

Policy area	ESOS Compliance Framework
Standards	ESOS Act 2000, ESOS Regulations 2019, National Code 2018,
Responsibility	CEO, Office Manager, CRICOS Manager, Student Support Officer

1. Introduction and Purpose

Purpose of the Policy

This policy ensures international students receive practical, timely, and culturally appropriate support throughout their studies in Australia.

It aims to:

- Support students to settle safely and confidently.
- Provide assistance with personal and welfare issues.
- Establish clear responsibilities for staff.
- Ensure support activities are recorded confidentially.
- Comply with the ESOS Act and National Code Standard 6.
- Complement the general Student Support and Wellbeing Policy (PP2.4).

Key Principles

Support provided should be:

- Accessible
- Respectful
- Confidential
- Timely
- Culturally sensitive
- Appropriate to individual needs

Important Definitions

Support Need

Any issue affecting a student's wellbeing or participation, including:

- Health
- Accommodation
- Employment
- Finances
- Cultural adjustment

Referral

Directing students to qualified external services when specialist assistance is required.

Informed Consent

Student agreement to share information with another person or organisation.

Confidentiality

Protecting student information and only sharing it when authorised.

Warm Referral

Helping students actively connect with services rather than simply giving contact details.

Examples:

- Assisting with phone calls.
- Sending emails with consent.
- Helping to make appointments.

2. Roles and Responsibilities

Student Support Officer (Primary Contact)

Responsible for:

- Providing non-academic support.
- Meeting with students.
- Maintaining support records.
- Developing Student Support Plans.
- Coordinating referrals.
- Following up outcomes.
- Maintaining confidentiality.
- Escalating serious concerns.

Trainers and Assessors

They should:

- Observe attendance and engagement.
- Recognise signs of distress.
- Provide reassurance within their role.
- Refer students to the Student Support Officer.
- Support agreed support plans.
- Maintain privacy and professionalism.

Administrative Staff

Responsible for:

- Providing accurate information.
- Recognising students needing assistance.
- Referring concerns appropriately.
- Communicating respectfully and sensitively.

Training Manager

Responsible for:

- Overseeing support systems.
- Training staff.
- Reviewing serious or complex cases.

CEO

Has overall responsibility for ensuring adequate support services are provided in accordance with ESOS requirements.

3. How Students Access Support

International students can seek assistance through:

Direct Contact

Via:

- Face-to-face meetings
- Telephone
- Email

Staff Referral

From:

- Trainers
- Assessors
- Administration staff

Self-Referral

After learning about services through:

- Orientation
- Student Handbook
- Website

Proactive Staff Contact

Where concerns are identified through:

- Attendance monitoring
- Classroom observations
- Student communications

Support Response Process

Step 1 – Acknowledge Request

Support enquiries are acknowledged within:

2 business days

Step 2 – Arrange Meeting

Initial meeting normally held within:

5 business days

Step 3 – Assess Needs

Determine whether:

- Internal support is sufficient, or
- External referral is needed.

Step 4 – Record Actions

Document details in:

- Student Support Meeting Record.

Step 5 – Develop Support Plan

Where ongoing assistance is required.

Accessibility

Information about support services is available through:

- Orientation
- International Student Handbook
- Website

Information is provided in plain English to ensure understanding.

4. Common Support Areas

The Student Support Officer helps students access support in many areas.

Accommodation

Assistance may include:

- Finding housing.
- Understanding leases.
- Rental bonds.
- Tenancy rights.
- Emergency accommodation referrals.

Health and Medical Services

Students receive guidance regarding:

- Overseas Student Health Cover (OSHC).
- General Practitioners (GPs).
- Hospitals and emergency departments.
- Telehealth services.
- Pharmacies.
- Mental health services.

Emergency:

000

Mental health support:

- Lifeline – 13 11 14
- Beyond Blue – 1300 22 4636

Employment and Workplace Rights

Students are assisted with:

- Understanding visa work conditions.
- Workplace rights.
- Pay rates.
- Avoiding exploitation.
- Job search advice.

