# Educational Resource: Student Support

## FAQs

## *\*sourced from AEI National Code Implementation Guide*

**Q Which emergency contact number is required for an international student in CASES21?**

A The number of a local person known to the student who can respond to a student’s immediate needs in an emergency.

**Q When should schools provide students with the Student Safety Card?**

A The Student Safety Card must be given to an international student on their first day of school. Schools are required to capture accurate onshore contact details for the student. This can be prepopulated (and verified upon student arrival) using the Arrival Support Form which includes emergency contact information for students during the interim period from arriving in Australia to the first day of school.

**Q Can schools issue a digital Student Safety Card?**

A No. A physical card must be issued to students.

**Q Do schools need to keep a copy of the Student Safety Card on the student’s file as compliance evidence?**

A No. This is an unnecessary administrative burden and would duplicate evidence that the safety card has been provided on the orientation checklist. Some schools keep an electronic copy of the Student Safety Card in order to reissue the card more easily if a card is lost. This is considered best practice but is not a compliance requirement.

**Q The National Code requires schools to have a designated member of staff to be the official point of contact for students. Is it a business hours’ contact or an after-hours contact?**

A You must give details of a designated member of staff or members of staff to be the official point of contact for students. Contact details for these persons must be kept up to date. If your designated staff member is an official point of contact during office hours only this would be reasonable and meet the National Code requirements. For some schools, the designated member of staff will be the same person as the 24/7 emergency contact specified on the Student Safety Card per the ISP Student Safety Card Procedure. For other schools, the business-hours designated member of staff (e.g. the International Student Coordinator) may be different to the 24/7 emergency contact (e.g. an Assistant Principal) on the Student Safety Card.

**Q Why do we need to include information about legal services in our orientation?**

A Standard 6.1 aims to help international students adjust to life and study in Australia. Schools must give international students an orientation program that is appropriate for their age and culture. The orientation must include information about legal services. The student would find this useful if they need legal help with visa matters, they had an accommodation crisis, or if they got into trouble with the law e.g. shop-lifting, underage drinking, etc. These are just some of the possibilities. The question to ask is: what resources does the student have to deal with the situation? Hopefully they would approach your school’s support staff in the first instance but if this did not happen at least the student would have some other options.

**Q How should I interpret ‘within or outside Australia in the definition of a critical incident?**

A The National Code defines a critical incident as a ‘traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:

* Missing students
* Witnessing or being subjected to severe verbal or psychological aggression
* Death, serious injury or any threat of these
* Natural disaster
* Issues such as domestic violence, sexual assault, drug or alcohol abuse.

If any of these events affects a student or a member of their family while they are living in Australia this would constitute a critical incident.

The recent Hong Kong demonstrations is an example of an overseas event occurring outside of Australia that may result in some students being traumatised.