

## STUDENT SUPPORT PROCEDURES 2023

### 1 Name of procedures

This is the Student Support Procedures 2023.

### 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 Navitas Australia (formerly Study Group Australia) Pty Limited (CRICOS Provider Code: 01682E), staff, students and affiliates.

### 4 Overview

These procedures outline the support arrangements available for students, including students with disability and prospective students, enrolled in a Taylors College course. 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 an English Language Intensive Courses for Overseas Students (ELICOS) course delivered by Navitas Australia Pty Limited (formerly named Study Group Australia) (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College), and to staff of the College.

### 6 Definitions

<b>Affiliates</b>	means consultants and contractors to the College, members of the College Committees; and any other persons appointed or engaged by the College.
<b>Caregiver</b>	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.
<b>The College</b>	means Taylors College Sydney, including its staff, affiliates and contractors.
<b>College Director</b>	means the most senior staff member for the College (or their delegate).

<b>Course</b>	means a sequence of academic subjects to achieve stated learning outcomes. An ELICOS course must have a minimum of 20 hours face-to-face scheduled course contact per week.
<b>CRICOS</b>	means Commonwealth Register of Institutions and Courses for Overseas Students.
<b>Delegate</b>	means a person who has been authorised to perform a specific responsibility.
<b>Department of Home Affairs (DHA)</b>	means the Australian Government department responsible for issuance of student visa and provision of student visa services ( <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> ).
<b>Fair Work Ombudsman</b>	means the Australian Government department responsible for providing information and advice about working conditions, obligations and rights in Australia.
<b>International student/overseas student</b>	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.
<b>Student</b>	means a person who is currently an enrolled student in a Taylors College course. (This does not include former students).
<b>Student Support Team</b>	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.

## 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 suitable for mixed-age student cohorts, designed to meet the needs of students of different ages, maturity and levels of English Language proficiency.
- (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 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 student's subsequent Foundation course and/or their University of Sydney degree.
  - (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 College 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 College 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. At least every 6 months, while the student remains an enrolled student, the student's details are confirmed and the records of students' details are updated.
- (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 Academic Support Services

- (1) A variety of academic support facilities are available at each College as are a range of counselling and support services for students with a disability.
- (2) Support strategies include an assessment or evaluation of the Language, Literacy and Numeracy (LLN) abilities of the student in relation to the course to be undertaken and where required, additional support may be provided.
- (3) Each student's academic progress and attendance is closely monitored. Early assessment or review provides formative feedback on academic progress. If a student is identified as being at risk, an intervention strategy is implemented.

## 17 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 2023

Date adopted: 06 September 2023

Date registered: 06 September 2023

Date commenced: 18 September 2023

Administrator: Principal Executive Officer

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) ELICOS Standard 2018
- (5) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)
- (6) Privacy Act 1988 (Cth)
- (7) Attendance Policy and Procedures
- (8) Child Protection and Safeguarding Policy and Procedures
- (9) Critical Incidents Involving Students Policy and Procedures
- (10) International Student Change of Provider Policy
- (11) Monitoring Course Progress Policy and Procedures
- (12) Records Management Policy and Procedures
- (13) Safety and Wellbeing of Under 18 Students 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 Completion Policy and Procedures