

# Student Support Services Policy - International

**Policy Code:** INT-008**Version:** 13.0**Effective Date:** 19 February 2024

## 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”** – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. 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 / entities.*

**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
- Academic staff
- Student Support 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 international 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 into 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 Admissions Adviser.

The College has Student Support Officers at each campus who students can contact directly by telephone or via the Student Help Hub > International Support, <https://help.endeavour.edu.au/>, 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 students face many pressures, and provides access to the *Australian Counselling Service (ACS)*, a counselling service that is independent of the College. Students may access up to five (5)\* 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 5 sessions per year, ACS will request the College to provide access to further sessions free of charge to the student.*

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 Support Officer 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 Support Officer and the National Student Affairs Manager. Additional advice may be sought from the National Quality, Governance & Compliance Manager on the legislative requirements around these supports.

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 (and part of many visa conditions) that 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 Support Officer on the same day the information is received, and notification will be made to the National Student Affairs Manager for updating student details on PRISMS.

## 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 (as per the *Support for Students at Risk Policy – HE*).
- 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 Orientation, Academic Integrity, Essential Academic Skills, Essentials of Health Science, Computer Skills, and Online Exam Training Module.
- Additional free learning resources include Being an online student, Guide to notetaking, Supporting your success.

### Non-academic support

- Student Support staff are located on each campus at the front desk or the clinic reception, and are the first 'port of call' for all student enquiries. These staff are customer service specialists and nominated staff 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 Support Officer through LMS Consultations (same as academic staff booking system).
- The Student Hub (<https://ecnh.sharepoint.com/sites/Stu>) is always available to all assist students with finding the information and the support they need.
- Student counselling offered through Australian Counselling Service (external counselling service) - free service to all students.
- TalkCampus, a peer-to-peer support app for students that may be struggling or worried about their mental health, its accessible 24 hours a day, 7 days a week and free for all students.

- International students are invited to attend a separate orientation session which is scheduled in Week 0, one week prior to the teaching period. The orientation is designed to assist commencing students with the transition to higher education study. This program introduces students to support teams and resources, and completes an introduction into what to expect in your studies with the College. This orientation also 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.
- Student Support Officers will help international students enrol into their subjects as aligned with the course brochures for each year of study; if you need support with managing or changing enrolments students are able to book a consultation with student support via the LMS.
- Career support – as part of their Vitality Pass, students will receive access in their final year of study to 3 free career mentoring sessions with a careers specialist. These sessions are specially designed for final-year students.
- 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), and Student Partners (an opportunity to represent the student body in an ongoing partnership with staff and the broader College community, supporting open channels of communication between students, operational and academic departments across each of the campuses).

## Definitions

**CoE** – Confirmation of Enrolment

**CRICOS** – Commonwealth Register of Institutions and Courses for Overseas Students. Register held by the Commonwealth government of all institutions eligible to offer courses to international students on student visas, and the courses they can study at those institutions.

**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.

**LMS** - Learning Management System. Student online learning and interaction is primarily managed through this system.

**PRISMS** - Provider Registration and International Students Management System. Interactive database between the College, the Department of Home Affairs and government regulators to manage enrolments of international students on student visas.

**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.

## Related Procedures

*Complaints and Appeals Procedure – International*

## Further Information

### 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*

*Support for Students at Risk Policy - Higher Education*

### Related Documents

*Access and Equity Program*

*Intervention Strategy*

### Guidelines

Not Applicable

### Benchmarking

Christian Heritage College

Western Sydney University

### Supporting Research and Analysis

Not Applicable

### Related Legislation

*National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)*

*Education Services for Overseas Students Act 2000 (Cth)*

## Review and Approval

### Policy Author

Quality & Compliance Coordinator

### Policy Owner

Director of Student Operations

### Contact

Director of Student Operations

[deirdre.mathias@endeavour.edu.au](mailto:deirdre.mathias@endeavour.edu.au)

### Recommended By

National Quality, Governance & Compliance Manager

Date: 19 February 2024

### Approved By

Chief Executive Officer

Approval date: 20 February 2024

### Policy Status

Revised – administrative updates to ensure operational supports updated

### Responsibilities for Implementation

- Director of Education
- Director of Student Operations
- Heads of Department (Academic)
- National Student Affairs Manager
- Student Support Officers, Student Success staff

### Key Stakeholders

- Admissions team
- Chief Executive Officer
- Director of Sales, Admissions & Retention
- International students
- National Quality, Governance & Compliance Manager