STUDENT SUPPORT POLICY FRAMEWORK 2024

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 policy.

Dated: 05 August 2024

Last amended: N/A

Signature:

Position:

CONTENTS

Contents **1**

PART 1 - INTRODUCTION **1**
1 Name of policy 1
2 Commencement 2
3 Policy is binding 2
4 Overview 2
5 Application 2
6 Definitions 2
7 General principles 4
8 Records Management 4

PART 2 – SUPPORT AND RESOURCES **4**
9 Academic Support 4
10 Non-academic Support 5
11 Under 18 (U18) Student Welfare 5
12 Complaints and Appeals 5
13 On Campus Support 6
14 Access to Resources 7
15 Reporting and Privacy 7
16 Rescissions and replacements 7

Notes **8**

APPENDIX A – Academic Support Resources 10
APPENDIX B – Non-academic Support Resources 11
APPENDIX C – External Support Resources 12

PART 1 - INTRODUCTION

1 Name of policy

This is the Student Support Policy Framework 2024.

2 Commencement

This policy commences the day after the day on which it is registered.

3 Policy is binding

Except to the extent that a contrary intention is expressed, this policy binds The University of Sydney Foundation Program Pty Limited (CRICOS Provider Code: 00026A), staff, students and affiliates.

4 Overview

The College is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy encompasses and is underpinned by a range of academic and non-academic support mechanisms which sets out how the College complies with relevant regulations and requirements. This policy should be read in conjunction with the guidelines and relevant policies available on the college website https://www.taylorssydney.edu.au/college-policies.

5 Application

This policy (and its procedures) applies to students enrolled in the USPPs delivered on behalf of The University of Sydney by Navitas Australia Pty Limited (CRICOS Provider Code: 01682E), trading as Taylors College Sydney (the College), and to staff of the College.

6 Definitions

Admissions	means the Taylors College Admissions Team
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.
The College	means Taylors College Sydney, including its staff, affiliates and contractors.
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.
Education Agent	means a person or organisation (within or outside Australia) who recruits overseas students and refers them to education providers.
Enrolment	means confirmed acceptance into a USPP course where a student is progressing towards the completion of the course requirements.

Entry Requirements	means the requirements that an applicant must meet for admission and enrolment in a USPP course. Entry requirements include, but are not limited to, academic requirements or qualifications, attainment of a minimum English language proficiency.
Handbook	means the document provided to students that contains essential information about student life on campus and in Sydney and the internal and external resources and services available to them.
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.
Letter of Offer	means the document issued by Taylors College Sydney in conjunction with other material, offering an applicant admission to a USPP.
Moodle	means the online learning platform used to access college and course information and resources.
Overseas student	means a person (whether within or outside Australia) who is required to hold a student visa for the purpose of study in Australia as defined by the ESOS Act. May also be referred to as an international student.
Parent/s (or Legal Guardian/s)	A student's parent/s or legal guardian.
Student	means a person who is currently an enrolled student in a University of Sydney Preparation Program (This does not include former students).
Student Representative Council (SRC)	means a group of students who are selected to represent all students and their experiences at the College and to function as a liaison between staff and 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.
Student Voice	means a safe forum for students to give honest feedback about any academic and non-academic matters.
University of Sydney Preparation Programs (USPP)	means the non-award pathway programs offered by The University of Sydney and delivered by Navitas Australia 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 outline the support available to students to assist them to successfully complete their studies.

(2) This policy is intended to support student success by providing clear guidelines and expectations for both staff and students.

(3) This policy complies with the College's obligations under the Higher Education Support Act 2003 (Cth) and the Education Services for Overseas Students (ESOS) Framework.

8 Records Management

Records in association with this policy will be kept in accordance with the Records Management Policy and Procedures. Confidential documents related to the implementation of the policy will be maintained according to relevant privacy requirements.

- Records Management Policy and Procedures

PART 2 – SUPPORT AND RESOURCES

9 Academic Support

Taylors College Sydney systematically monitors USPP student engagement and progression in order to identify students who are at risk of not successfully completing their course. The Student Support team communicate with students through their Taylors College Sydney email address where any concerns around a student's academic performance arise and further support or intervention actions are required.

