



TIGS

The Illawarra Grammar School

Academic • Christian • Caring

International Student Programme

STUDENT SUPPORT SERVICES POLICY & PROCEDURES

STUDENT SUPPORT SERVICES

POLICY

This policy applies to all students enrolled in courses at The Illawarra Grammar School and The Illawarra Grammar School Centre for English.

The Illawarra Grammar School supports international students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their course.

The School will conduct an Orientation Program with new students on arrival and will provide each student with a Welcome Pack, containing the International Student Handbook and other information. Included will be information about support services available and personnel involved in delivery of these services, legal services available, emergency and health services available, facilities and resources, complaints and appeals processes, and visa conditions relating to course progress and/or attendance.

The School will provide the opportunity for students to access these services to assist them in meeting course requirements and maintaining their attendance and to resolve accommodation issues. These services will be provided at no additional cost. If the School refers the student to external support services, the School will not charge for the referral (although the service itself may involve a cost to the student/family).

The Illawarra Grammar School has a documented Critical Incident Policy, Plan and Procedures that cover the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

The Illawarra Grammar School employs a body of appropriately qualified staff to meet the educational and welfare needs of all students enrolled at the School.

The Illawarra Grammar School ensures that staff members who interact directly with students are aware of the School's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated through induction, staff meetings and inclusion on the School's intranet.

PROCEDURES

1. Arrival in Australia

- 1.1 Students commencing at The Illawarra Grammar School are provided free initial airport transfer to Wollongong on arrival in Australia. If the student is accompanied by a relative this free service is also extended to them.
- 1.2 Students are transferred directly to their homestay. Once at the homestay the student will be given time to settle in and rest after their flight. The homestay/guardian will arrange to bring the student to the school for an interview with the Director of Enrolments and to purchase uniform. If the homestay is unable to do this or there is not sufficient time prior to the start of school this will be done on the first day of school.
- 1.3 The student and homestay/guardian will be given a brief tour of the school.
- 1.4 The school bus system will be explained to the student and the homestay/guardian so that they know when and where to catch the school bus. (The student will be assisted for the first few days of school by the Dean of International Students or the Manager, International.)

- 1.5 Arrangements will be made for either the school or the homestay/guardian to assist the student with opening a bank account and activating an Australian mobile telephone.

2. Orientation

On the student's first day at the school:

- 2.1 Students will be met at Student Reception in Block C at 8.30am by the Manager, International and introduced to the Dean of International Students, Dean of Year, Cross Cultural Prefects and their TIGS student buddy.
- 2.2 The student will be provided with his/her timetable and the School Diary.
- 2.3 The buddy will introduce the student to their Mentor teacher and Mentor Group, and then conduct a tour of the School, identifying key areas of interest. They will locate the student's locker and reset the code.
- 2.4 The student will then meet with the Dean of International Students and the Manager, International.

Each student will receive a Welcome Pack containing:

- International Student Programme Student Handbook
- School Calendar
- NSW Government information booklets
- Canteen notices
- Absentee booklets
- OSHC membership and information
- School Diary

The Manager, International will go through the Handbook with the student to ensure that the student understands the contents of the Handbook. Support services available to students will be explained to them including First Aid, careers counseling, the school counselors, School Chaplain and the functions of the Dean of International Students and the Manager, International.

- 2.5 All efforts are made to ensure that subject selection has been finalised prior to the student's commencement, and textbooks are ordered for the student so that they can be provided to the student on their first day of school.

3. Day to Day Welfare

The Dean of International Students and the Manager, International are the key student support contact persons at the School providing daily support within the School to all International students and overseeing both their academic progress and their personal welfare.

The Dean of International Students and the Manager, International are available to students during the school day and the Manager, International is available via mobile telephone after hours.

4. Course Advice

Students at TIGS experience a range of formal and informal career development and orientation activities during their time in the Senior School.

These activities range from introductory talks about secondary and tertiary school study and subject options as part of the Year 7 Homework and Study Skills Program and in Year 8 as preparation for their Year 9 and 10 Subject Selections.

All Year 10 students undergo individual career testing using the Self Directed Search developed by John Holland. Each student receives an individual report outlining career options, possible subject options for their

Higher School Certificate in Years 11 and 12 based on their test results and an Occupation Finder containing further career ideas.

Year 10 students are provided with formal career activities including Higher School Certificate preparation with students making their subject choices and participating in a one-week work experience program in this year.

In Year 11, students participate in a weekly Senior Careers Program for two terms. This program is designed to provide students with detailed knowledge of tertiary options and to equip students with vocational skills for entering the workplace. Course content includes resume and portfolio development, the work application process and appropriate interview techniques.

In Years 11 and 12 students have regular form meetings with the Careers Advisor and individual career counseling sessions are held during Year 12.

Year 11 and 12 also have the opportunity to meet with many outside specialists, career and tertiary education providers, former students and other speakers at regular formal events and informal occasions.

The Careers Advisor works closely with the Dean of International Students and Director of Enrolments to ensure that students have the best possible advice on University courses available to them.

5. Counseling & Support

International students at The Illawarra Grammar School are supported and their social, emotional, spiritual and academic growth is nurtured through the classroom teachers, the Dean of International Students, the Pastoral Care Team and the Director of Enrolments.

In the Junior School, the classroom teacher together with the Pastoral Care Team and the Director of Enrolments are responsible for the overall development of the student.

Enquiries concerning a student in the Junior School should be directed to the student's classroom teacher.

In the Senior School the Deans together with the Pastoral Care Team and the Director of Enrolments are responsible for the overall development of the student.

Students in the Senior School are placed in a House Mentor Group within each year group. The House Mentor teacher meets with students each day, checks attendance and runs pastoral programs under the guidance of the Dean.

The Dean meets with the students as part of Senior School Assembly and Chapel each week and they also conduct their own Year Meetings once a week.

Enquiries concerning a student in the Senior School should be directed to the student's Dean.

The Illawarra Grammar School has fully qualified First Aid staff, Careers Advisor, Student Counselors and School Chaplain who are available to the students to support them throughout their time at the School.

Counselling and support services, internal and external testing, referrals to outside specialists and special needs are under the supervision of the Director of Enrolments.

The School calls on the services of interpreters where necessary. Staff members at the school speak several languages and can translate if necessary.