IVANHOE GIRLS' GRAMMAR SCHOOL

OUR GIRLS SPEAK FOR THEMSELVES.

Policy Title	**International Student Support Policy**				
Policy Owner	Director of Corporate Services				
Effective Date	June 2026				
Approved by	Principal				
Review Date	June 2028				
Internal Only Document			Public Only Document	**X**	

1. Purpose

This Policy, together with the International Students Welfare and Accommodation Policy, International Students Support Policy, and the Child Safety Policy and Wellbeing Policy that applies across the entire School, outlines the principles, guidelines and procedures governing the School's approach to its duty of care to international students. Ivanhoe Girls' Grammar School supports the international students enrolled at the School in the same manner that it supports all students, with additional support mechanisms in place specific to international students, in acknowledgment of their unique needs as a vulnerable cohort with regard to Child Safe Standards for Culturally and Linguistically Diverse (CALD) students, and in line with Standards 5 and 6 of the National Code of Practice (2018). The School provides a wide range of support for all students, either with staff members or by accessing external personnel when necessary.

All welfare support services provided within the School and any referrals (to external services) are provided to the students at no additional cost.

2. Scope

This Policy applies to the support of international students at Ivanhoe Girls' Grammar School who are on a 500 Student Visa.

3. Definitions

The School	Ivanhoe Girls' Grammar School
CAAW	Confirmation of Appropriate Accommodation and Welfare
500 Student Visa	Allows participation in an eligible course of study in Australia
AEAS	Australian Education Assessment Services
PRISMS	Provider Registration and International Student Management System
VEVO	Visa Entitlement Verification Online
VRQA	Victorian Registration and Qualifications Authority

4. Mechanisms of Support

4.1 Wellbeing

The School has a long-standing and robust wellbeing framework in place to support all students. Students belong to a wellbeing group (a tutor group) of 14 to 15 students. They meet with their tutor each day, with an additional, extended session twice a week. Each year level also has a Year Level Coordinator who oversees the welfare of all students at that year level together with the team of tutors.

To support the Tutors and Year Level Coordinators the School has two School Counsellors (both qualified psychologists) and a Chaplain.

4.2 Academic Program

The academic program is overseen by:

- Director of Learning and Innovation
- Head of Junior School
- Heads of Faculty

4.3 Child Safety

All members of the Ivanhoe Girls' Grammar School community, including students, staff, board members, contractors and volunteers, are responsible for supporting the safety, participation, wellbeing and empowerment of children. They are required to uphold the School's commitment to child safety at all times and its zero tolerance of child abuse both at School and outside of school hours.

The International Student Coordinator provides an annual presentation/training to all staff with respect to oversight and duty of care responsibilities for international students. This includes identifying international students as a vulnerable cohort in terms of being CALD and outlining support mechanisms and points of contact for any concerns.

All External Welfare Support and Homestay companies and their staff, as well as Homestay families, will be screened via our Contractor Management System *LinkSafe*. This process includes an induction incorporating the School's Child Safety and Wellbeing policies and processes and enables the School to monitor the currency of Working with Children Checks and ensuring that all parties have a solid understanding of their Child Safety and Wellbeing responsibilities.

4.4 Careers and Course Advice

Careers advice and support is given by the School Counsellors and Careers Coordinator.

4.5 Specific Support for International Students

In addition to the above-mentioned staff, the School provides additional, specialised support staff to oversee the care of international students at Ivanhoe Girls' Grammar School, being (but not limited to):

- International Student Coordinator
- Director of Student Wellbeing
- Director of Admissions
- English as an Additional Language (EAL) staff
- Risk and Compliance Manager

