

Institution	Universal English
Policy Name	Student Support Services Policy and Procedure

1. Scope

This Policy applies to all prospective and current students at Universal English (UE) and the staff who are involved in student services and support.

2. Purpose

The purpose of this Policy and related procedure is to ensure that all students feel safe, supported and contribute in a positive manner to the college community. This Policy emphasizes UE’s commitment to providing care and support for students, and to promoting a positive learning environment for all. This Policy outlines support services available to overseas students as well as how student information on these services is disseminated and how students may access them.

3. Regulatory Alignment

This Policy is created and implemented to comply with the regulatory requirements informed in the:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 6 Overseas Student Support Services
- Disability Discrimination Act 1992 and the Disability Standards for Education 2005
- ELICOS National Standards 2018: Standard 3 Teaching ELICOS; Standard P6 ELICOS Specialist Staff

4. Definitions

4.1 Student Support Services: the service provided by UE to students in order to assist and support the successful achievement of learning outcomes. Services may include, but are not limited to:

- a. Pre-enrolment materials;
- b. Orientation program;
- c. Study support and study skills programs;
- d. Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- e. Equipment, resources and/or programs to increase access for learners with disabilities;
- f. Mediation services or referrals to these services;
- g. Counselling services or referrals to these services;
- h. Information Technology (IT) support;
- i. Learning materials in alternative formats, for example, large print.

4.2 Intervention Plan: a plan that is agreed upon with a student enacted to help the student complete their course successfully. These plans are developed when the student is showing signs of falling behind, dropping out or failing for whatever reason.

5. Policy

- 5.1 UE assesses students' readiness for study and learning requirements during the admissions and enrolment processes.
- 5.2 At the beginning of each study period, all new students receive an age and culturally appropriate orientation to ensure a smooth transition to studying at UE, and for international students, to live in Australia.
- 5.3 All students' attendance and course progress are monitored to identify and meet their needs. Any support gaps identified are addressed promptly to help students achieve their educational goals.
- 5.4 The teachers are accessible to students seeking individual assistance with their studies generally.
- 5.5 The Student Services Officers (SSO) are always available for students to provide advice on enrolment and personal issues. Student services may be referred to other professional and confidential advisory services in specialist areas such as law, private counselling and or support agencies.
- 5.6 The SSOs will have access to the latest ESOS framework updates and changes. UE will ensure that the SSOs and all the staff members who have been involved with the students are aware of the Institute's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.
- 5.7 UE is committed to providing students with special needs (such as disabilities, mental health issues, learning difficulties, injuries, or ongoing medical conditions) access to an inclusive education within a safe and supportive environment, free from harassment and victimisation.
- 5.8 The services provided by UE will be published in the international Student Handbook and UE's website. The Student Handbook is available on UE website: www.universalenglish.edu.au.

6. Procedure

Support Services

- 6.1 UE provides the following services to its students available and accessible for all international students studying with UE at no additional charge:
 - a. SSO who can facilitate assistance with general study or personal issues affecting students;
 - b. Compulsory orientation program held on the first day of enrolment for all new students where students will be able to:
 - a) Be tested with the UE English Placement Test for the most suitable class placement;
 - b) Be informed of UE's support services available to the students;
 - c) Be introduced to the key contact persons;

- d) Be informed of the key policies, e.g. attendance, course progress, critical incidents, complaints and appeals; and
 - e) Be provided with a campus tour to get familiar with UE’s facilities and resources
 - c. English language and study assistance programs
 - d. Confidential personal counselling
 - e. Advice and information regarding employment rights and conditions in Australia and how to resolve workplace issues, such as through Fair Work Ombudsman
 - f. Provide students with contact details of the relevant professionals in the instance that they required assistance outside the scope of student services.
- 6.3 Any cost associated with an external provider (e.g. legal, health and wellbeing) is at the student’s expense. This will be clarified with the student prior to using external services.
- 6.4 UE provides best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 8 of the National Code 2018, which is governed by UE’s Course Progress Policy and the Attendance Monitoring Policy.
- 6.5 UE has the designated departments and personnel to provide the support services, summarised below:

Service	Academic Staff	Academic Manager	Student Support Officers	Accounts Officer	Reception	External Agencies ¹	Marketing officers	Admissions
Informal	✓	✓	✓	✓	✓		✓	✓
General Information regarding UE	✓	✓	✓	✓	✓		✓	✓
Settling into Australia	✓	✓	✓	✓	✓		✓	✓
Course Information	✓	✓	✓		✓		✓	✓
Course Progress/Attendance	✓	✓	✓		✓		✓	✓

¹ UE is happy to help arrange external support for a student at no cost. However the cost of the service itself (if any) is the responsibility of the student. Some agencies are charitable and do not charge, whilst others do. Please discuss with student services officer.

Service	Academic Staff	Academic Manager	Student Support Officers	Accounts Officer	Reception	External Agencies ¹	Marketing officers	Admissions
UE Finances		✓		✓			✓	
Complaints / Appeals	✓	✓	✓		✓	✓	✓	✓
Counselling – personal issues	✓	✓	✓			✓	✓	✓
Legal					✓	✓	✓	✓
Accommodation			✓		✓	✓	✓	✓

Special Needs

- 6.6 Students who wish to apply for adjustments to teaching or assessment methods on the basis of special needs (described in Section 5.7) should contact the Academic Manager and bring supporting documents for consideration of the special needs (e.g. a letter from your treating professional).
- 6.7 Reasonable adjustments to training and assessment methods are made using the following principles:
 - a. Students with special needs are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged as a result of the special need.
 - b. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.
 - c. Any adjustments to assessment are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e. student with disabilities is still required to demonstrate the pre-determined level of ability in relation to essential competency requirements.
- 6.8 The Enrolment Form captures any special needs the students might have and if they have mentioned they need support in reading, writing etc., a register will be maintained and if anyone

has actually mentioned, will forward to the Academic manager who will then instruct the teachers accordingly.

Safety and Security

- 6.8 UE is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for all students, both on campus and at excursion or work placements (if any).
- a. Advice on possible actions taken to enhance safety and personal security is given at orientation and in the International Student Handbook.
 - b. Personal security and safety information is provided and readily available at any time to both students and staff.
 - c. Detailed information will be provided to all international students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing, (including critical incidents).
 - d. UE will provide international students with general information on safety and awareness relevant to life in Australia or refer them to such information as appropriate (including electronically).

Continuous Improvement

6.9 Students are encouraged to provide feedback on the delivery of UE’s support services through the regular student surveys. If a student has concern about these services, they should use UE’s complaints process for a timely solution. For more information on making a complaint, refer to the Complaints and Appeals Policy.

Version History

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Managing Director
Implementation Officers	Academic Manager, Student Support Officer, ELICOS teachers
Review Date	19 July 2027
Approved by	
Managing Director	
Associated Documents	

Attendance Monitoring Policy Complaints and Appeals Policy Course Progress Policy Critical Incident Policy Health and Safety Policy International Student Handbook			
Version	Brief Description of the changes	Date Approved	Effective Date
5.0	<ul style="list-style-type: none"> Formatted the document by updating the section headings Revised the policy principles Added a brief introduction of the orientation program as part of the student support services Added a section on Continuous Improvement for the reference to the Complaints and Appeals Policy Added the Version History 	19 July 2024	19 July 2024