Student Support Services Policy - International

Policy Code: INT-008  Version: 1.1  Effective Date: 25 February 2013

Purpose: The College must provide adequate support services to international students. The requirement to deliver these services to international students studying on a student visa is set out in Standard 6 of the National Code 2007. The College provides these services to all international students regardless of the visa the student may be studying on.

Definition of “College” – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, College of Natural Beauty, FIAFitnation and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.

Definition of “International students” – The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.

Scope:
- All campuses
- International support staff
- Academic Staff
- All International students
- All governance

Policy Statement:
International students often require extra support to assist them to adjust to studying and
living in Australia. This Policy sets out the support services the College makes available to international students.

**Student Support**

The College makes a range of services available to students to assist them to transition to life and study in Australia as set out in the orientation program for all students. As there is a relatively small cohort of international students studying on a student visa at the College, policies specific to these students are communicated in an additional one hour induction.

Students studying on a student visa may only study at campuses and in courses that are registered on CRICOS. International students studying on any visa that is not a student visa may request special consideration to study at a campus not registered on CRICOS. These requests will be handled on a case by case basis and acceptance in to a course or campus will be decided based on the level of support the student requires.

Any such requests should be made by contacting the International Student Adviser at the relevant campus.

The College has student advisers at each campus that students can contact directly by telephone or email or arrange to meet with in person. If a student has an enquiry regarding an academic matter Students can arrange to meet with academic staff in line with the Student Consultation Policy.

All College staff that interact directly with international students must have a sound understanding of the College’s obligations under the ESOS framework and the potential implications for students that may arise from these obligations.

The College has a Critical incident Policy that outlines the way in which emergencies and critical incidents are dealt with.

If students wishes to complain or appeal against a decision or action made by the College they may do so in line with the Complaints and Appeals Policy – International.

The College understands that international students face many pressures and provides access to the Student Assistance Program, a counselling service that is independent of the College. Students may access up to 3 appointments free of charge per year.
Students may require this support for various situations including:

- Medical Reasons – where a student’s medical condition has changed to such an extent that it impacts upon their current performance
- Family/Personal Reasons – such as death or severe medical problems within a family, or unforeseen family financial difficulties that may impact upon current progress and performance
- Personal Circumstances such as finding a place to live or obtaining legal advice
- Stress due to study due to such as insufficient development of skills in the area of expertise, underestimation of the demands of study and course load requirements, academic capacity, differing expectations of teaching and learning styles

In cases of disability or health conditions that may impact upon study including registration as an ESL (English as a second language) student, it is recommended that students register for the Access and Equity Program to ensure provision of support that ensures equal participation.

Students should consult the Special Circumstances Policy available via the website: [http://www.endeavour.edu.au/policies-and-procedures/](http://www.endeavour.edu.au/policies-and-procedures/) if they are seeking remission of fees due to any of the above circumstances.

**Student Details**

The College requests students to update their contact details via the e-portal at the beginning of every semester/trimester. Students cannot access the portal until they have confirmed that the College has the most up to date contact details for them.

If a student’s email or postal address changes at any time it is essential the student provides the College with updated contact details within a week of the change occurring. These details will be updated by the International Student Adviser on the same day the information is received.
Definitions:

CoE – Confirmation of Enrolment

ESOS framework

Unsatisfactory Course Progress – failing 50% or more of subjects attempted in a semester.

Further Information:

Related Procedures: Complaints and Appeals Procedure International HE and International VET

Related Policies: Complaints and appeals Policy – International HE and International VET

Student Misconduct Policy

Benchmarking: Christian Heritage College, University of Western Sydney

Related Documents: Sample Intent to Report letter

Related Legislation: National Code Standard 9 and 10

ESOS Act

Guidelines:
**Policy Author:** Leonne Sharkey  
**Policy Owner:** Manager, International Student Education  
**Contact:** Kevin Watkins, State Manager, S.A. & Manager, International Student Education email address: kevin.watkins@endeavour.edu.au  
**Approval Body:** College Council  
Meeting date: 22 February 2013  
**Policy Status:** Revised  
**Responsibilities for Implementation:**  
- Divisional Directors  
- Academic Executive  
- Program Leaders  
- Student Support teams  
- Access and Equity Officers  
**Key Stakeholders:**  
- Director, Student Services  
- Student Support Coordinators  
- International Students  
**Date for Next Review:** November 2016  

### Version History

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<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Details</th>
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<tr>
<td>0.1</td>
<td>18Jan12</td>
<td>L Sharkey</td>
<td>Document adapted to be specific to international students studying on a student visa from Students at Risk Policy and Course Progress Policy</td>
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<td>1.0</td>
<td>22Feb13</td>
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<td>College Council Approved (TBA)</td>
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<tr>
<td>1.1</td>
<td>25Feb13</td>
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<td>Information added regarding extra induction program material for international students</td>
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