

## Overview

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007) requires UNE to demonstrate compliance with the National Code 2007 at the point of CRICOS registration and throughout its CRICOS registration period.

This compliance requirement also applies to students enrolled in courses delivered in association with another provider where UNE is the registered provider. UNE is responsible for breaches of the National Code, whatever the nature of its contractual or other arrangements with another provider.

## Scope

The National Code 2007 requires UNE to support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

## Principle

In order to comply with Standard 6 UNE must:

1. Assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:
  - a) student support services available to students in the transition to life and study in a new environment;
  - b) legal services;
  - c) emergency and health services;
  - d) facilities and resources;
  - e) complaints and appeals processes; and
  - f) any student visa condition relating to course progress and/or attendance as appropriate
2. Provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
3. Provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the student. If UNE refers the student to external support services, UNE must not charge for the referral.
4. Designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of UNE's support services.
5. Have sufficient student support personnel to meet the needs of the students enrolled on campus at UNE and at its Partnership institutions.
6. Ensure that its staff members who interact directly with students are aware of UNE's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

## Procedure

1. Pre-arrival information for international students to prepare them for life and study in Australia is available on the UNE International website and is sent with the student's Offer Letter. On acceptance of an offer the student is then sent a Welcome email inclusive of this information.
2. The Manager, International Services and Compliance (Manager ISC), in conjunction with the University holds an age and culturally appropriate Orientation Program prior to the commencement of each compulsory Teaching Period. Dates are advised in advance on the UNE International website and in the student Offer Letter.
  - 2.1 Late arrivals are informed that they must visit UNE International, as soon as possible upon arrival to receive information given at Orientation. During this session a UNE International staff member will discuss all Orientation related information and the student must complete all relevant forms.
3. The Manager ISC provides information and assistance, as appropriate, to international students needing to access UNE services designed to assist them in meeting course requirements and maintaining attendance through School (and where appropriate English Language Centre) documented Intervention Strategies, Academic Skills Office, Teaching and Learning Support and Student Support.
4. University staff will refer to the International Critical Incident Policy and Procedures in the event of a critical incident involving an international student.
5. International students with concerns are advised to contact International Services as the official point of contact and for access to up-to-date details of the University's support services.
6. The Director, UNE International, benchmarks UNE International staff on an annual basis to ensure sufficient student support personnel are employed to meet the needs of the students enrolled on-campus at UNE.
7. Staff members who interact directly with international students are provided with documented information of the University's obligations under ESOS, and the potential implications for students arising from the exercise of these obligations, upon commencement of employment via the UNE Staff Induction process and online National Code Tutorial.
8. The Manager ISC provides training sessions for all University staff either via a live session or via the online National Code Tutorial. University staff are provided access to the Training Manual: ESOS Act and Associated Legislation.
9. The Director, UNE International and current IPM Team Leaders annually audit student support materials and staffing arrangements for UNE domestic partners as per the *Integrated Project Management Procedures for Teaching Partnerships and International Projects*.

## Administration

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**Administrator:** Director, UNE International


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**Approved by:** Director, UNE International

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**Related policies or other documents:**

- International Critical Incidents Procedure
- ESOS Act (Education Services for Overseas Students) legislative framework
- National Code 2007 (National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007) Regulations
- Teaching Partnerships and International Projects