

Overview

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) requires UNE to demonstrate compliance with the National Code 2018 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 2018 Standard 6: International students (Overseas Students) require certain support services as they are living and studying in an unfamiliar environment. Registered providers are responsible for providing access to certain services to ensure the mental and physical wellbeing of their students.

Principle

6.1 UNE must support international students in adjusting to study and life in Australia by giving information on or access to an age and culturally appropriate orientation program that provides information about:

- 6.1.1 support services available to assist international students to help them adjust to study and life in Australia
- 6.1.2 English language and study assistance programs
- 6.1.3 any relevant legal services
- 6.1.4 emergency and health services
- 6.1.5 UNE's facilities and resources
- 6.1.6 complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- 6.1.7 requirements for course attendance and progress, as appropriate
- 6.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- 6.1.9 services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as the fair Work Ombudsman.

6.2 UNE must give relevant information or provide referrals as appropriate to international students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the international student.

6.3 UNE must offer reasonable support to international students to enable them to achieve expected learning outcomes regardless of the international student's place of study or the mode of study of the course, at no additional cost to the international student.

6.4 UNE must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of international student cohorts, including having and implementing documented processes for supporting and maintaining contact with international students undertaking online or distance units of study.

6.5 UNE must designate a member or members of staff to be the official point of contact for international students. The student contact officer or officers must have access to up-to-date details of the UNE's support services.

6.6 UNE must have sufficient student support personnel to meet the needs of overseas students enrolled with UNE.

6.7 UNE must ensure its staff members who interact directly with international students are aware of UNE's obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations.

6.8 UNE must have and implement a documented policy and process for managing critical incidents that could affect the international student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. UNE must maintain a written record of any critical incident and remedial action taken for at least two years after the international student ceases to be an accepted student.

6.9 UNE must:

- 6.9.1 take all reasonable steps to provide a safe environment on campus and advise international students and staff on actions they can take to enhance their personal security and safety
- 6.9.2 provide information to international students about how to seek assistance and report an incident that significantly impacts on their wellbeing including critical incidents
- 6.9.3 provide international students with or refer them to (including electronically) general information on safety and awareness relevant to life to Australia.

Administration

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Approved by: Director, UNE International

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Related policies or other documents:

International Student Support Services: Operating Procedures
International Critical Incidents Procedure
ESOS Act (Education Services for Overseas Students) legislative framework
National Code 2018 (National Code of Practice for Providers of Education and Training to Overseas Students 2018) Regulations