



Asian Student Education
Caregiver Guardianship Service

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What is Guardianship and why do “under 18 International students” need this service?

Welcome to Asian Student Education (ASE) and thank you if you decide to choose our company for your child's educational support and welfare needs. As parents, you will be aware, all international students under the age of 18 years old must, **by Australian Law, (under visa condition 8532)** maintain arrangements, approved by the education provider for the course to which the holder's visa relates, for the holder's accommodation and welfare arrangements. In simple terms, this means that your child must have a reliable guardian to help and support them to manage their academic and non academic needs whilst studying in Australia. This requirement also meets the compliance of the Education Services for Overseas Students (ESOS) Act and ties in strongly with Standard 5 of the National Code. If this compliance is not met, it will be extremely difficult for the education provider to issue out an “Offer Letter” to your child for his/her studies in Australia. It will also have a significant impact on the completion and success of the Australian visa being issued by Department of Immigration and Border Protection (DIBP). Therefore, it is our aim at ASE to ensure that we provide nothing but the best quality guardianship service in a home away from home for your child.

Manorani Guy
Founder and director of ASE

Legislation and Compliance

As stated above, to study in Australia, students are required to have a Student visa which is issued and administered by the department of Department of Immigration and Border Protection (DIBP).. In particular, parents need to be alert and mindful that after their child's arrival, if their son /daughter misses class and continues to practice non attendance, unsatisfactory attendance and/ or unsatisfactory academic performance, they will have to face serious consequences. The student will be reported directly to DIBP for breaches of a student's visa condition such as the ones listed below:

- Failure to maintain satisfactory course progress (visa condition 8202)
- Failure to maintain satisfactory attendance (visa condition 8202)
- Failure to maintain approved welfare and accommodation arrangements, if applicable (visa condition 8532)
- Section 19 of the ESOS ACT 2000 to tell the department about certain changes to the student's enrolment and any breach by the student of a visa condition relating to attendance or unsatisfactory academic performance.
- Section 21 of the ESOS ACT 2000: It is the responsibility of the student to keep the college informed of any changes in his/her residential address and telephone number in Australia. This is essential, as an inability to contact the student could lead to loss of the student visa.

As guardians, our vision has always been to create an elite guardianship service that far exceeds the expectations of parents and their children. In doing so, we have established an excellent reputation among the many schools with whom we work with.



Change of Address

Where there is a concern, dissatisfaction or grievance with the accommodation provider, the guardian will step in with regard to assisting in changing the accommodation arrangements. Parents need to be aware that there are processes that must be followed by law and under 18 students do not have the legal right to just change their accommodation without following these rules that have been set up by DIBP and the education provider.





Pastoral Care and ASE's Policy

ASE is a Melbourne based organisation and we **pride ourselves on our expertise, knowledge and the pastoral care** that we provide to our international students for the last 18 years. We are an independent guardianship service provider and this enables us to focus primarily on the overall interests of our students.

Our policy is to work closely with the education provider (welfare departments), home stay host, teaching staff and parents to enable us to effectively resolve any problems that may arise in relation to the student. As well as being responsible for the welfare of the students our specialist caregivers ensure that each student is nurtured and cared for according to their individual needs, cultural back ground and personality.

It is very clear that **students studying overseas feel isolated** from their love ones and they miss the normal social support that they receive from their family and friends in their homeland. Being away from home for the first time, they are faced with all kinds of situations which they would usually not have to handle if they were still at home. Being new to the country, it is critical that these students have the special consideration and attention that a guardian can provide to help them overcome home-sickness, loneliness, language barriers and cultural changes. **Our care givers do not take the students for granted in their new environment when they first arrive**, ASE guardianship services aim to provide gentle guidance to the students and ensure that they feel safe, warm, and welcome in their new country and home that they are placed in.



Homestay/Boarding House

Most students under 18 will normally be placed in **approved** home stays or boarding houses and they will require a lot of support especially in the first three months to fit in. This is a very critical period for an international student in their new living arrangements. These students come from many diverse backgrounds and often need to be kept **informed** on everything in their new environment. Many of them would have grown up with servants to do all their housework and they would literally do not know how to even wash a dish or clean their rooms. Suddenly to have to be responsible for their own chores can be a **rude awakening**. This is where the guardian will step in and liaise with the host family to help them understand that some of these students may initially need help as well as lot of understanding and patience to get over this culture shock.

