

Student Support Services Policy – International

Policy Code: INT-008 **Version:** 8.0 **Effective Date:** 5 June 2019

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 2018 (Cth)*. The College provides these services to all international students regardless of the visa on which the student may be studying.

Definition of “College” – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation and Wellnation. 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 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 every Semester.

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 Enrolment 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 regarding an academic matter, students can arrange to meet with academic staff in line with the [Student Consultation Policy - Higher Education](#).

All College staff who interact directly with international students must have an 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 three (3)* 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.

**Please note – if the student requires more than 3 sessions per year, the SAP provider will request the College to provide access to further sessions free of charge to the student. This is always approved.*

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 using reasonable adjustments, 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 - HE](#), students will be required to meet with their local 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 Department of Home Affairs (DHA) 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 Student Adviser or the National Quality, Governance and Compliance Manager.

Students should consult the [Remissions of Financial Liability due to Special Circumstances Policy](#) available via the website 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 at the beginning of every study period. 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 seven (7) days (one week) of the change occurring. These details will be updated by the Student Adviser on the same day the information is received.

Examples of Available Support Options

The College offers a range of support options to all students, as well as some additional options to international students, and is continually improving or adding to those options. The support options listed below are some of the current support options available to international students at the College:

Academic support:

- Specific academic consultation times for each academic staff member (times advertised and bookable by students through the LMS).
- One-on-one tutoring / academic support sessions offered to Students at Risk (SAR - identified by academic staff through the semester). This option is automatically offered to any international students requiring an intervention plan.
- LMS extra tutorial support for selected subjects – some first and second year subjects offer additional group tutorial sessions on selected dates and times with a lecturer on hand to discuss and ‘workshop’ the previous week’s content. These are available for any students enrolled in those subjects to attend and advertised widely via LMS and on campus.
- LMS orientation module and Learning Resources tab – free learning resources available on such topics as Preparation, Academic Skills, Assessment, Computer Skills, Mathematics, Chemistry, Biology.
- Non-award subjects ‘Academic Skills’ and ‘Introduction to Health Sciences’ – offered as appropriate to students identified as SAR in their first semester of study, to build up appropriate skills.

Non-academic support:

- Student Services – every campus has 2 – 3 full-time student services staff who sit on the front desk and are the first ‘port of call’ for all student enquiries. These staff are customer service specialists and nominated staff on each campus are trained as Access and Equity and International ‘specialists’. Students can either come in to reception to ask general questions or can book an appointment with their local Student Adviser through LMS (same as academic staff booking system). A number of brochures and FAQs are also available to assist students with finding the information / support they need.
- Student Assistance Program offered through Access EAP (external counselling service) - free

service to all students, 24/7 hotline.

- Orientation – every semester during O Week, there are a number of information sessions held around the College's support services, extra skills required when studying (e.g. Emotional Intelligence and Resilience training), as well as social / collegial events. These are for all students, not just new students, and are widely advertised through the LMS, Student Portal and on campus (posters). In addition, all international students are invited to attend a separate orientation session on their local campus which covers the additional visa and policy requirements for international students.
- Access and Equity program offered for students with a disability, mental health or medical condition requiring additional support for equal participation in all areas of college life (reasonable adjustments made with a plan in place for each student).
- English language – while the College does not have any current partnerships with English language colleges, each campus has a list of recommended local colleges where students can seek out further assistance if they feel it is necessary. In addition, students are able to register as an ESL student which will enact a reasonable adjustment plan and ensure appropriate supports are in place to assist with their studies.
- Library sessions – the library team are available to book individual times with students to help with study and research skills, with a particular focus on how to access journal articles and finding relevant and appropriate sources.
- Course progression webinars – run monthly to help students with managing progression and timetables through Zoom meetings (interactive).
- Safe campus webinars – running bi-monthly via the LMS around managing bullying, harassment, staying safe on campus.
- Careers support – online career planner for current students, regular 'career possibilities' workshops on campus with local academics talking about their practitioner career experiences, on campus or skype appointments available with the Careers Advisor, bi-annual industry presentation days, access to Endeavour's online 'jobs board' (in-house Seek for industry to advertise to students), regular webinars by industry specialists (<https://www.endeavour.edu.au/careers-service/events>), general careers advice and alumni service.
- Monthly international 'coffee and chat' sessions for international students with on-campus staff and student reps from various committees invited.

- Student support networks – there are a number of groups that students can be a part of if they so choose including Student Connect (those who wish to be involved in on-campus events such as open days, careers days etc), Student Voice (a monthly meeting open to all students and run by the Director of Education to gather feedback and input on teaching and learning at the College), and Student Reps (each campus has at least one nominated ‘student rep’ who are usually involved in events but may also be involved in various governing bodies; any student indicating interest in being a student rep is added to this list and it is used when vacancies arise on governing bodies). There are also social special-interest groups on each campus run by the students, which all students are invited to attend.

Definitions:

CoE – Confirmation of Enrolment

DHA - Department of Home Affairs

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
- The student receives a final grade lower than a Pass in a subject or its equivalent, twice.

Further Information:

Related Procedures [Complaints and Appeals Procedure – International](#)

Related Policies: [Attendance Policy – HE](#)

[Complaints and Appeals Policy – International](#)

[Course Duration and Progress Policy - International](#)

[Critical Incident Policy](#)

[Remission of Financial Liability - Special Circumstances Policy – HE](#)

[Special Consideration Policy - Higher Education](#)

[Student Consultation Policy - Higher Education](#)

[Student Misconduct Policy – Higher Education](#)

Benchmarking: Christian Heritage College

Western Sydney University

Related Documents: [Access and Equity Program](#)

[Intent to Report - Progress](#)

[Intention to Report - Attendance](#)

[Intervention Strategy](#)

[Student Assistance Program](#)

Related Legislation: [National Code 2018 \(Cth\).](#)

[Education Services for Overseas Students Act 2000 \(Cth\).](#)

Guidelines: Not applicable

Policy Author:	Quality & Compliance Coordinator
Policy Owner:	Director, Student Services & Retention
Contact:	Director, Student Services & Retention deirdre.mathias@endeavour.edu.au
Recommending Body:	Academic Board Meeting date: TBA
Approval Body:	Executive Director, Higher Education Approval date: 10 August 2017
Policy Status:	Revised
Responsibilities for Implementation:	<ul style="list-style-type: none"> • <i>Access and Equity Officers</i> • <i>Director of Education</i> • <i>Director, Student Services & Retention</i> • <i>Heads of Department / Associate Heads of Department / Course Coordinators</i> • <i>National Manager, Student Engagement</i> • <i>National Quality, Governance & Compliance Manager</i> • <i>Student Advisers, Student Services</i>
Key Stakeholders:	<ul style="list-style-type: none"> • <i>Access and Equity Officers</i> • <i>Dean and Director of Operations</i> • <i>Director of Education</i> • <i>Director, Student Services & Retention</i> • <i>Heads of Department / Associate Heads of Department / Course Coordinators</i> • <i>International students</i> • <i>National Manager, Student Engagement</i> • <i>National Quality, Governance & Compliance Manager</i> • <i>Student Advisers, Student Services</i>