

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 the University of New England (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.

For international students studying in the UNE English Language Centre, Standard 6 of the National Code 2018 requires UNE to support students in adjusting to study and life in Australia by providing access to appropriate information including that on:

- Support services available to assist students to help them adjust to study and life in Australia;
- UNE's facilities and resources
- UNE's complaints and appeals processes;
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia

This procedural document is to ensure students are aware of their rights and privileges and that they know they must abide by the UNE and relevant Government laws, rules and regulations during admission to and study at UNE.

1. Student Rights

- 1.1 ELC will ensure students are granted all rights and protection to which they are entitled under Australian Federal Government and New South Wales State Government laws, rules and regulations plus UNE policies, procedures and guidelines and ELC procedures and guidelines.
- 1.2 ELC and UNE will ensure that admissions, policy and procedures are valid, explicit, fair and reliable.
- 1.3 ELC will ensure that changes to courses will be made with appropriate notice in writing (i.e. 1 Term minimum) and will not disadvantage currently enrolled students.
- 1.4 ELC will make every effort to ensure students' work is not copied or plagiarised by other students or staff.
- 1.5 ELC will ensure that complaints and grievances are dealt with quickly and satisfactorily through a clear set of procedures.
 - 1.5.1 Complaints – as per *ELC Student Complaints and Appeals Procedure* document
 - 1.5.2 Grievances – Students will be recommended to seek advice from the Student Grievance Unit where a genuine grievance has been identified.
- 1.6 ELC will provide a safe physical environment in which the required Workplace Health & Safety standards are maintained and security issues addressed.

- 1.7 ELC will provide students with access to correct and clear information about financial costs and available support services.
- 1.8 ELC will ensure students have access to accurate information about courses, including objectives, course content, assessment, workloads and attendance requirements, during program orientation and first day activities. This information will also be accessible in the class online platform.
- 1.9 ELC will ensure results are disseminated within 3 business days from completion of assessments and end-of-term exams, and feedback on those results given by relevant staff when and as required.
- 1.10 ELC will provide a teaching environment in which students are able to engage in rational debate and freely express alternative points of view.
- 1.11 ELC will provide students with reasonable access to staff for the purposes of consultation, support and guidance.
- 1.12 ELC will provide students with opportunities to give considered feedback on their teaching and learning experience.
- 1.13 ELC will provide a teaching and learning environment free of discriminatory behaviour on the basis of religious views, political outlook, gender, sexual orientation, cultural background, disability or marital status, and which supports and cares for students equally and without favour.
- 1.14 ELC will provide a teaching and learning environment that encourages students to engage effectively with their learning and provides ways for students to seek help and advice when needed.

2. Student Responsibilities

- 2.1 Students are required to abide by Australian Federal Government and New South Wales State Government laws, rules and regulations plus UNE policies, procedures and guidelines and ELC procedures and guidelines.
- 2.2 Students must attend at least 80% of classes. Students absent from class due to illness must obtain a medical certificate wherever possible – this may be needed to explain consistent absences which significantly affect attendance. Students absent from class due to personal reasons should speak to their class teacher, the Senior Engagement Officer (SEO) or Head Teacher (HT), and if necessary, the University of New England Counselling and Psychological Services (CAPS).
- 2.3 Students are required to undertake necessary study and preparation work outside class hours including the completion of set tasks through the online study platform.
- 2.4 Students are expected to actively engage in activities to develop assessment literacy, including taking the initiative where appropriate (e.g. asking for clarification or advice).
- 2.5 Students are expected to make a commitment to, take pride in and be responsible for their own learning skills and development over the course of their studies.
- 2.6 Students are expected to be punctual with the submission of assignments and to be adequately prepared for all assessment tasks, tests and examinations.
- 2.7 Students are expected to comply with assessment requirements, undertaking assessment tasks conscientiously, submitting assessment tasks by the due time/date, and engaging with feedback provided and ensuring their work is authentic.

