

# International Student Support Services

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<b>Responsibility for review:</b>	Director, English Language and International Services
<b>Related policies or other document:</b>	Integrated Project Management Procedures for Teaching Partnerships and International Projects. International Critical Incidents Procedure (ELIS Website) ESOS Act and Associated Legislation - Training Manual (ELIS Website)

## Rationale and Scope

The revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007) requires UNE to demonstrate its 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.

Standard 6 of 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.

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 both the International Marketing and Pathways (IM&P) and English Language & International Services (ELIS) website, and sent by the Manager, International Recruitment and Admissions, IM&P with a 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 (MISC), (ELIS) 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 IM&P and ELIS websites and in the Offer Letter.
  - 2.1 Late arrivals are informed that they must visit International Services, ELIS as soon as possible upon arrival to receive information given at Orientation. During this session an ELIS staff member will discuss all Orientation related information, and the student must complete all relevant forms.
3. The MISC, ELIS 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 Faculty (and English Language Centre, where appropriate) documented Intervention Strategies, Academic Skills Office, Teaching and Learning Centre and Student Assist.
4. University staff will refer to the International Critical Incident Policy and Procedures in the event of a critical incident.
5. Students with concerns are advised to contact the MISC, ELIS as the official point of contact for international students, who has access to up-to-date details of the University's support services.
6. The Director, ELIS, benchmarks ELIS 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 MISC, ELIS 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, ELIS and 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*.

### Approval Signature



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Signature

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Printed Name

**Director, English Language and International Services (ELIS)**

25.05.2011

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Date