SUGGESTED GOOD PRACTICE

Students will meet individually with their guardian who they have ongoing contact with once a week. They will also keep in touch via, Skype, QQ, Email, Face book and mobile phone. The guardian will have a documented process in place to record meetings with student. Questions will be asked and the answers provided by the student will be taken down during the meeting and kept on the student's file. Verbal and non verbal cues will be noted to identify any arising problems.

This meeting will also be use to discuss academic progress and the general well being and happiness of the student.

Serious concerns arising from the meeting with the student can be addressed immediately with the relevant parties concerned.



Cultural Understanding

LANGUAGE

A student who is struggling to understand a foreign language can become very tired. They can often go in to their room a lot or fall asleep at unusual times. This is a sign that a break is needed. **This is not usually a sign of homesickness but a break needed from the conversation.** This does not mean the student is being rude and sometimes host families and other care givers need to be perceptive to this need.

HOMESICKNESS

Homesickness can present itself in many ways. Student can become tearful, not sleep well, become depressed, withdrawn and develop poor appetite, It is a big move for a teenager that is under 18 to leave home and come to live in a new and strange country thousands of miles away. **Some homesickness symptoms are mild and tend to last only a few weeks but there are other students who can be severely affected.** Another role of the guardian is to identify these risks and work closely with the student to help them adjust.

ASE knows that students are at their best when they feel happy and secure; and caring nurturing relationships are the key to developing students self belief and self confidence. The role of the guardian is both reactive and proactive in order to provide support and guidance in all facets of the student life as they learn to take on increasing responsibility for the wellbeing of themselves. **This distinctive care** is the heart of our approach and it runs through every aspect of our involvement with the student.



Our Ultimate Aim



OUR ULTIMATE AIM IS TO PROVIDE:

- Peace of mind for parents and the education provider, knowing that there is a responsible person monitoring and caring for the well being of the student at all times
- Guidance for the student in all aspects of their academic, physical, social and emotional well being.
- A service for the education provider knowing that there is a point-of-contact for the student outside the institution, and that ASE will take responsibility for the student especially after hours, week- ends and school holidays.
- A clear understanding that the student adheres to the criteria and legal requirements set down by the Department of Education and that of the education provider that they are enrolled with.

“Every student’s education experience in Australia is unique and it should be informative, fun and safe. ASE will endeavour to facilitate this for every child under our care.”



Risk Management

Due to compliance, ASE consultants are alert to the fact that **Police and Working with Children Checks** are mandatory in Australia. All our staff have lodged and completed up to date checks and these documents are monitored and updated regularly. A copy of these documents is also provided to the various education providers.

Insurance and Risk management: At Asian Student Education, management has ensured that it has adequate public liability cover and a critical incident policy in place at all times.

Multilingual Consultants

A^{SE} **staffs are multi lingual** and languages spoken include Mandarin, Cantonese, English, Malaysian and Indonesian. The company also have access to Korean, Japanese and Vietnamese interpreters where required. We ensure that there are **appropriate numbers of consultants/ care givers per student ratio**. As a guardianship agency, we firmly believe in **not over extending our service** that we cannot meet the needs of our students.

Qualities that our consultants/care givers possess: committed, empathetic, flexible, strong communicators, compassionate broad minded and culturally aware, caring, supportive, knowledgeable with policy and procedures, willing to share their lives and be inclusive with the students.

Qualifications and 24/7 Availability

The consultants/care givers are qualified in areas of: medicine, psychology, education, banking and finance. This extensive and varied skill base enables us to bring considerable talent and expertise when dealing with our international students needs. ASE's trained staff is able to pick up on problems as soon they arise. When these difficulties do arise, we are available 24/7 to assist the students. **Such caring support is paramount to the successful adjustment and psychological stability of these young students living in a new country.**

GUARDIANSHIP SERVICES

- Airport Meet & Greet Service
- Attending graduations on behalf of parents
- Contact with Student Advisors
- Document signing on Parent's Behalf
- Efficient caring team of consultants
- Holiday Break Activities
- Initial Bank Account and money management
- Mobile phone Set – up
- Passport Replacement and renewal
- Participate in Orientations and Teachers Interviews
- Preparation for a formal
- Regular contact with the international co-ordinator
- Reliable contact for Parents/Students
- Regular contact and visit with students
- 24 Hour Emergency Student Contact
- Short and Long Term home stays
- School registration
- Travel Visa and consulate Appointments
- Travel/ Transport Arrangements
- Tutor/ ESL and Academic Assistance
- Uniform assistance for new students
- Various doctors visits and claims



Airport Transfers

ASE's Airport Pick-up/Drop-off service provides students with added security and convenience upon their arrival/departure in/from Melbourne, whilst providing peace of mind for the parents. Students are required to notify management at ASE of their flight details in advance of their arrivals/departures to ensure that appropriate arrangements are made for their airport transfers. This service will entail a separate charge to cover cost for fuel, parking and sometimes waiting with the student till they check in. This is a requirement especially with students, who are under an unaccompanied minor (UM) arrangement with the airline.