- 2.8 Students are not to cheat or plagiarise.
- 2.9 Students must not behave in class in a manner that is disruptive to their fellow students or the Teacher.
- 2.10 Students are expected to be courteous and respectful to all other students and members of staff, and behave respectfully in all assessment environments, whether on campus, online or work-integrated learning settings.
- 2.11 Students are expected to read and act upon, as appropriate, all notices and correspondence from the ELC and/or the University.
- 2.12 Students will familiarize themselves with UNE Cyberethics Policy, which is a guide to good behavior and staying safe in online communication, and as part of daily practice in the ELC.
- 2.13 Students must not damage English Language Centre or University of New England property or litter the Centre premises.
- 2.14 In line with the Equity and Diversity Rule, the University will not tolerate unlawful discrimination, sexual harassment, victimisation or vilification.
- 2.15 Students are expected to develop a healthy work / study / social / family life balance to assist in their development as a student.
- 2.16 Students are expected to be aware of the UNE Smoke-Free Workplace [Protocol](#).
- 2.17 Students must ensure they have the resources as set out in **Requirements for EAP Online** (see appendix).

3. Procedures

The English Language Centre (ELC) provides a link to the Student Rights and Responsibilities documents in the class online platform, referring students to this during Orientation and to be used by Teachers in detail in follow up class discussion. Copies of these documents are to be displayed in each ELC classroom.

3.1 *Student Rights*

- 3.1.1 If a student has a concern or grievance in relation to any of their student rights they should in the first instance speak with their class Teacher to identify how their concern can be resolved.
- 3.1.2 If a student feels they cannot speak with their Class Teacher, they are expected to discuss the issue with the Head Teacher or other relevant ELC staff.
- 3.1.3 If the student does not feel their concern has been addressed they need to make an appointment with the Business Academic Manager (BAM) to determine whether the concern is able to be managed within the ELC, or recommended to take their concern to the Student Grievance Unit. This latter recommendation will enable the student to speak to a neutral/third party in finding ways to resolve the concern raised.

3.2 Student Behavioural Misconduct – Procedure

- 3.2.1 If any of the student responsibilities are not observed by a student, that student should be counselled by the class Teacher. If the behaviour persists the HT is notified.
- 3.2.2 If the infringement is of a serious nature it should immediately be brought to the BAM's attention.
- 3.2.3 If the problem recurs, the student will be interviewed by the BAM, and if the problem persists the student will be notified in writing that they are required to attend a formal interview with the BAM. The BAM will issue a formal notification of the interview, will inform the student of any repercussions to the student should the problem continue and will provide access to the *ELC Student Complaints and Appeals* procedure.
- 3.2.4 A continuation of the student's negative and/or damaging behaviour may, at the discretion of the BAM, result in suspension and/or expulsion of the student from the English Language Centre. If the student is to be expelled, this action will occur in consultation with the Director of International (UNEI) for referral to the Department of Education (DoE), and if applicable the student's agent or sponsor will be notified.

Definitions

BAM	Business Academic Manager
CAPS	UNE Counselling and Psychological Services
CT	Class Teacher
DIR	Director
DoE	Department of Education
EAP	English for Academic Purposes
EAP Level:	A level is comprised of two (5+1 week) programs
ELC	UNE English Language Centre
ELICOS	English Language Intensive Courses for Overseas Students
ESOS	Education Services for Overseas Students Act 2000
GE	General English
HT	Head Teacher
LST	Learning Support Teacher
NC	National Code 2018
Program	Equals a unit of learning that has its own set of formative and summative assessments (i.e. a 5+1 week model)
SEO	Senior Engagement Officer

Appendix

Requirements for EAP Online

- Student Number
- UNE username & password
- UNE webmail: username@myune.edu.au
- Text books: Unlock Reading, Writing & Critical Thinking
 Unlock Listening, Speaking & Critical Thinking
- Laptop or personal computer
- Mobile device
- Reliable Internet Access (5 hours per day: must be able to stream video for the duration of the class)
- Anti-virus software (SOPHOS* – free for UNE students)
- Headset – with microphone
- Webcam or in-built camera
- 2 browsers e.g. Google Chrome, Firefox, Safari
- Gmail account
- Microsoft Office 365* (available free for UNE) students to use in English
- Skype, Zoom, Teams for your mobile device from the App Store or Google Play

Administration

Document Type:	Guidelines and Procedures
Administrator:	Director, UNE English Language Centre
TRIM reference:	D23/172770
Date approved:	September 2021
Due for review:	September 2023
Responsible party for review:	Director, UNE International Manager, International Services

Approved by:



Jason Seeto

DATE 28/09/2023

Related policies or other documents:

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