

# Student Support Services Policy - International

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**Policy Code:** INT-008    **Version:** 6.0    **Effective Date:** 10 August 2017

## Purpose:

The College must provide adequate support services to international students. The requirement to deliver these services to international students studying on a **student visa** is set out in Standard 6 of the *National Code 2007*. The College provides these services to all international students regardless of the visa on which the student may be studying.

**Definition of “College”** – *In the higher education sector, ACPE Limited trades as The Australian College of Physical Education (ACPE); Australian College of Natural Medicine Pty Ltd trades as Endeavour College of Natural Health (Endeavour) and Wellnation; Study Group Australia Pty Limited trades as Martin College and Martin Higher Education (Martin HE). For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective entities or trading names.*

**Definition of “International students”** – *The College defines an International Student as someone **who is not an** Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.*

## Scope:

- All campuses
- International support staff
- Academic Staff
- Student Services staff
- All International students

- All governance

## Policy Statement:

International students often require extra support to assist them to adjust to studying and living in Australia. This policy sets out the support services the College makes available to international students.

## Student Support

The College makes a range of services available to students to assist them to transition to life and study in Australia as set out in the orientation program for all students. Policies specific to these students are communicated in an additional orientation session.

Students studying on a **student visa** may only study at campuses and in courses that are registered on CRICOS. International students studying on any visa that is not a **student visa** may request special consideration to study at a campus not registered on CRICOS. These requests will be handled on a case by case basis and acceptance in to a course or campus will be decided based on the level of support the student requires. Any such requests should be made by contacting the International Admissions Adviser.

The College has student advisers at each campus who students can contact directly by telephone or email or arrange to meet with in person. If a student has an enquiry is regarding an academic matter, students can arrange to meet with academic staff in line with the [Student Consultation Policy](#).

All College staff who interact directly with international students must have a sound understanding of the College's obligations under the ESOS framework and the potential implications for students that may arise from these obligations. Annual training on this framework and obligations will be provided to all relevant staff.

The College has a [Critical incident Policy](#) that outlines the way in which emergencies and critical incidents are dealt with.

If students wish to complain or appeal against a decision or action made by the College they may do so in line with the [Complaints and Appeals Policy – International](#).

The College understands that international students face many pressures and provides

access to the Student Assistance Program, a counselling service that is independent of the College. Students may access up to 6 appointments free of charge per year. Students may require this support for various situations including:

- Medical Reasons – where a student’s medical condition has changed to such an extent that it impacts upon their current performance
- Family/Personal Reasons – such as death or severe medical problems within a family, or unforeseen family financial difficulties that may impact upon current progress and performance
- Personal Circumstances such as finding a place to live or obtaining legal advice
- Stress due to study due to such as insufficient development of skills in the area of expertise, underestimation of the demands of study and course load requirements, academic capacity, differing expectations of teaching and learning styles

In cases of disability or health conditions that may impact upon study, it is recommended that students register for the Access and Equity Program to ensure provision of support that ensures equal participation.

In cases where students may be struggling with the English language requirements of their enrolled course, students may choose to register as an ESL (English as a second language) student at the College, which will ensure access to additional support, particularly relating to assessment.

In cases where students may be identified as having unsatisfactory course progress or attendance as required by the [Course Duration and Progress Policy – International](#) and [Attendance Policy – International HE](#), students will be required to meet with their local International Student Adviser to discuss progression options and enter into an agreed Intervention Strategy to ensure progress within the visa requirements is maintained. Where unsatisfactory course progress or attendance continues, students will continue to be supported however may after substantial support being offered be identified under the relevant policy as in breach of visa conditions and notified of the College’s intention to report the student to DIBP for unsatisfactory progress or attendance.

In any of the circumstances outlined above, the College may require the student to enter into an Intervention Strategy agreement to ensure appropriate support mechanisms are documented and agreed to by both parties. This will be at the discretion of the

International Student Adviser or the National HE Compliance Manager.

Students should consult the Remissions of Financial Liability due to Special Circumstances Policy available via the website: <http://www.endeavour.edu.au/policies-and-procedures/> if they are seeking remission of fees due to any of the above circumstances.

## Student Details

The College requests students to update their contact details via the student portal (Endeavour) / LMS (ACPE, Martin HE) at the beginning of every semester/trimester. Students cannot access the systems until they have confirmed that the College has the most up to date contact details for them.

If a student's email or postal address changes at any time it is essential the student provides the College with updated contact details within 7 days (one week) of the change occurring. These details will be updated by the International Student Adviser on the same day the information is received.

### Definitions:

**CoE** – Confirmation of Enrolment

**DIBP** - Department of Immigration and Border Protection

**ESOS** - [Education Services for Overseas Students](#). A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students

**Student** – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Unsatisfactory Course Progress** – failing 50% or more of subjects attempted in a semester.

## Further Information:

<b>Related Procedures</b>	<a href="#">Complaints and Appeals Procedure International HE</a>
<b>Related Policies:</b>	<a href="#">Attendance Policy – International HE</a> <a href="#">Complaints and Appeals Policy – International</a> <a href="#">Course Duration and Progress Policy - International</a> <a href="#">Remission of Financial Liability due to Special Circumstances Policy</a> <a href="#">Special Consideration Policy – HE</a> <a href="#">Student Misconduct Policy</a>
<b>Benchmarking:</b>	Christian Heritage College, University of Western Sydney
<b>Related Documents:</b>	<a href="#">Template Intent Report letter – Progress</a> <a href="#">Template Intent Report letter – Attendance</a>
<b>Related Legislation:</b>	National Code Standard 9 and 10 ESOS Act
<b>Guidelines:</b>	N/A

<b>Policy Author:</b>	Quality & Compliance Coordinator
<b>Policy Owner:</b>	Director, Student Services & Retention
<b>Contact:</b>	National HE Compliance Manager
<b>Approved By:</b>	Executive Director, Higher Education
<b>Policy Status:</b>	Harmonised – 3 brands
<b>Responsibilities for Implementation:</b>	<ul style="list-style-type: none"> <li>• <i>Director, Student Services &amp; Retention</i></li> <li>• <i>Academic Executive</i></li> <li>• <i>Heads of Department / Program Leaders</i></li> <li>• <i>Student Support teams</i></li> <li>• <i>Access and Equity Officers</i></li> <li>• <i>International teams</i></li> </ul>
<b>Key Stakeholders:</b>	<ul style="list-style-type: none"> <li>• <i>Director, Student Services &amp; Retention</i></li> <li>• <i>Academic Executive</i></li> <li>• <i>Heads of Department / Program Leaders</i></li> <li>• <i>Student Support teams</i></li> <li>• <i>Access and Equity Officers</i></li> <li>• <i>International teams</i></li> <li>• <i>International Students</i></li> </ul>