

Institution	Universal English
Policy Name	Student Support Services
Version No.	4.0

1 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.

2 Responsibility

The CEO is responsible for the implementation of this policy

3 Definitions

3.1 Student Support Services: the service provided by UE to clients in order to assist and support the successful achievement of learning outcomes. Services may include (but are not limited to):

- i) Pre-enrolment materials;
- ii) Study support and study skills programs;
- iii) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- iv) Equipment, resources and/or programs to increase access for learners with disabilities;
- v) Mediation services or referrals to these services;
- vi) Counselling services or referrals to these services;
- vii) Information Technology (IT) support,
- viii) Learning materials in alternative formats, for example, large print.

3.2 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.

4 Requirements / Process

General

- 4.1 The services will be documented in the international Student Handbook. The Student Handbook is available on the Universal English website: www.universalenglish.edu.au
- 4.2 Student Services are designed to help all students, but particularly international students whilst living and studying in Australia.
- 4.3 The Student Services Officer (SSO) is always available for students to provide advice on both academic and personal issues. Student Services may also refer students to other professional and confidential advisory services in specialist areas such as law, private counselling and or support agencies.

Types of Service available

- 4.4 Student support services provided include: services, which address the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, medical services, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management.
- 4.5 Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services. Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the student prior to using external services.

The following student support services are available and accessible for all overseas students studying with UE:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- UE's facilities and resources
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)

- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

Meeting Course Progress and Attendance Requirements

4.6 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*. Refer to UE's Course Progress and Attendance Monitoring Policy.

Reasonable Adjustment

4.7 The Disability Discrimination Act uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible to meet the needs of a student with a disability.

4.8 UE acknowledges the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with disability to participate in educational courses and programs on the same basis as students without disability.

Students who wish to apply for adjustments to teaching or assessment methods on the basis of a disability should contact the Academic Manager and bring supporting documents for consideration of disability (e.g. a letter from your treating professional). Reasonable adjustments to training and assessment methods are made using the following principles:

- i) Students with disabilities 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 disability.
- ii) The nature of reasonable adjustments is such that they are designed to minimize the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.

- iii) Any adjustments to assessment for a student with a disability 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 are still required to demonstrate a pre-determined level of ability in relation to essential competency requirements.

4.9 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 trainers accordingly.

Safety and personal security

UE is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for overseas students, both on campus and at excursion or work placements (if any).

- Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student handbook.
- Personal security and safety information is provided and readily available at any time to both students and staff.
- Detailed information will be provided to all overseas students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing, (including critical incidents).
- UE will provide overseas students with general information on safety and awareness relevant to life in Australia or refer them to such information as appropriate (including electronically).

Service	Academic Staff	Academic Manager	Student Support Officers	Accounts Officer	Director of Marketing	Reception	External Agencies ¹	Marketing officers	Admissions	CEO
Informal	✓	✓	✓	✓	✓	✓		✓	✓	✓
General Information regarding UE	✓	✓	✓	✓	✓	✓		✓	✓	✓
Settling into Australia	✓	✓	✓	✓	✓	✓		✓	✓	✓
Course Information	✓	✓	✓		✓	✓		✓	✓	✓
Course Progress/Attendance	✓	✓	✓		✓	✓		✓	✓	✓
UE Finances		✓		✓	✓			✓		✓
Complaints / Appeals	✓	✓	✓		✓	✓	✓	✓	✓	✓
Counselling – personal issues	✓	✓	✓		✓		✓	✓	✓	✓
Legal					✓	✓	✓	✓	✓	
Accommodation			✓		✓	✓	✓	✓	✓	✓

Table 1 - Services provided by role- ESOS Framework

4.10 The Student Services Officers will have access to the latest ESOS framework updates and changes. The Institute will ensure that the SSO and all the staff members who have are involved with the students are aware of the Institutes obligations under

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

the ESOS framework and the potential implications for students arising from the exercise of these obligations are made aware during the Induction and will be asked to confirm their knowledge of their rights and obligations under ESOS as students while in Australia.

5 RELATED POLICIES AND DOCUMENTS

- Complaints and Appeals Policy
- Course Progress Policy
- Attendance Monitoring Policy
- Orientation Policy and Procedure
- International Student Handbook