



Considerations for student support strategies for international students

These considerations can guide you, your trainers and assessors, and other support staff as you develop student support strategies for international students. They can help you comply with regulatory and legislative requirements and encourage best practice.

The list focuses on specific issues relating to the enrolment of international students and should be used in conjunction with the checklists for pre and during enrolment support. Completing this list does not guarantee compliance; it is the actions that follow that will determine that.

| | | <i>Tick when actioned or if N/A</i> |
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| Consideration | Your staff who are involved in training, assessment and student support are aware of the regulatory and legislative requirements and their responsibilities relevant to international students under the ESOS framework. | |
| Action required | | |
| Consideration | You have procedures that document and record the student's English proficiency, education and work experience. | |
| Action required | | |
| Consideration | You have created (and updated as needed) an orientation program for all new students. | |
| Action required | | |
| Consideration | The orientation program is age and culturally appropriate. It references all requirements of National Code Standard 6.1. | |
| Action required | | |

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| <p>Consideration</p> <p>You have provided supporting materials for students at the orientation, which can be used for future reference.</p> | |
| <p>Action required</p> | |
| <p>Consideration</p> <p>You have updated (and recirculated as needed) all informational materials for students to access support.</p> | |
| <p>Action required</p> | |
| <p>Consideration</p> <p>You have documented and noted procedures:</p> <ul style="list-style-type: none"> • for students to receive referrals to support services at no or limited cost | |
| <ul style="list-style-type: none"> • for students studying online to be contacted and supported | |
| <ul style="list-style-type: none"> • to determine support staff ratios and official points of contact | |
| <ul style="list-style-type: none"> • for nominated support staff to access up-to-date contacts for support services | |
| <ul style="list-style-type: none"> • for staff to receive information on the ESOS framework | |
| <p>Action required</p> | |

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| <p>Consideration</p> <p>You have created, implemented and documented a critical incident policy that:</p> <ul style="list-style-type: none"> • provides the definition of a critical incident | |
| <ul style="list-style-type: none"> • lists out responsible persons and roles | |
| <ul style="list-style-type: none"> • provides information on reporting critical incidents | |
| <ul style="list-style-type: none"> • lists out processes for contacting relevant emergency and immigration agencies, family members of affected students, and support services | |
| <p>Action required</p> | |
| <p>Consideration</p> <p>Written records of critical incidents and follow up actions are kept for 2 years after the student ceases to be an accepted student.</p> | |
| <p>Action required</p> | |
| <p>Consideration</p> <p>You have provided students with information on maintaining their personal safety in Australia and in the learning environment.</p> | |
| <p>Action required</p> | |