Universal English College

Student Support Services Policy and Procedure

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1. PURPOSE

1.1 The purpose of this document is to set out the policy and procedure adhered to Universal Education Centre Pty Ltd (trading as Universal English College and herein referred to as "the College") and its staff with respect to student support and welfare services.

1.2 In any activity or decision pertaining to the provision of support services to overseas students, the College prioritises the provision of high-quality service and the protection of the rights of prospective and current international students as well as protection of the reputation of the College and of the Australian international education industry as a whole.

2. SCOPE

2.1 This document applies to all staff and students in the College.

3. POLICY STATEMENT

3.1 This policy supports the requirements to provide student support services to all students.

3.2 This policy ensures that all students are given support during their enrolment. This support includes both academic support, language support and personal support.

3.3 The College is committed to ensuring its practices with respect to providing support and welfare services to its students is ethical and in accordance with all legislative and regulatory requirements that govern the College and its operations, including the requirements set out in Standard 6 of the National Code, Standard 1 of the Standards for Registered Training Organisations (RTOs) 2015 and standard P6 of the ELICOS Standards 2018.

3.4 Due to its nature, this document exists and must be understood in the context of all other College policy and procedure documentation relating services and decisions impacting international students and is regularly referred to in those other policy and procedure documents.

3.5 The College will, in all matters relating to providing support and welfare services to its students, prioritise the delivery of high-quality educational services and the rights of international students as they are set out in the ESOS Framework.

3.6 Prior to, at the commencement of, and throughout enrolment, the College will, via college and course orientation sessions, in written communications, ongoing student support interactions, and/or via other means as deemed appropriate, make available to students appropriate and sufficiently comprehensive information on:

- 3.6.1 Support services available to them, which may include support relating to study, enrolment and personal circumstances, including English language assistance, support with study skills and learning difficulties, and personal counselling.
- 3.6.2 The college's campus facilities and resources.
- 3.6.3 The complaints and appeals policy and procedures and details to access the Commonwealth Ombudsman.
- 3.6.4 Attendance and course progress requirements.
- 3.6.5 Legal support services.
- 3.6.6 Emergency and health services, including the '000' phone number.
- 3.6.7 Services relating to employment rights and conditions and the resolution of workplace issues, including the details for the Fair Work Ombudsman.

3.7 The College will provide the information relating to student services and students' rights, including those items addressed herein, at no additional charge.

3.8 The College will ensure that it encourages its students to declare any special support needs relating to their enrolment prior to and throughout their enrolment and will take appropriate and reasonable steps to ascertain any additional support needs. Equally, College staff will proactively engage with students where they believe special support may be needed to enable students to progress through their courses.

3.9 Throughout each student's enrolment, the College will provide reasonable support to enable students to achieve the expected learning outcomes of the courses into which they are enrolled, including facilitating access to learning and personal support services.

3.10 The College will ensure there is a designated official point of contact for its students and will ensure that this point of contact is fully informed of the services available to and rights of the students.

3.11 The College will ensure that it maintains staffing of its student services team in a manner that meets the capacity and capability demands of the cohort it has enrolled. This will include having an employee and/or contractor with formal qualifications and/or relevant experience to provide counselling about academic and/or personal welfare matters at suitable times and locations.

3.12 The College will ensure that staff members in the student support team and others who interact directly with students are aware of the obligations of the students, the college, the college's staff, the college's representatives, and any third-party service providers contracted by the college under the ESOS framework and the potential implications arising from the exercise of these obligations.

3.13 The College will ensure it provides a safe campus that is fit for purpose and will advise students appropriately on matters of personal security and safety relating to the students' time on and off campus while in Australia.

3.14 The College will provide students information on seeking assistance for or reporting significant incidents, including those relating to safety and security.

3.15 The College will ensure that the management of matters relating to the provision of student support and welfare services to international students will involve sufficient oversight in order to ensure compliance with this policy and with all legislative and regulatory requirements, such as those set out in the ESOS framework.

3.16 The College will ensure appropriate records are kept of student services and welfare related activities and decisions.

4. PROCEDURE

4.1 Responsibility for ensuring the effective maintenance and implementation of this policy is held by the Campus Director. Should this role be vacant for any reason, the responsibility immediately escalates to the CEO/PEO.

4.2 All staff, contractors, or partners to whom this policy applies are made aware of this policy and procedure, are supported to understand its contents, and trained to follow its directives through;

- 4.2.1 Effective induction of new staff, contractors, and partners; and
- 4.2.2 Ongoing training of new and existing staff, contractors, and partners; and
- 4.2.3 Any other means deemed appropriate from time to time.