The following polices outline the various academic related support strategies and mechanisms that are in place and available to students. Further Academic Support resources are listed in Appendix A.

- Admissions Policy and Procedures
- Academic Integrity Policy and Procedures
- USPP Schedule of Penalties for Academic Misconduct
- Assessment Moderation Policy and Procedures
- Attendance Policy and Procedures
- Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedures
- Monitoring Course Progress Policy and Procedures
- Progression and Exclusion Policy and Procedures
- Student Assessment Policy and Procedures
- Student Disability Policy and Procedures
- Student Learning Assistance Policy and Procedures
- University of Sydney International Student Change of Provider Policy

10 Non-academic Support

USPP students are made aware of the various support mechanisms and options which are available to students to assist them with successfully completing their course, such as:

- Cancellation and Refund Policy and Procedures
- USPP Refund Scenarios
- Critical Incidents Involving Students Policy and Procedures
    - Student Critical Incident Report Form
- Sexual Misconduct Policy and Procedures
- Student Misconduct Policy and Procedures
- Student Code of Conduct
- Student Support Procedures

All students have access to the on campus support services listed in clause 15 and Appendix B. Students are encouraged to communicate directly with the Student Support team by emailing taylorsstudenthelp@navitas.com or visiting the Student Support office on campus.

If a USPP student is involved in an emergency situation which requires the attendance of emergency services, they must contact triple zero (000). In the event a student needs to contact the College they may contact the College Emergency Helpline (+61 407 663 989). A list of external support resources is provided in Appendix C.

11 Under 18 (U18) Student Welfare

U18 USPP students and their parent/s and/or legal guardians are made aware of the welfare, care, and support mechanisms in place on campus through policies, orientation presentations, student handbooks and Moodle to ensure their personal safety and wellbeing needs are met while enrolled at Taylors College Sydney.

- Child Protection and Safeguarding Policy and Procedures
- Taylors College Safety, Wellbeing and Accommodation for Under-18 Students Policy and Procedures
- University of Sydney Under 18 International Student Policy
- University of Sydney Under 18 International Student Procedures

12 Complaints and Appeals

USPP students are made aware of the process in which they can initiate a complaint or submit an appeal, as outlined in:

- Complaints and Appeals Policy and Procedures
- Student Formal Complaint Form
- Student Internal Appeals Form
- Student Enrolment Cancellation Appeal Form

13 On Campus Support

(1) During orientation and throughout their course, all USPP students are made aware of important points of contact and the resources available to them. These include:

- Academic Integrity workshops
- Academic Support (English, Maths, Study Skills) workshops
- Campus Security
- 'Drop in' sessions for personalised coaching
- Exam Stress Support available as workshops and via Moodle
- Free and Confidential Student Counsellors
- Library Services
- Pre-assessment and exam information sessions
- Student and Academic Services, including a dedicated U18 Coordinator
- Student Success and Engagement
- Wellbeing workshops

Current students have access to more information on these resources and how to access the related services on Moodle https://moodle.taylorscollege.edu.au using their login details.

Student Mental Health and Wellbeing

Taylors College follows the Navitas Student Mental Health and Wellbeing Framework which takes an organisational approach to student mental health promotion to embed a safe and inclusive learning culture and environment student mental wellbeing. The Framework is based on contemporary research, evidence-based approaches, and information about the common issues our students face.

In addition to having dedicated on-campus Student Counsellors, the College focusses on helping all staff support student mental health and prioritises five key focus areas: Engaging curricula, supportive environments, community awareness, mental health literacy and accessible services.

Students can book a confidential appointment with the student counsellor in person, through a link or QR code on Moodle https://moodle.taylorscollege.edu.au or by emailing taylorswelfareanz@navitas.com.

Student Representative Council and the Student Voice

Taylors College Sydney encourages student engagement and feedback through the Student Representative Council (SRC) and the Student Voice.

- Students are informed of the SRC during orientation and application forms are sent by email and are included in college newsletters. Recruitment for the SRC begins at the end of the previous term for current students and during orientation for new students. Students self-nominate and undergo an application and interview process with the Student Experience team.
- The SRC facilitates monthly student voice forums to provide students updates on events, initiatives at college, and to collect feedback from students. The Student Experience team hold weekly meetings throughout the term with the SRC and attend the student voice forums.

