

# Student Support Policy

## 1. Purpose

The purpose of this policy is to bear the duty of care owed by Blue Lotus College (BLC) to all students. This policy ensures that all students are given required academic, non-academic and informational supports while studying in Australia to successfully complete their courses within the duration.

## 2. Strategy

Blue Lotus College is committed to providing support to students to assist them in adjusting to study and life in Australia, to achieve their learning goals and to maintain compliance with their Visa requirements.

Blue Lotus College will endeavour to provide a safe environment on campus.

## 3. Policy and Procedure(s)

### Student Support Provided:

- Blue Lotus will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.
- Blue Lotus will ensure there is a suitable orientation program in place for each student and induct each student prior to the commencement of course work to ensure they can settle into their new environment.
- Blue Lotus will provide and inform the students of their available support and welfare services, staff availability and point of contact to assist with issues that may arise during the course of their study.
- Blue Lotus will ensure that if any referral to external support services will be free of charge to the student.
- Blue Lotus will ensure it has sufficient student support personnel to meet the needs of all the enrolled students.
- Blue Lotus will ensure that all staff that interact directly with students are aware of both Blue Lotus's policy and their obligations under the ESOS framework as well as the potential implications to students.
- Blue Lotus ensures the following support information is available to students in the Student Handbook:
  - support services available to assist in the transition into life and study in Australia

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- English language and study assistance programs
  - legal services
  - emergency and health services
  - facilities and resources
  - complaints and appeals processes
  - information on visa conditions relating to course attendance and progress
  - Information on services available to assist students in meeting course requirements and maintaining their attendance
  - Services available to assist with general and personal circumstances that are adversely affecting their education
  - Services students can access for information on their employment rights and conditions and how to resolve workplace issues.
  - How to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
  - General information on safety and awareness relevant to life in Australia
  - Student wellbeing: The wellbeing needs of students are identified, and strategies are put in place to support these needs
- Blue Lotus will in the first instance provide students with access to support to achieve the expected learning outcomes through discussion with the Student Support Officer and/or Trainer. Should the Trainer and/or Student Support Officer not able to provide sufficient support to the student, they may refer the student to an external support service which may include:
    - English and Academic support
    - Tutoring support
    - Study skills centre
    - Counselling and mental health support
    - Career service
    - Housing and tenancy services

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- Financial support services; and
- Health and disability services
- Referral to these services will be at no additional cost to the student.
- The Student Handbook is provided to students while sending unconditional offer letter through email and available at all times on our website.

## Resources for International Students

Blue Lotus will ensure there are sufficient Student Support Officers to assist students, the ratio will be 1 officer per 80 students.

All staff who interact directly with students, are required to sign off that they are aware of Blue Lotus College’s obligations under the ESOS Framework.

Currently the following staff members have been provisioned as International Student Support Officers and points-of-contact:

Staff Name	Position title	Support role	Details of formal qualification and relevant experience
Courtney Cook	Student Service Manager	<ul style="list-style-type: none"> <li>• Manages and delegates the student support roles in BLC to ensure consistency and efficacy</li> <li>• Receives and initiates the complaints and appeals process, as per the complaints and appeal policy</li> <li>• Oversees the timetable and classroom allocation creation each term, which includes liaising with all departments to ensure student numbers and trainer availability are met</li> <li>• Oversees orientation program</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor of Music (Honours – Class I) from Griffith University, Queensland (completed 2018)</li> <li>• Masters of Art Curatorship (Honours – Class I) from The University of Melbourne, Victoria (completed 2023)</li> <li>• Completed 3 years as a Client Services Officer at Griffith University Student Administration</li> <li>• Completed 1 year as a Client Administration Officer and Auditions Coordinator at</li> </ul>