Useful services include:

- Fair Work Ombudsman
- Legal Aid
- Community Legal Centres

Financial Support

Assistance may include:

- Budgeting.
- Managing living expenses.
- Payment arrangements.
- Referrals to financial counselling services.

5. Additional Support Areas

Transport and Navigation

Support includes:

- Public transport information.
- Travel cards.
- Route planners.
- Student concessions.

- Travel safety advice.

Cultural Adjustment

Students may receive support with:

- Homesickness.
- Social isolation.
- Community participation.
- Cultural associations.
- Language exchange groups.

Staff encourage:

- Inclusion.
- Peer interaction.
- Community engagement.

Legal and Consumer Issues

Students are referred to:

- Legal Aid Offices.
- Community Legal Centres.
- Tenants' Unions.

Staff provide information but do not offer legal advice.

Safety and Personal Wellbeing

Where students feel unsafe or experience:

- Harassment.
- Discrimination.
- Unsafe accommodation.
- Personal threats.

The Student Support Officer may:

- Assist in contacting police or emergency services.
- Arrange victim support services.
- Refer students for counselling.
- Escalate serious matters to management.

Other Individual Needs

Complex matters are managed through:

- Consultation with the Training Manager or CEO.
- Referral to community or government services.
- Ongoing monitoring and support.

6. Support Process and Referral Procedures

Identifying Support Needs

Concerns may arise through:

- Student requests.
- Attendance issues.
- Poor engagement.
- Distress.
- Information from staff or peers.

Initial Response

Student Support Officer should:

- Acknowledge enquiries within one business day.
- Arrange a meeting within two business days.
- Assess urgency and risk.
- Reassure students about confidentiality.

Documentation

Records include:

- Date and time.
- Summary of concerns.
- Advice provided.
- Referrals made.
- Follow-up arrangements.

Where required, a:

Student Support Plan

is developed for ongoing assistance.

Referral Process

Students are referred when specialist assistance is required.

Examples:

- Medical services.
- Counselling.
- Legal advice.
- Financial counselling.
- Housing support.

Referral Timeframes

Urgent Matters

Same day.

Standard Matters

Within two business days.

Follow-up

Within five business days.

Warm Referral

The Student Support Officer may:

- Help students make appointments.
- Contact agencies with consent.
- Explain costs and expectations.
- Identify low-cost alternatives.

7. Recordkeeping Confidentiality and Procedure

Recordkeeping

Support records must contain:

- Contact details.
- Nature of the issue.
- Advice and referrals.
- Consent information.
- Follow-up actions.

Records are stored securely in the student management system.

Access to Records

Restricted to:

- Student Support Officer.
- Training Manager.
- CEO (when necessary).

Information is shared only where:

- Student consent exists, or
- Safety requires disclosure.

Privacy Requirements

Information must comply with:

- Privacy Protection Policy.
- Australian Privacy Principles.

Personal information is only shared:

- With consent.

- When legally required.
- To protect safety.

Breach of Confidentiality

Any breach must be reported immediately to:

- Training Manager, or
- CEO.

Corrective action may follow.

International Student Support Procedure

Step 1

Identify support needs.

Step 2

Acknowledge requests within one business day.

Step 3

Arrange an initial meeting within two business days.

Step 4

Determine and arrange referrals.

Step 5

Follow up within five business days.

Step 6

Close and record the case.

Step 7

Maintain confidentiality and privacy.

Related Documents

Policies

- PP2.4 – Student Support and Wellbeing Policy
- PP4.7 – Continuous Improvement Policy
- PP4.10 – Privacy Protection Policy
- PP5.8 – Critical Incident Management Policy

Forms

- Student Support Plan
- Student Support Meeting Record
- Student Referral Form

Legislative References

- Education Services for Overseas Students Act 2000
- ESOS Regulations 2019
- National Code 2018
- PRISMS User Guide 2022

This policy ensures that international students receive structured, compassionate, and timely support so they can live safely, maintain their wellbeing, and successfully complete their studies in Australia.