- At the end of each semester, the SRC collects feedback via a survey and meets with the College leadership team to present feedback. The College reviews all feedback provided by the SRC, and strategies are employed to implement improvements.

14 Access to Resources

All USPP Students are provided with up-to-date resources and valuable information throughout the duration of their course. These resources will be provided to students using the following methods:

- Admissions
- Agent Representatives
- Orientation
- Staff members
- Student handbook
- The Taylors College Learning Management System (Moodle)

15 Reporting and Privacy

The contents of this policy including the resources available to students will be reviewed annually to maintain effectiveness and currency. The College Sydney will share the results on implementation and continuous improvements to the University of Sydney through the Risk and Compliance Committee.

Taylors College Sydney adheres to the Privacy Principles as set out in Schedule 1 of the Privacy Act 1988, in respect of student personal information to be obtained for the purposes of section 19-43 of the Act. The following explains how the College fairly and lawfully manages students' personal information while conducting its functions and students' rights in relation to that personal information.

- Navitas Global Privacy Notice
- Navitas Marketing Privacy Notice
- Student Privacy Policy

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 Policy

Date adopted:	05 August 2024
Date registered:	12 August 2024
Date commenced:	12 August 2024
Administrator:	College Director
Review date:	At least once every year from the date of commencement.
Rescinded documents:	Not applicable
Related documents:	

(1) Education Services for Overseas Students (ESOS) Act 2000 (Cth)
(2) Higher Education Support Act 2003 (Cth)
(3) Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
(4) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)
(5) National Standards for Foundation Programs
(6) Privacy Act 1988 (Cth)
(7) Academic Integrity Policy and Procedures
(8) Admissions Policy and Procedures
(9) Assessment Moderation Policy and Procedures
(10) Attendance Policy and Procedures
(11) Cancellation and Refund Policy and Procedures
(12) Child Protection and Safeguarding Policy and Procedures
(13) Complaints and Appeals Policy and Procedures
(14) Critical Incidents Involving Students Policy and Procedures
(15) Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedures
(16) Monitoring Course Progress Policy and Procedures
(17) Navitas Global Privacy Policy
(18) Navitas Marketing Privacy Notice
(19) Progression and Exclusion Policy and Procedures
(20) Records Management Policy and Procedures
(21) Sexual Misconduct Policy and Procedures
(22) Student Assessment Policy and Procedures
(23) Student Code of Conduct
(24) Student Disability Policy and Procedures
(25) Student Learning Assistance Policy and Procedures
(26) Student Privacy Policy

(27) Student Progression and Exclusion Policy and Procedures

(28) Student Support Policy and Procedures

(29) Student Terms and Conditions

(30) Taylors College Safety, Wellbeing and Accommodation for Under-18 Students Policy and Procedures

(31) University of Sydney International Student Change of Provider Policy

(32) University of Sydney Under 18 International Students Policy 2016

(33) University of Sydney Under 18 International Students Procedures 2016

(34) USPP Refund Scenarios

(35) USPP Schedule of Penalties for Academic Misconduct

APPENDIX A – Academic Support Resources

Resource	Available From
Taylors College Sydney Website Landing Page	https://www.taylorssydney.edu.au/
About the University of Sydney	https://www.taylorssydney.edu.au/about/university-sydney
Admissions Support	https://www.taylorssydney.edu.au/how-apply/admissions-support
College FAQs	https://www.taylorssydney.edu.au/about/faqs
Entry Requirements	https://www.taylorssydney.edu.au/how-apply/entry-requirements
Find an Agent	https://www.taylorssydney.edu.au/how-apply/find-agent
How to Apply	https://www.taylorssydney.edu.au/how-apply
Scholarships and Awards	https://www.taylorssydney.edu.au/how-apply/awards-scholarships
Student Academic Dashboard	https://moodle.taylorscollege.edu.au
Tuition and non-tuition fees	https://www.taylorssydney.edu.au/how-apply/fees
USPP Course Information	https://www.taylorssydney.edu.au/programs/university-sydney-foundation-program

