



RISK REGISTER FOR INTERNATIONAL STUDENTS

Risk Id.	Risk Description	Mitigation Plan (what to do to avoid the risk occurring)	Contingency Plan (what to do if the risk occurs)	Likelihood of occurrence (high / medium / low)
1	Failure to meet attendance requirement	<ul style="list-style-type: none"> • Make sure the students are aware of their attendance requirement as international students and the escalated consequences if they fail to meet the attendance requirement through their Orientation Program • Make sure they understand the purpose of the attendance requirements in place • Closely monitor their attendance 	<ul style="list-style-type: none"> • Follow the escalated intervention procedures set by the IED when a student is at risk of meeting the attendance requirement • Follow the reporting procedure to report a student who fails attendance requirement 	Medium
2	Failure to meet academic requirement	<ul style="list-style-type: none"> • Make sure the students are aware of their academic requirement and clearly understand the requirements through their Orientation Program. • Provision of study support through Homework Club Program and one-on-one tutoring program • Monitor students' progress closely through Compass chronicles and regular communications with teachers • Organize or encourage students to organize redemption session with teachers • Activate intervention procedure when a student is identified at the risk of meeting academic requirement 	<ul style="list-style-type: none"> • Liaise with the student's parents/guardian and agent to work out what suits the student best in that situation, whether it is returning home country, redoing the year level or moving to another education setting • Reporting to the IED accordingly 	Medium
3	Homestay Hospitality Problem— Student	<ul style="list-style-type: none"> • Homestay site inspection conducted to match student and host • Homestay Profile provided to student • Homestay accommodation briefing to student through Homestay Rules and Safety Advice to Students at WHSC • Fully inform the homestay host about the student • Sign Homestay Agreement 	<ul style="list-style-type: none"> • Speak to student to identify what the problem is • Communicate with Homestay Host to resolve the problem • Be prepared to move student to another homestay as per Homestay Agreement 	High
4	Homestay Hospitality Problem--Host	<ul style="list-style-type: none"> • Homestay briefing through Homestay Policy/ Information for Homestay providers and 3rd Party Homestay/Child Safe Policy and Critical Incident Report Procedure • Fully inform the homestay host about the student • Sign Homestay Agreement 	<ul style="list-style-type: none"> • Communicate with the student and the host to resolve the problem • If unresolved, be prepared to move student to another host • Homestay Agreement to be followed when transferring student to a new homestay • Emergency Homestay needed if another suitable homestay couldn't be found with 2 weeks' notice 	High

5	Criminal activity- -victim Student subject to Criminal activity such as robbery, kidnap, theft, assault, pick-pocketing, physical or sexual abuse	<ul style="list-style-type: none"> • Safety Advice to students at WHSC is developed and explained to students. • Emergency Cards are delivered to students • Students are briefed on reporting concerns and inappropriate behaviors regularly at meetings 	<ul style="list-style-type: none"> • Response to be timed in accordance with the sale and severity of the incident • Critical incident response procedure to be activated when it is deemed as a critical incident. • ISC/PCO are monitoring the student's well-being and liaise with the authorities on an as needs basis. 	Low
6	Student becomes involved in an incident/accident associated with travel /excursion/camp such as illness/injury/death	<ul style="list-style-type: none"> • Staff to ensure safety equipment is evident and travel vehicles are not overcrowded if it is a school organized event • Ensure parental permission are provided • Adhere to WHSC's excursion/camp safety policy • Safety Advice to students at WHSC is provided to students when they are new to Australia 	<ul style="list-style-type: none"> • Response to be timed in accordance with the sale and severity of the incident • Critical incident response procedure to be activated when it is deemed as a critical incident. • ISC/PCO are monitoring the student's well-being and liaise with the authorities on an as needs basis. • ISC/PCO to liaise with insurance provider 	low
7	International student falls ill— Option 1 and 2 student	<ul style="list-style-type: none"> • Inform student and parent/guardian of the procedure when reporting school of student absences 	<ul style="list-style-type: none"> • Contact parent/guardian if student falls ill at school • Follow parent's instruction or medical action plan in an emergency 	Medium
8	International student falls ill— Option 3 and 4 student	<ul style="list-style-type: none"> • Remind student to wear appropriate clothes for climate • Encourage student to contact International Office when they are unwell 	<ul style="list-style-type: none"> • Enter absences on Compass if student is sick away from school • Be prepared to take student to see a GP • Medibank Card to be brought with student when seeing a doctor • Parent/Guardian overseas to be informed • Homestay hosts to be informed of the student's condition and support is to be sought from them • Interpreter might be needed to discuss medical emergency with student who has a language difficulty. • Be prepared to contact Medibank if student is to claim Insurance . 	medium
9	Student becomes lost/missing	<ul style="list-style-type: none"> • Student to be briefed of public transport services and local maps to be provided • Supervised travel to school to be provided to new students • Emergency contact card to be provided to students 	<ul style="list-style-type: none"> • Guide student via phone to travel to the destination if he/she is confident. Otherwise travel to the place where he/she is lost and travel to the place with the student. • If student is uncontactable and there is a well-founded concern for his/her wellbeing, critical incident response procedure is to be activated. 	Low

10	Lost Health Insurance Card	<ul style="list-style-type: none"> • Remind them to keep it in a safe place • Suggest them to carry a photocopy instead of the actual card • Provide them a number to contact when their card is lost 	Student (or a staff member nominated by the student) to contact Medibank insurance to request for a new card	high
11	Lost or stolen passport	<ul style="list-style-type: none"> • Remind students to have a secure place for their passport • Remind students to have a photocopy of their passport which can be used when applying for a new passport 	<ul style="list-style-type: none"> • Report stolen passport to police • Contact embassy for a new passport 	Low
12	Luggage lost in transit	<ul style="list-style-type: none"> • Encourage appropriate labelling of luggage 	<ul style="list-style-type: none"> • Comfort students • Contact airport customer services for help • Contact insurance company if luggage not found • Be prepared to assist with essential items 	Low
13	Culture shock in a new country and homesick due to separation from family and friends	<ul style="list-style-type: none"> • Student is assessed prior to acceptance to determine his maturity and readiness to live in a new country without family. • In the pre-departure guide we include information about the problems that the student might face living in a new country and culture. • Student is provided support when they start school at WHSC through buddy program, a variety activities to promote integration and assist with settlement 	<ul style="list-style-type: none"> • We connect the student with the welfare coordinator • We interview the student to fully understand the causes and effects, and work out a support plan involving both the student and the family. • In severe cases, the parent is supported with their visa application to come to visit the student. 	Low