



## **FIRBANK GRAMMAR SCHOOL POLICIES & PROCEDURES FOR: Standard 6-International Students' Support Services**

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Firbank Grammar School will support students to adjust to study and life in Australia beginning with an Orientation Program for all new students that includes information about the following:

- The role of the International Students Co-ordinator
- Wellbeing support mechanisms to assist students to adjust/transition to life and study with Firbank Grammar
- English language and study assistance programs
- Facilities and resources
- Requirements for course attendance and progress
- Student counselling services
- Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
- Student Rules/Code of Behaviour and expectations
- Updating of student contact details
- Child Safe Standards
- Critical Incident Policy and Procedures

Students will be provided with the following:

- a student diary
- copy of their timetable
- access to the school network
- student photo ID cards will be organised
- Student Safety Cards

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

The International Students Co-ordinator must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

The school will:

- take all reasonable steps to provide a safe environment on campus and advise students and staff on actions that they can take to enhance their personal security and safety.
- Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.
- Provide students with or refer them to (including electronically), general information on safety and awareness relevant to life in Australia.

Firbank Grammar School will review the orientation process annually.

Firbank Grammar has a Critical Incident Management Plan which will be activated immediately in the event of a critical incident. The Incident reporting form contained within this policy is used to report any incidents whether minor or major.

During induction all staff are made aware that there is an electronic version of the ESOS legislation in Complispace and that the *Staff Handbook* contains *Policies and Procedures Applicable to Students on a CAAW*. Staff are also given professional development

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on the legislation as any changes occur, either by outsourcing or internal training. Staff are also inducted in the Critical Incident Management Plan. Firbank requires staff who interact directly with international students undertake the online course available at the following link. They are required to provide the certificate when they have finished.  
<http://www.elearn.com.au/det/protectingchildren/external/>.

The school will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Students requiring counselling or support should discuss the matter with their teacher and/or International Student Co-ordinator as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

#### **Contact Details for International Student Co-ordinator: Wellbeing**

Name: Yu Tang  
Email: [ytang@firbank.vic.edu.au](mailto:ytang@firbank.vic.edu.au)  
Phone 95915188

All staff that interact with students on international student visas, need to be aware of the following:

- The ESOS Framework and Policies and Procedures contained in the Staff Handbook. They are also available on Complispace
- The role of the International Student Co-ordinator
- The student support services that are available
- Student visa conditions as appropriate

#### **Contact details**

Students will be reminded at least 6 monthly to update their phone, address, email and emergency contact/next of kin details. This is implemented via reminders at international student meetings. Evidence is recorded and kept when this takes place.

#### **Career Advice**

A careers councillor will provide assistance with career advice as well as course information and support, and/or refer the student to the specialist staff member.

#### **Emergency Evacuation**

Emergency Evacuation Plans are kept current and legible in every classroom/administration/student area. Staff are to report any issues to the Principal. Complispace contains all information relating to emergency procedures.

#### **Academic/Attendance issues**

If students have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course they should contact the International Student co-ordinator: Wellbeing in the first instance.

All students' progress and attendance is monitored and guidance and support provided, where unsatisfactory results are identified.

#### **Other issues including personal matters**

Students should in the first instance contact the International Student Co-ordinator.

#### **Critical Incidents**

A critical incident is defined by the National Code [under Standard 6] as 'a traumatic event, or the threat of, which causes extreme stress, fear or injury'.

Critical incidents could include but are not limited to:

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- Fire, bomb-threat, explosion, gas or chemical hazard
- Student or staff witnessing a serious accident or incidence of violence
- Serious injury, illness, or death of a student or staff
- Students or staff lost or injured during fieldwork experiences
- Missing student
- Severe verbal or psychological aggression
- Physical assault
- Natural disaster in home country or country of study e.g. earthquake, flood etc
- Social issues e.g. sexual assault
- drug use, alcohol abuse.

Firbank Grammar further defines critical incidents as traumatic events or threats which can cause extreme stress, fear or injury to students and/or staff.

The school also acknowledges critical incidents could also be students who are missing, severe verbal or psychological aggression, death, serious injury or threats; natural disasters, domestic violence, sexual assault, drug or alcohol abuse, other non life threatening events could still become critical incidents.

**As soon as a staff member is aware a student or a member of their family has been seriously injured or in an accident or any other event/circumstance as defined above, the Critical Incident Management Plan will be activated.**

All staff have access to, and are aware of, the Critical Incident Management Plan.

All student welfare /support issues are to be reported immediately to the International Students Coordinator who will then refer the student to the most appropriate area for help.

The relevant authority (eg police) will be called in the first instance if there is a breach of Australian Law.

See Firbank's Critical Incident Plan- <https://firbank.cspace.net.au/StudentDutyofCare>

Refer: [Standard 6: Overseas student support services](#)

#### **FORMS/LETTERS /TEMPLATES FOR POLICY**

Orientation Day Checklist  
Orientation Day Power point Template  
Change to Personal Details Form  
Critical Incident Report  
Emergency Evacuation Plan

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