



Overseas student support services

Seymour College assist international students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about:

- Student support services available to assist on the transition to life and study in a new environment
- Enhancing personal security and safety, both at school and while living in Australia
- English language and study assistance programs
- Legal services
- Emergency and health services
- How to seek assistance for and report an incident that significantly impacts student well-being, including critical incidents
- School facilities and resources
- Complaints and appeals processes
- School Course progress and Attendance policies (to meet relevant visa conditions)
- External complaint handling by the Commonwealth Ombudsman.
<https://www.ombudsman.gov.au/>

All overseas students are overseen by the Director of International Programs and the Heads of School and Director of Boarding. Students are provided with specific contact names and numbers for staff who can offer information on the student services available.

In the Senior School we provide support in these ways:

- Learning support in the form of a dedicated teacher who can work with students with literacy needs.
- Students can be part of Year 10 Enrich subject, which provides support.
- ESL support is available for language-rich subjects, particularly Year 10 English, History, and the Research Project.
- Students can also access Maths support through a team of teachers.
- Should it be necessary support is available through the curriculum authorities of the IBO and/or SACE Board, who offer special provisions. These are dependent upon individual student circumstances.
- Academic support is offered through classroom teachers, Heads of Department, and Dean.
- Pastoral care is provided through the Learning Mentors, Clan Guardians, and Dean. Specialised support is offered through the school counsellor and psychologist.
- Head of School works closely with the Director of International Programs to support students by liaising with the Boarding House, homestay families, and agents.

In Middle School we provide:

- Homegroup Teacher
- Year Level Guardian
- Dean of Wellbeing
- Boarding (leadership structures within the boarding house have a focus on wellbeing, sub-school key contacts, translation and academic support)
- Student Services – Counsellor, Psychologist, Clinical Psychologist
- Director of International Programs

In the Junior School we provide:

- Academic Leader Exceptional Learners overseeing EALD and support.
- Trained EALD teacher in the JS to pro
- Students receive some EALD support (small group focus) to assist with English skill development.
- Before school classes available for girls who require additional support.
- Chinese teacher allocated time to assist Chinese families with communication.
- Director of International Programs

In addition to the intervention processes identified above, Seymour College provides a safe environment for students and identifies and supports students at risk in these ways:

- On campus security measures
 - visitor sign in system
 - staff on bus and playground duty at all times during school hours
 - after hours security service / lighting
- Pastoral Care System
- Academic / Careers Counselling
- Specialist counselling staff / health professional
- Wellbeing program

The College has a number of designated staff who are the official point of contact for overseas students in the day school and Boarding House. The staff have access to up-to-date details of the College's support services. These staff are able to access translation services or are able to speak the native language of the international student to offer support as needed.

Critical Incident

Seymour College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential. The College has a Critical Incident policy - see CompliSpace.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

The international students need understand how to seek assistance for and report an incident that significantly impacts student well-being, including critical incidents. This is achieved through the Orientation program and ongoing safety programs delivered by the day school and Boarding House.

The College must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

Working

If any international students wish to work Seymour College will help access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman or Department of Immigration:

- <https://www.fairwork.gov.au/>
- <http://www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

All services are available to the student regardless of their mode of study.

The above is achieved through the Orientation program

Documents / materials / activities used for the College's Student Orientation Program are:

- Orientation booklet
- International Student Handbook
- Boarding Handbooks
- Tour of school facilities
- Meeting key staff members
- Follow up meetings in first few weeks