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		<ul style="list-style-type: none"> <li>• Coordinates with trainers to identify if there are any specific needs of students</li> <li>• Completes course variations in PRISMS</li> <li>• Assesses deferral, leave of absence, and withdrawal applications</li> <li>• Oversees student's attendance and course progress, including identifying at risk students, sending warning letters, and navigating the Notice of Intention to Report process</li> <li>• Acts as a point of contact for all students with any concerns regarding their time at BLC.</li> </ul>	Griffith University Student Administration
Anima Khatiwada	Student Support Officer	<ul style="list-style-type: none"> <li>• Invite and arrange the orientation program</li> <li>• Assist the student with the forms completion and other queries</li> <li>• Receiving and handling students' complaints and coordinating with the concerned departments/staffs</li> <li>• Maintaining students' files</li> <li>• Sending out an email to the student regarding any updates, public holidays and others.</li> <li>• Creates the unofficial transcript and enrolment, attendance, etc letters and send to the students.</li> <li>• Print the certificates and inform the students for certificate collections</li> <li>• Welcome visitors, parents, and students.</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor's degree in social work (Overseas)</li> <li>• 3 years plus admin experience including 1.5 years in Australia</li> </ul>

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		<ul style="list-style-type: none"><li>• Managing reception area to maintain a professional and organized environment.</li><li>• Answer and direct calls to the appropriate departments or staff members.</li><li>• Handle inquiries and provide information about the institution.</li><li>• Responding to emails or forwarding them to relevant individuals.</li><li>• Assist with scheduling appointments for meetings with trainers, CEO, or other administrative staff.</li><li>• Sort and distribute mail and packages.</li><li>• Manage outgoing mail and courier services.</li><li>• Explain admission processes, fee structures, or College policies to parents and students.</li><li>• Guide students and parents to the appropriate departments or facilities.</li><li>• Help with applications or enrollment forms.</li><li>• Offer support to students with minor queries or concerns.</li><li>• Assist college management with clerical tasks such as data entry, filing, and document preparation.</li><li>• Support trainers with classroom resource requests or scheduling needs.</li></ul>	
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		<ul style="list-style-type: none"> <li>Act as a point of contact in emergencies, such as student injuries or unexpected situations.</li> <li>Liaise between departments to ensure smooth communication and operation within the institution.</li> </ul>	
Dipesh Maharjan	Student Support Officer/IT Coordinator	<ul style="list-style-type: none"> <li>Assist students in simulated business environment (e.g conduct meeting, video conferencing etc)</li> <li>Provide IT &amp; Learning Management System (LMS) support</li> <li>Manage induction/orientation</li> <li>Work with Student Management System such as aXcelerate</li> <li>Handle reports such as AVETMISS report</li> <li>Receive and handle students' complaints and coordinating with the other departments/staffs</li> <li>Maintaining students' files</li> </ul>	<ul style="list-style-type: none"> <li>Master of Information Technology</li> <li>3 years plus experience in education industry</li> <li>6 years plus experience in IT industry</li> <li>1 year plus experience as campus manager</li> <li>Dealt closely with international students as an IT officer and campus manager</li> </ul>
Bijaya	Accounts Officer	<ul style="list-style-type: none"> <li>Create invoices for students based on their enrolment and tuition details.</li> <li>Reconcile all company accounts, ensuring accuracy and compliance with financial records.</li> <li>Process payments for all company bills, including vendor, utilities and operational expenses</li> <li>Process refunds for students in case of visa refusals or course withdrawals. Generate and manage default reporting in Prisms.</li> </ul>	<ul style="list-style-type: none"> <li>Masters in Professional Accounting (MPA) from Sydney KOI</li> <li>Currently Studying Chartered Accountant</li> <li>Completed 1 year of Experience in Pre-Uni New College, a Sydney based coaching college.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Handle cash payment and EFTPOS Transaction ensuring all payments are recorded accurately</li> <li>• Monitor, follow up and send warning letters to students as per receivable policy and send list of students with outstanding fees to eCollect</li> </ul> <p>Manage accounts- related emails, addressing and resolving student queries regarding fee payments and related issues.</p>	
Milan K Kunwar	Student Support Officer / Business analyst	<p>System support, assist students for general IT and non IT enquires.</p> <p>Provide assistance in logging in college devices, system login, (moodle and college email) Password reset, contact update, course link update, and ensure student support within the organization.</p> <p>Analyze organization data, student data student enrolment, studying ratio, drop out ratio, completion ratio for each courses within the organization.</p> <p>Feedback collection from staff and students via survey and face to face interaction, analyze, report and aid in the improvement of the business function.</p> <p>IT system maintaining, ensuring that all the devices within the organization are</p>	<ul style="list-style-type: none"> <li>• Masters of IT from Federation University</li> <li>• 4 years of full time work experience as IT and student support.</li> <li>• 3 years experience as a business analyst.</li> <li>• Additional degrees like</li> <li>• TAE40116 Certificate IV in Training and assessment,</li> <li>• BSB80120 Graduate Diploma of Management (Learning)</li> <li>• ICT50220 Diploma of Information Technology</li> </ul> <p>And regular professional development programs from Australian Computer society, Vleg learning, LinkedIn learning etc.</p>