4.6 International Student Coordinator (ISC)

- The ISC is responsible for the overall oversight and care of the student's accommodation (if the student is on a CAAW) and welfare **at all times** and for the duration of the student's course of study at Ivanhoe Girls' Grammar School. For international students on a CAAW, this duty of care extends beyond school hours and in all environments, including those environments which are not on school grounds (e.g. Homestay). The ISC works closely with the Director of Student Wellbeing, Director of Admissions, EAL and other teaching staff, as well as the Risk and Compliance Manager, to ensure that the wellbeing and academic needs of the student are met
- The ISC provides final approval of the homestay accommodation and ongoing monitoring of the living arrangements to ensure these meet the guidelines set out by the School and to fulfil regulatory compliance requirements, including verifying that a student's accommodation is appropriate to the student's age and needs. The initial recommendation may be based on screening visits and checks by external agents who will assess the initial suitability of the host and register the host to their program. However, it is the ISC's responsibility to ensure that current Working with Children Checks are in place and that the LinkSafe induction is completed prior to initial placement and updated and completed annually. The ISC also ensures the host families are clear about their responsibilities in relation to Child Safety and Wellbeing, and understand that avenues of support are available in the event of a critical incident
- The ISC formally assesses the homestay provider prior to placement and at least every six months thereafter, including monitoring of current Working With Children Checks for all household members, or regular guests to the home, aged 18 years or above. If a site visit has not taken place within 3 months prior to a new student being placed in the home, an additional site visit will take place prior to student arrival. A comprehensive Homestay checklist is used for this process and to document any actions or concerns resulting from the site visit. This ensures a consistency of care for all international students within a homestay environment
- The ISC also monitors the wellbeing, academic course progress and attendance of each international student to ensure they feel supported and are meeting the conditions of their 500 Student Visa. The ISC also encourages students to integrate into and actively participate within the life of the School. They provide welfare support as required, including communicating with the homestay or welfare support person about academic or wellbeing concerns
- The ISC will attend annual training, seminars and workshops as available to ensure continued understanding of the ESOS Act, the National Code of Practice 2018, and VRQA Guidelines for the Enrolment of Overseas Students aged under 18 Years

4.7 The Director of Admissions (DoA)

- The DoA works closely with the Director for Advancement to ensure that all relevant marketing materials and webpage information in relation to international student enrolment is transparent and accurate, to enable prospective parents of international students to make informed decisions
- The DoA is responsible for managing all international student enquiries and admissions processes, including requesting evidence of and assessing English language proficiency of each applied international student via an AEAS test and entry interview (online or in person)
- The DoA is responsible for Department of Home Affairs requirements for students in terms of requesting, documenting and regularly checking the validity of passports, visas and overseas student health cover. The DoA is responsible for documenting any changes with regard to passports, visas, mobile phone numbers and change of address information in PRISMS. Contact and address information is checked (and updated as necessary) twice yearly with all international students
- Regular checking of PRISMS and VEVO checks for prospective or current students also falls under the responsibility of the DoA
- The DoA will attend annual training, seminars and workshops as available to ensure continued understanding of the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code of Practice 2018, and VRQA Guidelines for the Enrolment of Overseas Students aged under 18 Years.

4.8 EAL Teaching Staff

- The EAL teaching staff are responsible for the teaching of English language skills including writing, reading comprehension, listening and speaking, grammar, punctuation and idiomatic expression, and will liaise with teaching staff regarding academic tasks as required. EAL staff will conduct English language testing of international students on arrival, to ascertain current English proficiency and ensure appropriate support mechanisms are in place to assist each student to reach their academic potential
- Due to the nature of the EAL classes (very small size, frequent contact and discussions) EAL staff may also take a significant wellbeing care role with the students and communicate any concerns to the ISC.

4.9 Additional Welfare Support

Commencing 2026, any enrolled student who is not living with parents onshore or with a relative approved by the Department of Home Affairs (DHA) via a 157N form at the time of visa application, is required to have aan additional support person appointed by International Student Alliance (ISA).[1]

While the School engages a third party providers to provide assistance for those students not in the direct care of a parent or DHA appointed relative, the duty of care and welfare responsibilities of the School are non-delegable and the School retains full responsibility for the provision of welfare support. The ISA additional support person shall be appointed for the duration of the student's studies, regardless of whether a CAAW ceases to be in place. Further information is available in the International Student Welfare and Accommodation Policy.

