

Overview

The National Code 2018 - Standard 6 requires the provision of support services to assist international students living and studying in an unfamiliar environment. Registered providers are responsible for providing access to services to ensure the mental and physical wellbeing of students.

Principle

1. National Code Standard 6.1, 6.2, 6.3 and 6.9

- 1.1 Pre-arrival information for international students to prepare them for life and study in Australia is available on the UNE website, and sent to students who have been given an Offer Letter. On acceptance of an Offer to study at UNE students are sent a welcome email by International Services.
- 1.2 International Services, in conjunction with other relevant areas, within and outside of the University, 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 website and are included in the student's Welcome email. Information related to personal on/off campus safety, and how to seek assistance for, or how to report, a critical incident is provided during Orientation.
- 1.3 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:
 - 1.3.1 Provide access to MyLearn, a customized learning platform, to provide online delivery of course material, submission of assessment tasks, and to enable participation in discussions and support collaboration;
 - 1.3.2 Provide students with access to a unique UNE email address;
 - 1.3.3 Notify students every trimester of the need to ensure UNE is provided with their current contact details within 7 days of any changes.
- 1.4 International Services 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
 - Counselling and Psychological Services

- English Language Centre
- Academic Skills Office
- Student Accessibility and Wellbeing Office
- Advocacy and Welfare
- Employability and Careers
- Student Grievance Unit

1.5 UNE's orientation program is designed to help familiarise international student with UNE's expectations, rules and facilities, and introduce the social and cultural norms which students need to be aware of while in Australia.

1.6 UNE must ensure the Orientation program is age and culturally appropriate and is available to student who are late arrivals or who commence at different entry points.

1.7 Orientation programs take into account UNE's local context and utilise verbal, written and electronic formats to allow students to refer to information at any time.

1.8 UNE also:

1.8.1 takes all reasonable steps to provide a safe environment on campus and premises, and advises international students on actions they can take to enhance their personal security and safety;

1.8.2 provides information to international students about how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents; and

1.8.3 provides international students with general information on safety and awareness relevant to life in Australia, such as bush and water safety

2. National Code Standard 6.1 and 6.5

2.1 Notification is provided during Orientation, in email communications and on the UNE website that:

2.1.1 The International Services Manager is the official point of contact for international students; and

2.1.2 International Services is the official Divisional point of contact for international Students.

2.2 The International Services Manager will benchmark International Services staffing on an annual basis to ensure sufficient student support personnel are employed to meet the needs of the students enrolled and make recommendations for adequate staffing levels. The number of enrolled international students, and the nature of the cohorts, will be used as a guide for this benchmarking.

2.3 Staff members who interact directly with international students are 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 completion during the UNE Staff Induction process, of the online National Code Tutorial.

2.4 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 available on the UNE web.

Administration

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| Document Type: | Procedure |
| Administrator: | Director, International |
| Due for review: | 30 November 2025 |
| Responsible party for review: | Manager, International Services Director, International Strategy |
| Approved by: | Director, International |