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		functioning well and staff and student are able to use the IT infrastructure smoothly.	
Suresh Shrestha	COO/Student Support	<p>Offer one-on-one or group counseling sessions to address academic, emotional, or social challenges.</p> <p>Provide guidance on career planning and further education opportunities</p> <p>Provide mental health first aid to students</p> <p>Act as a liaison between international students and the institution, advocating for their needs and interests.</p> <p>Represent student concerns in institutional decision-making processes.</p> <p>Organize orientation and onboarding programs to help students adjust to the academic environment and local culture.</p> <p>Oversee the daily operations of the student support team, ensuring efficient service delivery.</p> <p>Coordinate with academic and non-academic departments to streamline processes for international students.</p> <p>Organize events and activities that promote cultural exchange and inclusivity.</p> <p>Respond to emergencies, such as health issues, accidents, or visa problems.</p>	<ul style="list-style-type: none"> <li>• Masters of Electronics and Telecommunication engineering from Latrobe University</li> <li>• 8 years of full time work experience as General Manager</li> <li>• 14 years of experience as trainer and assessor</li> <li>• Additional degrees like</li> <li>• TAE40116 Certificate IV in Training and assessment,</li> <li>• BSB80120 Graduate Diploma of Management (Learning)</li> <li>• Advanced Diploma of Business</li> <li>• Diploma of Management</li> <li>• Diploma of Human resource management</li> <li>• Standard Mental health First Aider</li> </ul>

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		<p>Provide or coordinate support for students during crises, including counseling or legal assistance.</p> <p>Mediate disputes between students and the institution or among students themselves.</p> <p>Develop protocols for handling complaints and grievances.</p> <p>Collect regular feedback from students to improve services.</p> <p>Monitor trends and issues faced by international students to develop proactive solutions</p> <p>Act as the point of contact for regulatory bodies and immigration services.</p>	
Sujata Shrestha	Work placement Coordinator/ Trainer and assessor	<p>Identify and secure work placement opportunities aligned with course requirements.</p> <p>Collaborate with industry partners to create suitable placement opportunities.</p> <p>Ensure placement providers meet compliance and safety standards.</p> <p>Assist students in preparing resumes, cover letters, and interview skills.</p> <p>Provide pre-placement orientation, outlining expectations, workplace etiquette, and cultural considerations.</p> <p>Monitor student attendance, performance, and engagement during placements.</p> <p>Report to educational authorities or stakeholders as required.</p>	<ul style="list-style-type: none"> <li>• Masters of social studies</li> <li>• 8 years of full time work experience as work placement coordinator</li> <li>• 6 years of experience as trainer and assessor</li> <li>• 4 years of experience as Human resources manager</li> <li>• Additional degrees like</li> <li>• TAE40116 Certificate IV in Training and assessment,</li> <li>• Diploma of community services</li> <li>• Certificate IV in Disability</li> <li>• Certificate IV in ageing support</li> <li>• Certificate III in individual support</li> </ul>

