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*To create the world's most accessible  
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changes lives through education.*

# English Path

## Student Support and Welfare Policy

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### Introduction

The ELICOS Student Support and Welfare Policy at Green Academy Pty Ltd trading as English Path Australia herein after known as English Path ensures qualified and accessible academic and welfare support to students. It outlines procedures for offering free counselling services, ensuring compliance with ELICOS Standards 2018, and supporting students with personal and academic challenges during their studies.



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## 1. Purpose

This policy outlines the support and welfare services provided to overseas students enrolled in CRICOS registered ELICOS courses at English Path. It ensures compliance with Standard P6 of the ELICOS Standards 2018, which mandates that students receive access to appropriate support services to help them adjust to life and study in Australia and achieve their academic goals.

## 2. Definitions

**Orientation:** A structured program delivered at the start of a course to provide students with essential information about studying at English Path and living in Australia.

**Student welfare:** A range of services and resources that promote students' mental, physical, and emotional wellbeing, including counselling referrals and health information.

**Support services:** Academic and personal support services made available to students, including learning support, pastoral care, and guidance on accessing external services.

## 3. Responsibility

The Student Services Officer is responsible for the implementation and oversight of student support and welfare services. The Student Support Team coordinates orientation, provides frontline assistance, and monitors student wellbeing. The Director of Studies and the Academic Team are responsible for identifying students who may benefit from additional academic or pastoral support and referring them accordingly.

## 4. Scope

This policy applies to all overseas students enrolled in CRICOS-registered ELICOS courses at English Path and all staff responsible for delivering or facilitating student support and welfare services.

This policy covers:

- 4.1. Orientation for new and returning students
- 4.2. Academic and learning support
- 4.3. Referrals to external counselling and mental health services
- 4.4. Health and wellbeing resources

## 5. Policy

English Path is committed to ensuring students are supported both academically and personally during their studies. A structured orientation, access to learning support, and appropriate welfare services form part of a holistic approach to student wellbeing and academic success. English Path will ensure there are adequate student support services and staff proportionate to the student numbers enrolled at all times. English Path is



committed to providing a safe learning environment for their students and ensures students learn about potential risks in Australia.

## 6. Procedure

### 6.1. Orientation

The orientation program takes place on the first day of each intake and includes:

- Welcome to English Path and introduction to staff
- Overview of ENGLISH PATH's mission, visions and values, and Code of Conduct
- Explanation of key policies (e.g., attendance, course progress, complaints and appeals)
- Information about the local area and available public amenities
- An outline of the student's course and awarding body requirements
- Guidance on local services including healthcare, banking, and transport
- Speaking and writing tests to determine class placement
- A campus tour and introduction to academic and pastoral care services
- Feedback opportunity via the Orientation Questionnaire
- Potential local risks in Australia covering topics such as:
  - Swimming between the red and yellow flags at patrolled beaches, due to the presence of rips and strong undercurrents in unpatrolled areas.
  - The importance of sun protection, noting that UV levels in Australia are high and prolonged exposure can be harmful.
  - Awareness of local wildlife risks, including snakes, spiders, and crocodiles in northern regions, and the importance of staying on marked paths.
  - The appropriate response in the event of a snake or spider bite, including remaining calm, calling 000, and applying a pressure bandage without washing the bite.
  - General safety at night, including avoiding walking alone in unfamiliar or poorly lit areas and using public transport where possible.
  - Contacting emergency services by dialling 000 for police, fire, or ambulance assistance.

Returning students who have been away from English Path for six months or more are required to attend the full orientation program.

The Student Services Officer reviews orientation feedback monthly and reports to the management team to improve the process continually.

The building entrance and elevator is monitored by CCTV cameras. The CCTV cameras are managed by the property manager and can be accessed in the event of any critical incident or wrongdoing.

A fully stocked First Aid kit is always available at reception and there are adequate First Aid trained staff rostered on at all times of operations.

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## 6.2. Learning Support

Teachers provide in-class academic support and refer students with additional needs to the Director of Studies. Support may include:

- Extra help with language skills
- Study skills workshops
- One-on-one consultations

## 6.3. Counselling and Welfare Referrals

Students experiencing emotional, psychological, or personal challenges are referred to external professionals, including:

- Mental health counsellors (such as Access EAP)
- GPs and medical clinics
- Crisis helplines such as Lifeline or Beyond Blue

All referrals are handled with sensitivity and in line with English Path's Privacy Policy.

## 6.4. Health and Wellbeing

Students are given information on:

- Local healthcare providers and emergency contacts
- Maintaining mental and physical wellbeing while studying abroad
- Strategies for managing stress and culture shock
- Accessing medical care through their Overseas Student Health Cover (OSHC)

## 7. References

ELICOS Standards 2018 – Standard P6

[National Code of Practice 2018](#)

English Path Brisbane Student Handbook

English Path Complaints and Appeals Policy

## 8. Forms

Learning Support Referral Form

Student Support Referral Form

Counselling Referral Record