



## **Student Support Policy 2022**

The Global Student offers a complete program of service and support from application to program completion. Our mission is to provide a valuable, risk averse educational experience that empowers, encourages engagement, and transforms lives.

### **Application and confirmation Process**

Students register with TGS via the student portal online, which requires students to:

1. Upload documents
2. Pay a \$500 non-refundable deposit (with exceptions as per the TGS Refund Policy)
3. Select a time for skype interview

The automated process provides many opportunities for contact with a TGS staff member should the system fail at any point.

The initial skype interview with the Internship Manager provides opportunity to discuss the Intern's objectives for, and expectations of, the program. A further skype interview takes place with a potential host prior to confirmation.

The Internship manager ensures the host completes any documentation required by the university, and that the intern completes any documentation or indemnity forms required by the host.

The intern receives a confirmation letter from the host outlining conditions of the internship

Interns must make the balance of program payment by the deadline communicated or risk forfeiting their place in the program.

### **Pre-departure**

TGS provides the university with pre-departure materials, with the option for the internship Manager to attend via remote communications technology such as zoom.

Interns receive regular communications in the lead up to their departure, including notification of information that has been added to the intern portal in order to prepare them, including information to assist with adjustment in-country, accommodation location and amenities, and logistics pertaining to arrival and check in at accommodation. They also receive prompts periodically to complete required tasks or submit new information.

In 2022 this will include **COVID-safe S.O.P for Health and safety** which will be subject to change based on the updating of guidelines issued by government and relevant agencies.

Evidence of 2 vaccination and at least one booster vaccination for COVID will be required before travelling and participants will need to download the MySejahtra app on their phone upon arrival for checking in by QR code to all premises outside the home.

Precautionary measures to be adopted by all members of in-country TGS program includes:

- currently mandatory to wear masks outside of the home
- frequent washing of hands with soaps & sanitizers
- maintain physical distancing - 2 to 2.5meters

Should a program participant begin to feel unwell, they should inform TGS immediately and self-isolate and monitor their condition using rapid antigen testing kits, which are available at any pharmacy. Should symptoms continue and

a student test positive, they will continue to self-isolate for 7 days from the positive test. TGS will provide support in assisting with medical support should it become necessary.

### **Accommodation**

- TGS provides accommodation for the duration of the experience, as close as practicable to transport options to enable the commute to the workplace.
- Interns are housed in their own room in shared apartments (usually 3 BR) in condominiums, with security access, wifi, and kitchens.
- Interns are advised on arrival about laundry facilities, local supermarkets and food options. Apartments have 24hour security and entry via access cards. each student has their own keys, and usually their own bedrooms are lockable, depending on the premises and are subjects to visitors with Covid19 response situation.
- Interns are required to pay a \$200 bond via PayPal prior to arrival and are given advice in relation to deductions for lost keys or access cards and exceeding any utility allowance. Accommodation refunds are usually processed within 2 weeks of departure.

### **Orientation**

Upon arrival interns undertake a two-day orientation to the city and culture, including:

- a Race Around KL (or other host city as relevant) to familiarize them with the transport system
- an orientation briefing that provides advice on
  - health and safety, risk management and how to respond to a critical incident
  - local culture and the workplace
  - background on the history, politics and social of the country
  - introduction to Bahasa Malaysia (language)
  - a reminder on dress code for the office
  - welcome pack including an emergency card containing the 24 hour hotline number
  - welcome meal
- a practice run to their work-place

### **In-country support**

TGS provides 24-hour emergency support for all program participants. Interns are provided a 24hr Hotline contact card during orientation, covid19 preparedness and response plan plus safety/security issues are addressed during this time also.

TGS provides a compulsory follow up meeting in the first week, where interns undertake an exercise as a group, to assist with identifying challenges and learnings. The UQ SEAL program is used to conduct a situational analysis, personal impact, and subsequent actions and learnings. These sessions have proved very useful and receive positive feedback during debriefs. A further compulsory follow up is offered mid program.

Optional follow ups are offered in the intervening weeks. These might centre around networking functions, evening dinner discussions or weekend breakfast clubs and usually try to support the academic reflection required of interns for credit.

Interns are assigned a supervisor or mentor by their host company. TGS maintains regular contact with the allocated staff member during the program.

### **Conflict resolution**

#### ***Interns***

Should an intern seek assistance with a particular problem involving their workplace, in the first instance they are given advice by the Internship Manager to assist them to resolve the situation themselves.

Should the situation not be resolved, the TGS Director may become involved, and seek to intervene on the intern's behalf. At this point the academic Coordinator (or their representative) is advised.

If a situation cannot be resolved to the satisfaction of host or intern, and following discussion with the Academic or Program Coordinator, the intern may be moved to a new host location.

### **Hosts**

Should a host seek assistance with a particular problem involving their intern, the Internship Manager will arrange to meet the intern to determine the issue and assist them to resolve the situation.

Should the situation not be resolved following the initial intervention, the TGS Director may become involved, and seek to intervene. At this point the academic Coordinator (or their representative) is advised.

If a situation cannot be resolved to the satisfaction of host or intern, and following discussion with the Academic or Program Coordinator, the student may be moved to a new host location.

### **Program completion**

At the completion of the program, TGS provides a farewell dinner for hosts and their interns, where they are awarded a certificate.

Interns and hosts are required to complete an online feedback form that forms the basis of the TGS program report.

Interns are reminded of the conditions of checkout in the preceding week, and the conditions of the accommodation refund policy as follows:

- Lost keys – cost of replacement
- Lost access card - RM50
- Damage to furniture or furnishings – cost of replacement
- Failure to leave the apartment according to the conditions in the accommodation agreement, which may require extra cleaning – RM150
- Damage to towels or linen through staining or makeup – cost of replacement.

Refunds are processed within two weeks of departure.

TGS completes a report for the university program coordinator, including photos and recommendations, and schedules a debrief meeting.

### **SUPPORTING DOCUMENTATION**

- TGS Risk Management and Emergency Response Plan 2022
- TGS Student Support Policy 2022
- TGS Company Code of Conduct 2020
- TGS Code of Conduct and Behavior
- TGS Safety & Health 2022