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		<p>Ensure employers understand the unique needs of international students, including language and cultural differences.</p> <p>Use inclusive teaching strategies that consider language and cultural differences.</p> <p>Provide constructive feedback to help students improve and meet industry standards.</p> <p>Identify learning gaps or challenges faced by international students and offer targeted support.</p> <p>Provide additional resources or tutoring where needed.</p> <p>Understand the unique challenges international students face, such as language barriers, homesickness, and cultural adjustment.</p> <p>Foster an inclusive and supportive learning environment.</p> <p>Work with student support teams to address issues related to housing, mental health, or academic challenges.</p>	<ul style="list-style-type: none"> <li>• Advanced Diploma of Business</li> <li>• Diploma of Management</li> </ul>
Krishna Chalise	Training Manager/First Aid Officer	<p>Track and evaluate the academic and skills development progress of international students.</p> <p>Provide feedback and additional resources to address gaps.</p> <p>Conduct orientation programs for new international students.</p> <p>Address cultural, language, and professional integration challenges.</p> <p>Keep records of student participation in training activities.</p>	<ul style="list-style-type: none"> <li>• Master of English Education, TU</li> <li>• 16 Years of Professional Cooking experience</li> <li>• TAE40116 Cert IV in Training &amp; Assessment</li> <li>• SIT60322-Advanced Diploma of Hospitality and Management</li> <li>• Diploma of Hospitality Management</li> </ul>

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	<p>Offer career advice and upskilling opportunities.</p> <p>Guide students on pathways for employment or further education.</p> <p>Administer first aid to international students in case of illness or injury.</p> <p>Be aware of specific cultural or medical needs (e.g., allergies, dietary restrictions).</p> <p>Keep records of incidents and first aid provided, ensuring confidentiality.</p> <p>Identify suitable work placements or internships aligned with students' study programs.</p> <p>Build relationships with employers willing to support international students.</p> <p>Provide ongoing support during placements, ensuring students adapt and excel.</p> <p>Mediate any workplace challenges or conflicts.</p> <p>Document placements and provide feedback reports to students and academic staff.</p> <p>Collaborate with other departments (e.g., academic, welfare, and administrative teams) to provide holistic support.</p> <p>Refer students to external services like language programs or counseling when needed.</p>	<ul style="list-style-type: none"> <li>• Cert IV in Kitchen Management</li> <li>• Provide First Aid</li> </ul>
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Staff members and their role may change from time to time. It will be the responsibility of Coordinator/Student Service Manager/COO to update this policy and inform students regarding such change.

Should any student requires services of any of the above student support officer, they should simply approach the reception area and ask for an appointment to be scheduled.

Any support services provided by Blue Lotus College will always be free of charge.

Any referrals provided to students by Blue Lotus College to support services will be free of charge.

Blue Lotus does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to Blue Lotus, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to determine if they are eligible for cover.

A list of services available to students is available in the Student handbook.

## Orientation Program Procedure

Blue Lotus will conduct an orientation and induction program for all new international students prior to course commencement. The orientation and induction program are conducted at an agreed time before the commencement of studies.

The orientation and induction program will cover the majority of what students will need to know about their course and adjusting to life in Australia. At a minimum, the program must cover:

- student support services available to students in the transition to life and study in a new environment
- English language and study assistance programs
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and

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- any student visa condition relating to course attendance and progress
- Services available to assist with general and personal circumstances that are adversely affecting their education
- Services students can access for information on their employment rights and conditions and how to resolve workplace issues.
- What actions students can take to enhance their personal security and safety

The Student service department is to run the orientation and induction program using both the International Student Handbook and the International Student Orientation Checklist.

