

STUDENT SUPPORT PROCEDURES 2021

The Joint Venture Board of the University of Sydney Foundation Program Pty Limited (USFP), as the governing authority of the University of Sydney Preparation Programs, by resolution adopts the following procedures.

Dated: 30 July 2021

Last amended: N/A

Signature:

Position:

CONTENTS

Contents	1
PART 1 - STUDENT SUPPORT PROCEDURES	1
1 Name of procedures	1
2 Commencement	1
3 Procedures are binding	2
4 Overview	2
5 Application	2
6 Definitions	2
7 General Principles	3
8 Records Management	3
9 Student Support Team	3
10 Pre-enrolment information	4
11 Student orientation.....	4
12 Assistance with accommodation	5
13 Legal or advocacy services	5
14 Emergency and health services	5
15 Communication with students.....	5
16 Rescissions and replacements.....	6
Notes	7

PART 1 - STUDENT SUPPORT PROCEDURES

1 Name of procedures

This is the Student Support Procedures 2021.

2 Commencement

These procedures commence the day after the day on which they are registered.

3 Procedures are binding

Except to the extent that a contrary intention is expressed, these procedures bind The University of Sydney Foundation Program Pty Limited, staff, students and affiliates.

4 Overview

These procedures outline the support arrangements available for students, including students with disability and prospective students, enrolled in University of Sydney Preparation Programs (USPPs). The College is committed to providing all students with access to quality student support services for their safety, welfare, accommodation and various support needs.

5 Application

These procedures apply to students enrolled in the USPPs delivered on behalf of the University of Sydney by Study Group Australia Pty Limited (SGA) trading as Taylors College Sydney (the College), and to staff of the College.

6 Definitions

Affiliates	means consultants and contractors to the College; members of the Board of USFP; members of College committees; and any other persons appointed or engaged by USFP to perform duties or functions on its behalf.
Caregiver	means a person engaged by a student's parent(s) or legal guardian(s) to provide support and welfare services to the student in Australia on a student visa.
The College	means Taylors College Sydney, including its staff, affiliates and contractors.
College Director	means the most senior staff member for the College (or their delegate).
Course	means a collection of academic subjects, which may or may not lead to the granting of a certificate of completion.
CRICOS	means Commonwealth Register of Institutions and Courses for Overseas Students.
Delegate	means a person who has been authorised to perform a specific responsibility.
Department of Home Affairs (DHA)	means the Australian Government department responsible for issuance of student visa and provision of student visa services (www.homeaffairs.gov.au).
Fair Work Ombudsman	means the Australian Government department responsible for providing information and advice about working conditions, obligations and rights in Australia.

International student/overseas student	means a person (whether physically located within or outside Australia) who holds or needs a visa with rights to study in Australia, and who has the right to enrol at the College.
SGA	means Study Group Australia Pty Limited.
Student	means a person who is currently an enrolled student in a University of Sydney Preparation Program. (This does not include former students).
Student Support Team	means the team who identify and provide ongoing support with overall responsibility for student support needs, and usually the first point of contact for various student needs such as administration, academic and attendance requirements, welfare, student support and translation assistance.
University of Sydney Preparation Programs (USPP)	means the non-award pathway programs offered by The University of Sydney and delivered by SGA trading as Taylors College Sydney. They include the University of Sydney Foundation Program and the High Achievers Preparation Program (HAPP).

7 General Principles

- (1) The College aims to provide all students, including students with disability, with access to quality student support for their safety, welfare, accommodation and support needs.
- (2) The student support team can assist students with access to a range of support services.
- (3) The College website, the student orientation program and the enrolment process provide information to both prospective and enrolled students about support available.

8 Records Management

- (1) Records in association with these procedures will be kept in accordance with the Records Management Policy and Procedures. Confidential documents related to the implementation of the procedures will be maintained according to relevant privacy requirements.

9 Student Support Team

- (1) A range of accessible and adequately resourced/staffed student support services are available to students at the College, including but not limited to:
 - (a) orientation and other programs to assist in the transition to life and study in Australia
 - (b) access to, or referrals for, legal services, accommodation, medical, emergency and health services
 - (c) services at campus locations, facilities, equipment and learning resources
 - (d) complaints and appeals processes
 - (e) information on visa conditions related to attendance and course progress requirements (where applicable)
 - (f) counselling and referrals to services for areas such as academic progress, access to further study, and referrals to professional psychology services for personal matters.

- (g) how critical incidents are managed that could affect a student's ability to undertake or complete a course (covered in the Critical Incidents Involving Students Policy and Procedures).

10 Pre-enrolment information

- (1) Prospective students can access a wide range of information about the College by visiting the College website. The information includes, but is not limited to:
 - (a) a general introduction to Sydney and what to expect or prepare for when studying in Australia;
 - (b) climate, clothing and personal items;
 - (c) airport arrivals and dealing with Australian Customs;
 - (d) visa types and conditions, including Overseas Student Health Cover (OSHC), and information for students under 18 years old;
 - (e) overview of accommodation types available and assistance the College can provide;
 - (f) living costs including accommodation, internet, public transport, and basic utilities;
 - (g) transport as relevant to the campus;
 - (h) academic support services including online and offline study materials and tutorial groups;
 - (i) the Australian education system;
 - (j) campus facilities; and
 - (k) orientation program information.

