

## 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

In order to comply with Standard 6 UNE must:

### Orientation

1. Give international students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus. UNE's orientation programs should be designed to help familiarise international students with UNE's expectations, rules and facilities, and introduce the social and cultural norms which students need to be aware of while in Australia. UNE must give all international students access to an age and culturally appropriate orientation programme. This must include making the program available to students who are late arrivals or who begin at different entry points.

Orientation programs must provide information as per 6.1.1-6.1.9 of the National Code 2018. Orientation programs should take into account UNE's local context. UNE can consider using verbal, written or electronic formats to deliver information, so students can both listen and take away material they can refer to at a later time.

UNE must also:

- a) take all reasonable steps to provide a safe environment on campus and premises, and advise international students and staff on actions they can take to enhance their personal security and safety;
- b) provide information to international students about how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents; and
- c) provide international students with, or refer them to (including electronically), general information on safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia.

### **Access to support services**

2. UNE must offer reasonable support to international students to enable them to achieve expected learning outcomes, irrespective of the international student's place of study or the mode of study of the course. There must be no additional cost to the student for this support.

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

Where an international student requests access to services and programs included in the orientation program, UNE must give information or referrals at no additional cost to the student.

UNE must give international students access to a range of services, either by providing the service in-house or having an arrangement to refer students to affordable externally provided services. Services may include:

- English and academic support services;
- Tutoring support;
- Study skills centres;
- Counselling and mental health support;
- Career services;
- Housing and tenancy services;
- Legal;
- Financial support services; and
- Health and disability services.

### **Staff and support personnel**

3. UNE must designate at least one member of staff to be the official point of contact for international students. The contact officer must have access to up-to-date details of UNE's support services. UNE can consider making access to the contact officer available 24 hours a day, seven days a week, but there is no obligation to do so under the National Code 2018.

UNE must have sufficient student support personnel to meet the needs of enrolled international students. In determining the sufficient level of staff, UNE may consider international student numbers and / or may increase additional support staff if enrolling students under the age of 18.

UNE must ensure that staff members who interact directly with international students are aware of their obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations. This can include:

- Incorporating information regarding the ESOS responsibilities of UNE and staff who interact with international students, in staff handbooks and induction training, or
- Emails and discussions at staff meetings about the ESOS framework.

### **Critical incidents**

4. UNE must have and implement a documented policy and process for managing critical incidents that could affect an 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* under the ESOS Act.

The National Code 2018 defines a critical incident as '*a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*'. This does not include serious academic misconduct. Where UNE enrolls an international student under the age of 18, the critical incident policy must also comply with the requirements under Standard 5 of the National Code 2018.

Critical incidents are not limited to, but could include;

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;



- Issues such as domestic violence, physical, sexual or other abuse; and
- Other non-life threatening events.

This policy must include procedures to follow in the event of a critical incident, and should include contact information for the police, Department of Home Affairs (DHA), the international student's family, and other relevant organisations that may be able to assist eg. community /counselling organisations. The policy must include steps to immediately take action to:

- resolve or address the critical incident; and
- include consideration of Privacy Principles; and
- reference state or territory legislation or other regulatory requirements as appropriate to the jurisdiction in which UNE operates.

## Procedure

Relates to Standard 6.1, 6.2, 6.3, 6.4 and 6.9

1. Pre-arrival information for international students to prepare them for life and study in Australia is to be made available on the UNE International website and sent to students who have been given an Offer Letter. On acceptance of an Offer to study at UNE the student will be sent a Welcome email inclusive of this and other time sensitive information.
2. The Manager, International Services and Compliance, in conjunction with the University will conduct age and culturally appropriate Orientation Programs prior to the commencement of each Teaching Period. Dates are advised to students in advance via the UNE International website and are included in the student's Offer Letter.

Information as required under Standard 6.1.1-6.19 together with information related to personal on/off campus safety, and how to seek assistance for, or how to report, a critical incident must be provided during Orientation. UNE International must also:

- 2.1 Advise late arrivals they must visit UNE International, as soon as possible upon arrival to receive information provided at Orientation. During this session UNE International staff will discuss Orientation related information, ensure the student has completed all relevant forms, and advise the student about enrolment procedures.
- 2.2 Run ad hoc Orientation sessions should the number of late arrivals warrant such sessions.
- 2.3 Ensure the English Language Centre (ELC) runs a tailored Orientation session for each new intake of students by jointly reviewed the ELC Orientation program to ensure all content is current and meets the requirements of Standard 6. UNE International will participate in the ELC Orientation programs and deliver required information as it relates to Student Visas and ESOS.
- 2.4 Ensure both the UNE and ELC Orientation programs are recorded on Trim (A18/391).
3. To facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, UNE will:
  - 3.1 Provide access to UNE Moodle, a customized learning platform, to provide online delivery of course material, submission of assessment tasks, and to enable participation in discussions and support collaboration.
  - 3.2 Provide students with access to a unique UNE email address.
  - 3.3 Notify students of the need to ensure UNE is provided with their current contact details within 7 days of any changes.
4. The Manager International Services & Compliance ensures information regarding UNE services related to meeting course requirements and/or maintaining attendance, is available to international students. UNE Service providers include but are not limited to:
  - Faculties and Schools
  - First year advisors
  - English Language Centre
  - Academic Skills Office
  - Teaching and Learning Directorate
  - Student Support

- Uni4me
- Disability unit
- Counselling services
- Research Services

Relates to Standard 6.1 and 6.5

5. UNE International will notify students that:
  - 5.1 the Manager International Services and Compliance is the UNE official staff member point of contact for international students; and
  - 5.2 UNE International is the official Directorate point of contact for international students.
 Notification is to be provided during Orientation sessions, student accessible documentation and on the International web pages.

Relates to Standard 6.6

6. The Director, UNE International, will benchmark UNE International staff on a bi-annual basis to ensure sufficient student support personnel are employed to meet the needs of the students enrolled on campus. The number of enrolled international students will be used as a guide for this benchmarking.

Relates to Standard 6.7

7. Staff members who interact directly with international students must be advised of both their and the University's obligations under ESOS, and the potential implications for students arising from the exercise of these obligations by:

- Attendance at an ESOS/National Code presentation by UNE International; and /or
- Completion during the UNE Staff Induction process, of the online National Code Tutorial.

UNE International will maintain records of staff attendance at ESOS sessions and staff completions of the National Code Tutorial.

8. UNE staff are to be provided access to the:
  - ESOS Training Manual,
  - ESOS Act
  - National Code Legislation; and
  - UNE related Rules, Procedures and Guidelines.

Relates to Standard 6.8

9. University staff are to refer to the International Critical Incident Policy and Procedures in the event of a critical incident involving an international student. This information is to be made available on the International web pages.
10. Should UNE enter into a Domestic partnership arrangement, the Director, UNE International, the Manager ISC and appropriate UNE Faculty and Domestic Partnership staff, will annually audit student support materials and staffing arrangements for UNE domestic partners.

## Administration

**Document Type:** Operating Procedures

**Administrator:** Director, UNE International


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**Approved by:** Director, UNE International

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International Students Support Services Guidelines  
International Critical Incidents Procedure  
ESOS Act (Education Services for Overseas Students) legislative framework  
National Code 2018 (National Code of Practice for Registration Authorities and Providers  
of Education and Training to Overseas Students 2018) Regulations