Students MUST go through, tick, sign and return their International Student Orientation Checklist to the student administration.

The Student service department MUST collect all the completed forms, checking them to ensure they are filled correctly.

All forms MUST be scanned and saved in the student's file in one drive.

## Dealing with late arrivals / starters

In the event a student commences their course late / has been granted credit or simply missed the Induction, student service department will undertake additional orientation program with that student prior to the commencement of classes.

## Critical Incident Policy

Blue Lotus's Management and staff are committed to effective Critical Incident prevention, response and measures, ensuring that the educational and welfare needs of enrolled students are managed with all due care and appropriate intervention measures.

## Definitions

### Critical Incident Event

A critical incident may include any real or risk of personal trauma experienced by a student, where physical life or health is threatened, or personal health issues are experienced, or any criminal offence perpetrated against them, any accident, civil unrest or natural disaster where a student's welfare is at risk.

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## Procedure

In the event of any Critical Incident event, Blue Lotus's Management and staff will respond with the following procedures:

## Roles and Responsibilities

The Student Support Manager should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of enrolled students.

In the event of a Critical Incident Event the Student Service Manager or staff member nominated by him/her shall:

- assess the level of risk and type of Critical Incident and the required resource implications
- apply the appropriate intervention measures to the level of risk and type of critical incident
- report any relevant resource implications directly to the Blue Lotus's Management or the CEO/COO.

## Interventions Measures

In identifying a Critical Incident Event the Student Service Manager shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

## Prevention Measure

Where a potential Critical Incident can be avoided through risk identification and a report to the Blue Lotus's Management, the Student Service Manager shall:

- identify the risk potential, including the verification of any potential source of danger or threat to student welfare
- establish the OHS, legal parameters and duty of care implications carried by the Blue Lotus
- identify students who may be at risk
- report any potential avoidance actions that may be implemented by Blue Lotus's Management.

## Critical Incident Response Measure

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Where an actual Critical incident is about to occur or has occurred the Blue Lotus's Management and Staff shall:

- take avoidance action to ensure the safety and welfare of students when enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
- determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services).
- where a student has experienced a physical injury the Blue Lotus staff shall:
  - assess the level of injury
  - remove the student from immediate danger
  - evacuate other students from the accident site
  - in case of low level injury request the assistance of the Blue Lotus staff with current First Aid qualifications to apply First Aid, with the additional potential for the students' transport to (Local Medical Centre)
  - in the case of high level injury, take immediate action to gain the attendance of an ambulance service and request the attendance of the Blue Lotus staff with current First Aid Qualifications.
- make direct contact with the Student Support Manager (or in their absence the student service officer or nominated person by SSM) and advise the type of critical incident and actions taken so far in the critical incident event.
- ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- where possible and appropriate, take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.

## Post Incident measures

Where a Critical Incident has occurred the Student Service Manager shall within 2 days, ensure that the following steps are taken in completing a written report to the Blue Lotus's Management.

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- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students whom may have been involved or present during the Critical incident to ensure they have been appropriately cared for, have accessed counselling and determine their desired course of action in relation to course progression.
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to the Blue Lotus's Management.

## Critical Incident occurring outside Australia

As soon as Blue Lotus becomes aware of the incident, staff will endeavour to identify all students who may be affected.

If necessary, student directly affect will be allowed to return home and studies deferred.

Blue Lotus staff will arrange counselling support for affected students onshore immediately.

All critical incidents will be recorded fully (including outcomes, remedial actions taken and evidence as applicable) and copies kept on student files for at least 2 years after the student has ceased to be an accepted student.

## Reporting and recording of incident and action taken

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the training providers to notify Department of Education and Department of Home Affairs as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS). All aspects of the incident and its management will be recorded on the student files.

## Management Review

Following the receipt of a Critical Incident report the student Service Manager and the Blue Lotus senior staff shall ensure the report is reviewed and improvement items documented and filed as appropriate.