Airports pick up /transfer and booking of accommodation for parents can also be arranged by ASE upon request. Students must give at least 48 hours notice to cancel a requested airport pickup service.



History and Background

Manorani Guy is the founder and director of Asian Student Education guardianship services in Melbourne.

Over the past 18 years, ASE has pride themselves on specialising in providing **superior care giver** services to all their under 18 students on a personal and caring level. We offer a tailored high quality service to meet your child's **individual needs**. The team members are skilled to identify at risk students, manage critical incidents and understand the code of practice requirements.

Manorani holds a degree in Psychology, Business Management and a Diploma in International Education. She is currently completing a Diploma in Management and Leadership. She also has significant training in cross cultural communication, active listening, negotiating skills, time management and conflict resolution. She and her team closely follow the well being and success of their students during their stay in Australia and assist them to adjust to their new environment, academically and non-academically in all facets of their lives.





Services That ASE Provides

- Liaise with parents and pick up student from airport and drop off at homestay. Check and meet homestay host and build a working relationship with the host family.
- 24 Hour Emergency Student Contact
- Attend enrolment day/interview with the student to assist them with their enrolment and subject choices. Attend school meetings during the term such as parent/teacher interviews, subject selection meetings and other school meetings deemed necessary by the principal or international coordinator, on behalf of the parents.
- Assist in purchasing text school books, shoes, calculators, uniforms and high school formal outfits.
- Assist students in setting up bank accounts and managing their money. Due to their young age, many under 18 students normally do not have sufficient experience in controlling large lump sums of money.
- Ensure the student has regular and punctual school attendance. Student visa regulations require a minimum of 85- 90% attendance and failure to meet attendance requirements can lead to the cancellation of the student visa.
- Liaise with the international school coordinator to any changes in address or living arrangements and obtained the necessary permission prior to making the change.
- Contact the parents and international coordinator in case of an accident, serious illness or medical emergency.
- Assist the student to seek necessary medical attention and obtain proper medical



certificates in case of absence and follow up on medical claims

- Inform the parents/ international coordinator promptly in the event of any problems, discuss solutions with parents/ coordinator and act promptly on their advice.
- Telephone or e-mail the school coordinator requesting leave for the student for medical, dental or any other appointments, specifying the dates and times of their absence.
- Liaise with the school coordinator concerning difficult behaviour, conduct or any issues that may affect the student's progress and work out strategies to support the student.
- Assist the student to understand school and visa requirements and abide by them.
- Assist the student with any cultural problems or difficulties in settling in to life in school and at the homestay
- Ensure that the student behaves acceptably for a young person under 18 - is home on weekday/weekends by an agreed and reasonable time.
- Ensure that the student informs the homestay host of where the student will be when away from the home and what time the student expects to be home.
- Ensure that student seeks permission from the welfare supervisor/guardian if they are going to be away from the homestay overnight or for an extended period of time.
- Ensure that the student understands that s/he is not permitted to stay out at night without previously consulting with her/his welfare supervisor.
- Send regular reports on the student's "academic and social" progress to the parents via internet, fax, telephone, Skype, or formal written communication. We also regularly forward translations of school correspondence and students' reports to the parents. When necessary, in depth joint discussions are arranged with the school and parents on how to assist the student when a problem arises, to achieve a desired outcome.
- Refer students to other relevant services, e.g. tuition, church, mosque, Buddhist



temples, dance, music etc.

- Advice and assist in purchasing mobile phones, internet, landline connections, computers/laptops. **Please Note:** ASE WILL NOT sign any mobile phone CONTRACT for any student. (Under 18 students will be recommended to purchase a Pre Paid SIM card)
- Arrange visits to bilingual psychologist, dentist and orthodontist when required. Extra charges will apply.
- Champion for their rights if we have evidence that the student has been inappropriately treated.
- Must be available to deal with, or delegate a staff member to deal with, emergency situations if they arise 24/7.

Our students are exposed to cultural diversity and they are encouraged to participate in Australian family life.

