

Policy Classification:	RTO-CRICOS	Version 1.0:	10/03/2025
Document Owner:	Compliance Manager	Review Date:	10/03/2026
Approved by:	RTO Manager		

## Student Support Services

### Purpose

The purpose of this policy is to outline St George & Sutherland Community College (SGSCC)'s commitment to providing comprehensive support services to international students to ensure their academic success, well-being, and smooth transition into life in Australia.

This policy aligns with:

Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

Education Services for Overseas Students (ESOS) Act 2000

Australian Government regulations on student welfare and support

### Scope

This policy applies to:

- All international students enrolled at SGSCC under a student visa (subclass 500).
- SGSCC Student Support Services Team, Academic Staff, and Administration Staff.
- Education agents and third-party representatives responsible for student recruitment and support.

### Policy Statement

SGSCC is committed to ensuring that all international students:

- Have access to orientation programs and ongoing support.
- Receive academic and personal assistance to help them adapt to life in Australia.
- Are provided with information on legal, health, and emergency services.
- Can seek counselling and well-being support for mental health and personal matters.
- Are aware of their rights and responsibilities as international students.

SGSCC ensures that sufficient staff and resources are allocated to support international students at every stage of their study journey.

**SGSCC - St George & Sutherland Community College Inc.**

127-129 Sutherland Road Jannali, NSW 2226

P: 02 9528 3344 • E: [enquiries@sgscc.edu.au](mailto:enquiries@sgscc.edu.au) • W: [sgscc.edu.au](http://sgscc.edu.au)

RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

## Student Support Procedure

### 1. Orientation Program

SGSCC provides a comprehensive orientation program for all new international students, covering:

- Introduction to SGSCC facilities, academic staff, and student services.
- Information on living in Australia, including cultural differences and local community resources.
- Explanation of student visa conditions, including course progress and attendance requirements.
- Overview of health and well-being services, including Overseas Student Health Cover (OSHC).
- Information on legal rights and responsibilities, including workplace rights and tenancy laws.
- Campus safety, emergency contacts, and personal security advice.

### 2. Academic Support

To help international students succeed in their studies, SGSCC provides:

- English language and academic support (e.g., tutoring, study skills workshops).
- Access to academic advisors for guidance on coursework, assessments, and learning strategies.
- Flexible learning resources such as online materials and library support.
- Monitoring of course progress and implementation of intervention strategies if students are struggling academically.

### 3. Personal Support and Well-being Services

SGSCC recognizes that adjusting to a new country can be challenging. Support services include:

- Free and confidential counselling for students experiencing personal difficulties, stress, or anxiety.
- Mental health support, with referrals to professional health services if needed.
- Financial advice and assistance, including budgeting support.
- Accommodation assistance, including advice on renting, tenancy laws, and homestay options.

### 4. Student Welfare and Emergency Support

SGSCC ensures students receive 24/7 emergency support and guidance, including:

- Emergency contact numbers for police, ambulance, fire services, and SGSCC staff.

- Crisis support and referrals for personal safety or mental health emergencies.
- Sexual harassment, discrimination, and bullying support services.

## 5. Legal and Consumer Rights Assistance

SGSCC provides international students with information and referrals regarding:

- Workplace rights, including minimum wage laws and Fair Work Ombudsman resources.
- Consumer protection laws for students renting accommodation or purchasing goods/services.
- Visa conditions and compliance, with guidance on extensions, renewals, and work rights

## 6. Career and Employment Support

SGSCC supports students in gaining work experience and employment opportunities through:

- Resume writing and interview skills workshops.
- Internship and work placement opportunities where applicable.
- Job search assistance, including connections with local employers and recruitment agencies.
- Information on work restrictions under student visa conditions.

## 7. Accommodation Assistance

SGSCC helps students find safe and affordable housing by providing:

- Guidance on homestay options and student accommodations.
- Advice on rental agreements and tenant rights in Australia.
- Support for students experiencing accommodation issues (e.g., disputes with landlords).

## 8. Community Engagement and Social Activities

SGSCC encourages students to engage in social and cultural activities to enhance their experience, including:

- Social clubs and student networking events.
- Excursions and cultural activities to explore Sydney and surrounding areas.
- Volunteer opportunities to gain experience and connect with the community.

## Student Responsibilities

International students must:

- Actively participate in orientation and student support programs.

- Seek help when experiencing academic, personal, or financial difficulties.
- Maintain their visa conditions, including academic progress and attendance.
- Notify SGSCC of changes to contact details within 7 days.
- Show respect for fellow students, staff, and the community.

## Compliance Monitoring

Staff Training and Support:

SGSCC ensures that all staff involved in student support:

- Are trained in cultural awareness and student welfare best practices.
- Understand the ESOS framework and their responsibilities under Australian law.
- Are available to provide guidance and referrals to students in need.

## Continuous Improvement

SGSCC regularly:

- Reviews student feedback to improve support services.
- Monitors the effectiveness of student well-being programs.
- Updates policies based on changes to legislation and best practices


## Contact Information

For any inquiries related to Student Support Services, contact:

**George Da Silva – Program Manager International**

**SGSCC - St George & Sutherland Community College**

 127-129 Sutherland Road, Jannali, NSW 2226

 (02) 8543 7407

 [gdasilva@sgscc.edu.au](mailto:gdasilva@sgscc.edu.au)

 [sgscc.edu.au](http://sgscc.edu.au)

For emergency assistance outside of SGSCC hours, students should contact:

- Police, Fire, Ambulance: 000
- Lifeline (Crisis Support Hotline): 13 11 14
- Fair Work Ombudsman: 13 13 94

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- Tenants' Union for Housing Advice: (02) 8117 3700