



Overseas Student Support Policy & Procedures

Purpose

Choice Business College (CBC) understand the importance of ensuring its students are properly supported as they enrol and undertake their studies. This policy and procedure is intended to provide a framework for providing that support.

Responsibility

This policy is enforced by the Chief Executive Officer however all staff and students have an obligation to ensure compliance with and report any breaches of this policy. Under this policy, all staff members who interact directly with overseas students have a responsibility to be aware of the ESOS framework, in particular the Choice Business College's obligations under that framework

Policy

Choice Business College (CBC) will support students to adjust to study and life in Australia, and will ensure all students are provided, upon or before enrolment, details and information that includes but is not limited to:

- Course timetables and class schedules
- Support services to assist students to adjust and transition to life and study in Australia
- English language and study assistance programs
- Relevant legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals policy and procedures
- Refund policy and procedures
- Requirements for course attendance and academic progress
- Student intervention strategies
- Support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Transferring, deferring, suspending or cancelling enrolment
- Student visa conditions - including course attendance and progress and the need for students to advise us immediately of any change to their address
- Student rules / Code of Conduct and behavioural expectations
- Academic counselling services, intervention strategies and maintaining attendance
- Student privacy
- Updating of student contact details
- Accessing student records

The above information is provided via the Choice Business College website www.cbc.edu.au and the Handbook For International Students, freely available for download via the website.

Choice Business College requires that its approved agents are provided with this information and that it remains available to prospective students.

Orientation

Orientation may be delivered face-to-face on-campus, or through virtual, real-time online delivery.

Student attendance at Orientation is confirmed and recorded via a signed attendance log (where Orientation is on-campus) or electronically via the online electronic attendance log (where Orientation is online).



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During the Orientation, or upon a student's first day on campus if Orientation was delivered online, students are issued with laminated Student ID cards and given a short tour of the campus.

The following policies/procedures and requirements will be explained (as a minimum) to students during orientation:

- Academic and attendance requirements
- Refunds
- Complaints and Appeals
- Emergency Evacuation/Critical incidents
- Transferring, Deferring, Suspending or Cancelling Enrolment •
- Code of Behaviour / Student Rules
- Updating of student contact details
- Privacy policies
- Visa requirements
- Campus safety and security, including critical incidents and evacuations

Students are also issued an electronic copy of the '*Handbook for International Students*', which contains further details relevant to ensuring the student is adequately informed, protected and supported.

Orientation is also an opportunity for the students to be provided more details regarding their chosen course and for the students to ask any questions directly from either the Head of Faculty, Lead Trainer or Director of Studies.

The student Orientation process includes a check list for the staff member delivering the orientation to complete, to ensure all necessary components are discussed. Other key areas in the Handbook for International Students will be reinforced during orientation.

Choice Business College's Orientation processes and student information is reviewed for currency and completeness, at least annually.

Student Support and Student Support Officers

Choice Business College will provide students with relevant information or provide referrals where appropriate, to students who request assistance. There will be no cost for the provision of information or referrals.

Student Support Officers are also responsible for initiating the Critical Incident procedures if they have deemed it a Critical Incident. For details, please refer to the *Choice Business College Critical Incident Policy and Procedures*.

Each campus has a dedicated Student Support Officer (SSO). It is the responsibility of the SSO to respond to student enquiries to be a first point of contact for students.

The SSO will assist students with any questions or concerns which may include, but are not limited to:

- scheduling or timetables
- payment of tuition fees
- facilities or resources
- complaints or appeals
- transferring, suspending or cancelling enrolments



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- administration of student assessments including submissions

Students requiring counselling or support should discuss the matter with their trainer or teacher and/or Student Support Officer as soon as practicable. The staff member will assist where possible, and if further action is required, will refer students to the appropriate agency.

Contact details for Student Support Officers	
Gold Coast Campus	Name: Alex Lund Email: info.gc@cbc.edu.au Phone: (07) 5532 3212
Sydney Campus	Name: Shermie Xia Email: info.syd@cbc.edu.au Phone: 02 9630 6999
Parramatta Campus	Name: Janet Wan Email: info@cbc.edu.au Phone: 02 9630 6999
Melbourne Campus	Name: Cecily Chen Email: info.mel@cbc.edu.au Phone: (03) 9670 0656

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