

PROFESSIONAL PLAN – International Student Support Services

What is the Rule/Requirement?	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.
Why does this requirement exist?	The National Code 2018 - Standard 6 requires the provision of particular support services to assist international students 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 students.
How to Appeal the Requirement	As this is a government requirement, there are no avenues for appeal. It is vitally important staff follow these requirements and not let students avoid this requirement.
System Requirements	N/A
External Links	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6: Overseas Student Support Services
Created by and Review Date	Ashleigh Dempster 15-06-22 Review – 20-12-22

Principle

In order to comply with Standard 6, UNE must demonstrate compliance in the following areas:

1. Orientation

- Give international students information on, and access to, an orientation program about living and studying in Australia. 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. Information included in Orientation can be found on the Orientation Checklist.
- 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.
- 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.

UNE also:

- a) 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;
- b) 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
- c) provides international students with general information on safety and awareness relevant to life in Australia, such as bush and water safety

2. Access to Support Services

- 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.
- 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.
- 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 services;
 - Financial support services; and
 - Health and disability services

3. Staff and Support Personnel

- 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.
- Have sufficient student support personnel to meet the needs of enrolled international students. In determining the sufficient level of staff, UNE may consider the size of the international student cohort and the cohort's particular needs.
- Ensure staff members who interact directly with international students are trained and aware of their obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations.

4. Critical Incidents

- 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.
- 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.

- This policy must include procedures to follow in the event of a critical incident, and should include contact information for the police and other relevant organisations that may be able to assist e.g., community /counselling organisations.