide students with access to policies through AIS website, student handbooks, notices and formal communication
- AIS Student Orientation Program, Student Handbooks and policies on the AIS website www.aischool.edu.au
- English Support Classes (ALC)

ENGLISH LANGUAGE SERVICES

Student Support Officer is responsible to assist the student to arrange.

The language barrier is something that all international, non-native English-speaking students aim to overcome while studying in Australia. It can be daunting conversing with people in English so we have created this list of fun, interactive online tools to help improve your confidence.



TITLE	LINK	WHAT IS IT?
English Central	www.englishcentral.com	A platform full of English language videos that progressively build your comprehension.
italki	www.italki.com	Choose between native speakers and qualified tutors (more expensive) to have a 1-on-1 video chat with you.
Busuu	www.busuu.com	A website and mobile app, Busuu is a social network of people learning new languages.
Australasia Language College (ALC)	https://www.alcollege.edu.au/	An ELICOS provider that

PROVISION OF NON ACEDMIC SUPPORT

OVERSEAS STUDENT HEALTH COVER

Student Support Officer is responsible to assist the student to arrange.

If a student faces a situation where they feel like they're being taken advantage of or unfairly treated, in regards to their OSHC, they can contact the Private Health Insurance Ombudsman. It's a free service designed to help them out of trouble! <https://www.ombudsman.gov.au/How-we-can-help/private-health-insurance>

VICTIM OF CRIME

Student Support Officer is responsible to assist the student to arrange.

To speak to police, visit any one of our five police stations, or call one of the numbers below.

1. 000 for emergencies and life - threatening situations only.
2. 131 444 for police assistance when there is no immediate danger.
3. 1800 333 000 to report crime information. You can remain anonymous.
4. 131 450 for telephone interpreter service.

COUNSELLING

Student Support Officer is responsible to assist the student to arrange contact with the following services :

Mental Health Crisis Triage - Provides a crisis service for people with acute psychiatric illness or distress.

Phone: 1800 629 354

Calwell Mental Wellbeing Service - provides specialist counselling services for individuals, couples and families.

Phone: 02 6291 4300

Cancer Council ACT Inc - provides a telephone counselling service for people affected by cancer and their families and carers. They also offer facilitated support groups and volunteer peer assistance.

Helpline 13 11 20

Lifeline - provides free, anonymous, confidential telephone counselling service for people under stress, in crisis, or with any problem. Phone: 131 114 (24 Hrs)

Salvation Army Social Services - provides all social services without discrimination.

Victim Support ACT - delivers the Victims Services Scheme for the ACT Government. Our services are free and confidential for victims who have experienced crime in the ACT.

Victims of Crime Assistance League ACT Inc. (VOCAL) - provides support, advocacy, free professional counselling and practical assistance. Will accept referral for victims of crime (not eligible for VSS) and their families. Provides court support, assistance with impact statements and applications for financial assistance. Phone: 02 6295 9600

Supportlink - provides an immediate response to people bereaved by suicide via its 24-hour crisis response telephone number. From there, those bereaved can receive face-to-face outreach service provided by a skilled Trauma Response Team and/or assistance in engaging other support services matched to their needs.

Phone: 0421 725 180

LEGAL AID

Student Support Officer is responsible to assist the student to arrange.

Legal Aid NSW. We can help in criminal law, family law and some civil law matters.

Phone: 02 9219 5000