- The appointed ISA additional support person may provide or assist with additional support and counselling to the student, in addition to that provided by the School
- The appointed ISA additional support person may attend parent teacher interviews and orientations and information sessions to assist with communication and translation to the student, and parents/legal guardians

[1] Any student who has commenced prior to 2026 and lives onshore without a parent of DHA approved relative (i.e. lives in homestay) will be encouraged to have an ISA additional support person appointed to provide additional support. The School will continue to provide and be fully responsible for the student's welfare, whether they choose to appoint an ISA additional support person or not.

- The appointed ISA additional support person may provide other additional support as requested by the parents to assist with the wellbeing and academic progress of the student. However, the School remains the primary contact with the parents/guardian in relation to the student's welfare and academic progress and any other issues relating to the enrolment of an international student at Ivanhoe Girls'

4.10 Financial Matters

- The Director of Corporate Services is responsible for financial matters with the assistance of the Finance Manager. Students may contact the Finance Manager directly or with the assistance of the Director of Admissions or International Student Coordinator
- The Director of Corporate Services is responsible for ensuring that any resulting applicable refunds required from either the withdrawal of an existing student, or the non-commencement of a student (due to visa refusal or other circumstances) are processed within 14 days of the notification of withdrawal of a confirmed place prior to commencement, or within 14 days of the cessation of an existing student enrolment, as per the Terms and Conditions of Admission (Clause 2.4) and as required by the ESOS Act
- The Director of Corporate Services is responsible for maintaining a separate account for all received International Tuition Fees, as required under Section 29 of the ESOS Act 2000

5. Other Issues[2]

5.1 Academic Support

- Should a student need extra assistance with academic matters, either the student or the ISC will arrange extra assistance from the class teacher either at lunchtime or in study periods
- Peer tutoring and extra support in mathematics is available at the School. Details are available through Hive, the School's Learning Management System
- For students in Years 11 and 12, two lessons are timetabled weekly as VCE Common Time. These lessons have no scheduled classes but are used for common tests, school assessed coursework tasks or speakers for all subjects. If a student is not required for any of these then they may be required to attend to complete tasks, to catch up on work missed or complete work not submitted, under the supervision of a staff member

5.2 Health Matters

- The ISC assists students to make medical, dental or other health appointments
- The Health Centre is staffed by a qualified nurse, who is available to assist students with minor illness during the School day. This nurse can also assist with access to further medical treatment if required

5.3 Managing Emergency Situations & Critical Incident

- The School will provide an annual briefing for all staff on the School's Emergency Management Plan
- The School provides annual CPR training and First Aid Training to ensure all staff maintain current qualifications
- The School will arrange for the ISC, the DoA and any relevant support staff to receive further training in the management of emergency situations and critical incidents

[2] All services are provided to the student at no additional cost to the published International Student fees.

5.4 Translation & Interpreting Services

- The School will arrange for translation and interpreting for a student at either staff or student request
- The School will arrange for an interpreter from an approved and reputable translation service, at the School's expense, to assist in matters of a more serious or personal matter requiring an independent person
- Appointed Student Welfare support also may assist with interpreting

5.5 Legal Assistance

- Should a student require or request legal assistance the School will refer the student to Department of Justice and Community Safety Victoria, Victoria Legal Aid. The legal costs will be borne by the student

5.6 Employment Regulations

- Should a student need information about their employment rights, they can seek help from the Careers Counsellor. Information is also available on the Fair Work Ombudsman website, www.fairwork.gov.au/

5.7 General Staff Awareness of ESOS Obligations

- All teaching staff are made aware of the School's obligations under the ESOS framework and are briefed regularly, as required, by the DoA or the ISC

5.8 Related Policies

- International Students Welfare and Accommodation Policy
- International Students Homestay Arrangement Policy
- Child Safety and Wellbeing Policy

5.9 Related Forms

- Ivanhoe Girls' Homestay Checklist