APPENDIX B – Non-academic Support Resources

Resource	Available From
Approved Accommodation Services	https://www.taylorssydney.edu.au/about/accommodation
Before you arrive	https://www.taylorssydney.edu.au/how-apply/before-you-arrive
Life In Sydney	https://www.taylorssydney.edu.au/about/student-life
Meet the team	https://www.taylorssydney.edu.au/about/meet-team
Orientation Week	https://www.taylorssydney.edu.au/about/student-life/orientation-week
OSHC Insurance	https://www.taylorssydney.edu.au/how-apply/before-you-arrive/insurance
Policies and Procedures	https://www.taylorssydney.edu.au/college-policies
Student Support Options	https://www.taylorssydney.edu.au/about/services-support
Terms and Conditions	https://www.taylorssydney.edu.au/terms-conditions

APPENDIX C – External Support Resources

Resource	Description	Contact Information
Emergency Services		
Emergency services: Police, Fire, Ambulance	Australia's main emergency service number. You should call 000 if you need urgent help from police, fire, or ambulance services	000
Local police (non-emergency)	If you need help in a non-urgent situation (general enquiries or a crime that has already occurred)	131 444
Medical Services		
Doctors on Demand	If you need a 24/7 Telehealth service with Australian Registered Doctors for consultations via video, medical certificates, prescriptions, or referral letters.	www.doctorsondemand.com.au
OSHC Allianz	If you need assistance to make a health insurance claim. Other providers can be found here: https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc	136 742
Support Services		
1800 RESPECT	A 24-hour national sexual assault, family, and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	1800 737 732 or 1800respect.org.au
Beyond Blue	Information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.	1300 224 636
Blacktown/Mount Druitt Sexual Assault Service, Blacktown Community Health Centre	Provides specialist counselling services to people affected by sexual assault.	02 9881 8700 (daytime) or 02 9845 5555 (24 hours)
Crisis Assessment and Treatment Team (CATT)	The CATT is a 24/7 outreach service which provides a highly accessible and responsive acute mental health assessment and treatment service.	1800 011 511
Lifeline	If you are experiencing a personal crisis or thinking about suicide you can call or text.	13 11 14 (24 hours) or text 0477 131 114 (6pm to midnight AEDT)
Mental Health Line (NSW)	Mental Health professionals who can provide advice and referrals to local mental health services.	1800 011 511
NSW Rape Crisis Service	A 24-hour telephone and online crisis counselling for anyone in NSW who has experienced or is at risk of sexual violence, family or domestic violence and their non-offending supporters.	1800 424 017
Relationships Australia	A provider of relationship support services.	1300 364 277 www.relationships.org.au
Royal Prince Alfred (RPA) Hospital Sexual Assault Service	Responds to the needs of adults and young people aged 14 years and over who have been sexually assaulted.	02 9515 9040 (Monday to Friday) or 02 9515 6111 (after hours)
The Sexual Assault Resource Centre	A free crisis support service for those who have experienced sexual assault or rape.	1800 199 888
Westmead Hospital Sexual Assault Service	Provides specialist counselling services to people affected by sexual assault	02 9845 7940 (daytime) or 02 9845 5555 (24 hours)
Legal Services		

Kids Helpline	24/7, confidential and private counselling service specifically for children and young people aged 5 to 25 years	1800 551 800
Legal Aid Office	Legal Aid NSW is collective to get legal help, free advice to disadvantaged people about legal issues affecting them	1300 888 529
Redfern Legal Centre	Free advice on issues including housing problems, fines, car accidents and family law	02 9698 7277
Youth Legal Hotline (Under 18)	Provides quality legal services to help people that experience disadvantage in the community.	1800 10 18 10
Government Agencies and Services		
Department of Home Affairs	If you need any assistance or advice on your visa or visa status	131 881
eSafety Commissioner	Australia's independent regulator for online safety. Provides education and resources about online safety risks and help to remove harmful content such as cyberbullying of children, adult cyber abuse and intimate images or videos shared without consent.	https://www.esafety.gov.au/
Translating & Interpreting Service (TIS)	An interpreting service provided by the Department of Home Affairs for people with limited English language proficiency that need to communicate with English speaking agencies or businesses.	13 14 50