11 Student orientation

- (1) A culturally, age-appropriate, accessible and inclusive program is presented to all students at orientation. Students who enrol late or miss scheduled orientation sessions are provided with orientation information when they commence.
- (2) Orientation topics include, but are not limited to:
 - (a) a 'Welcome message'
 - (b) information about the University of Sydney and the College, including College facilities and resources
 - (c) support services available to assist students and how to access them, including support for coping with academic study and life in Australia, accommodation needs, and services or referrals to assist students with general or personal circumstances that may adversely affect their education in Australia
 - (d) requirements for course attendance and progress (see the Attendance Policy and Procedures and Monitoring Course Progress Policy and Procedures)
 - (e) information on services regarding student employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
 - (f) information and training for preventing and managing all forms of misconduct, sexual misconduct, bullying, harassment, victimisation and discrimination
 - (g) information on academic support tutorials for all subjects
 - (h) the College Code of Conduct
 - (i) the College policies and procedures
 - (j) entry requirements of the University of Sydney

- (k) introductions to the Careers team who can offer job search advice, having regard to student visa requirements
 - (l) information on emergency, health and relevant legal services, including emergency evacuation procedures.
- (3) Students are introduced to the key staff responsible for their courses, their duties and how to arrange appointments.
 - (4) Information is provided to students about campus facilities and resources, key contacts, and work, health and safety requirements. The student support team are introduced as the official point of contact for students. Students are also given a tour of the campus and its immediate surrounds.

12 Assistance with accommodation

- (1) During enrolment, overseas students are provided with assistance to find suitable accommodation if required. Information about appropriate accommodation options is available on the College website.
- (2) A variety of accommodation types are available including Homestay, student residential accommodation, share houses and private rental. Student satisfaction with these providers is regularly tracked to ensure appropriate standards are maintained.
- (3) Prospective students under the age of 18 must have University of Sydney-approved accommodation and welfare.
- (4) If neither a parent nor a suitable relative is in Australia to care for a student aged under 18, and the College accepts the student's enrolment, the University of Sydney is able to offer appropriate accommodation and welfare arrangements until the student turns 18, leaves the country or another provider accepts responsibility.

13 Legal or advocacy services

- (1) Students in need of legal advice or advocacy services are referred to external services, serving as a guide and starting point.

14 Emergency and health services

- (1) Medical assistance is available on campus premises. A dedicated and private area is available where students may rest if feeling unwell. Students are monitored by trained staff, and additional aid is arranged if appropriate. The Caregiver will be notified if a student aged under 18 is not well enough to remain on campus.
- (2) Students seeking guidance in relation to health services within the campus surrounding area are referred to the local medical centre. The Student Handbook also contains alternative options.
- (3) The Critical Incidents Involving Students Policy and Procedures provides further information on procedures to be followed in the case of an emergency.

15 Communication with students

- (1) Students are required to notify the student support team of their contact details for ongoing communication, including their residential address, mobile numbers, email details and who to contact in an emergency within 7 days of arrival or within 7 days of any change to those details.

- (2) The College makes all reasonable efforts to ensure student welfare and safety, and in emergencies, will notify emergency and other appropriate agencies as soon as practicable after all reasonable efforts have been made to contact and/or locate a student.
- (3) The College will ensure essential information is communicated to students in a timely and accessible manner. The variety of communications include in person catch-ups, noticeboards, TVs, student Learning Management System (LMS) messages, phone calls and email.
- (4) Regular student surveys and focus group sessions occur to obtain feedback from students for the purpose of continuous improvement, and students may have an opportunity to serve as members of selected College Committees.

16 Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

Nil

NOTES

Student Support Procedures

Date adopted:	30 July 2021
Date registered:	13 August 2021
Date commenced:	13 August 2021
Administrator:	Position title of the most senior person responsible for the day to day operation of the procedures.
Review date:	At least once every 5 years from the date of commencement.

Rescinded documents: Not applicable

Related documents:

- (1) *Competition and Consumer Act 2010 (Cth)*
- (2) *Education Services for Overseas Students (ESOS) Act 2000 (Cth)*
- (3) *Education Services for Overseas Students Regulations 2019 (Cth)*
- (4) Higher Education Standards Framework (Threshold Standards) 2015
- (5) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)
- (6) National Standards for Foundation Programs
- (7) *Privacy Act 1988 (Cth)*
- (8) Attendance Policy and Procedures
- (9) Child Protection and Safeguarding Policy and Procedures
- (10) Critical Incidents Involving Students Policy and Procedures
- (11) International Student Change of Provider Policy
- (12) Monitoring Course Progress Policy and Procedures
- (13) Records Management Policy and Procedures
- (14) Student Enrolment Terms and Conditions
- (15) Student Code of Conduct
- (16) Student Complaints and Appeals Policy and Procedures
- (17) Student Disability Policy and Procedures
- (18) Student Learning Assistance Policy and Procedures
- (19) Student Misconduct Policy and Procedures
- (20) Student Privacy Policy
- (21) Student Progression, Exclusion and Graduation Policy and Procedures
- (22) University of Sydney International Student Change of Provider Policy 2020
- (23) University of Sydney Under 18 International Students Policy 2016
- (24) University of Sydney Under 18 International Students Procedures 2016