4.3 Each student who is arriving for their first course at the College and any students who have not studied at the College for more than 6 months, will be required to attend an Orientation session. Additionally, all students are sent a copy of the Orientation to refer to at any point.

4.4 During the Orientation Session, students will be presented with information on:

4.4.1 Who students should speak with, when, where, and what services are available relating to:

- Class schedules
- English language proficiency issues
- Study skills & learning support
- Assessment support
- Attendance and course progress matters
- Personal counselling services

4.4.2 College facilities and resources – both for learning and general needs, including fire exits and safety equipment and procedures.

4.4.3 Attendance and course progress requirements.

4.4.4 Complaints and appeals policy and procedures including details regarding the Commonwealth Ombudsman.

4.4.5 The Student Code of Conduct.

4.4.6 How to seek assistance with or report any incident that significantly impacts on their health and wellbeing or that of another individual whether on and off campus.

4.4.7 Legal support services.

4.4.8 Emergency and health services, including the '000' phone number.

4.5 Students have ongoing access to the orientation presentation and all the information it contains.

4.6 All of the information covered in the orientation session and detailed above will be included in the initial and ongoing training of all staff who regularly interact with students. Where any changes to any of these items occurs, an announcement will be made to all College staff and the new information shared with students via their class teachers, via electronic communications, and via other means as appropriate, such as by the posting of notices in prominent places in the college campus.

4.7 Student Services personnel will be available to students, on campus during campus open hours.

4.8 The core role of Student Service personnel is to respond to enquiries from students. Where Student Service personnel are unable to respond to a students' question or request effectively or to the satisfaction of the student or are unable to authorise a requested action, they will escalate the matter to a more senior member of the Student Services team or engage with a member of another team as appropriate.

4.9 Members of the College Student Services, Academic, and Admissions teams will share information and concerns about the needs of incoming, commencing, and continuing students through ongoing communications to ensure appropriate levels of service, care, and insight into student support needs. At all times, these communications, whether verbal or written, will ensure the confidentiality of student's personal information.

4.10 A member of the cleaning team will regularly walk through the campus and check for safety hazards or other issues that may negatively impact student wellbeing on campus. Where issues are noted they will either be immediately resolved if possible or immediately referred to a member of the College team who is able to address the matter. Where the issue is not immediately resolvable, the team member will take reasonable steps to ensure student safety while a solution is sort. All such issues must be recorded and reported to the Campus Director.

4.11 The Campus Director or a chosen delegate will regularly do a thorough inspection of the campus to note any issues that may negatively impact on student safety or wellbeing as well as issues of wear and tear of campus, facilities, or equipment. All noted issues that aren't immediately remedied will be recorded and report to the Campus Director and included in the ongoing plan of campus maintenance

4.12 All College premises are for the sole use of College students and staff. Any guests of or visitors to College must 'check-in' at the reception desk or with a member of the College administrative or marketing staff. In any case where an agreement is made with a third party to make use of any part of the campus, this must have the approval of the Campus Director. In such cases, appropriate safety checks on any and all individuals attending the premises will be made. In all other cases, individuals who are not members of the College staff or student body will be immediately removed from the premises.

4.13 Where any College staff member becomes aware of an incident or situation that involves nonurgent and non-critical matters, but do relate to the health, safety, and wellbeing of students, they should immediately refer it to a member of the student support team. Where any College staff member becomes aware an incident or situation that is urgent, involves serious safety, security, or health matters they should take action in accordance with the Critical Incident Policy.

4.14 Whenever a student or staff member brings a health, safety, and/or wellbeing issue to a student services team member, that team member should take responsibility for overseeing the process of addressing the issue until a more senior member of the team takes over that responsibility. Once the responsible staff member has understood the nature of the issue, they should immediately determine with whom they should share the details so as to ensure an effective resolution of the issue. For simple issues, this may simply mean confirming the appropriateness of the planned response with a colleague, however, all issues must be shared with at least one other College staff member and all such issues, the actions taken, and the resolution achieved, must be recorded and reported to the team leader

4.15 Where the Student Support team member deems it appropriate, the response to a student need may involve referring the student to external services. These might include:

- 4.15.1 The Redfern Legal Centre (02) 9698 7277
- 4.15.2 The Commonwealth Ombudsman 1300 362 072
- 4.15.3 Interpreting Services 131 450
- 4.15.4 Abortion Trauma and Crisis Pregnancy Help 1300 737 732
- 4.15.5 Sexual Assault Helpline 1800 737 732
- 4.15.6 NSW Rape Crisis Counselling Service 1800 424 017
- 4.15.7 Lifeline 13 11 14
- 4.15.8 Drug-Arm 1300 656 800
- 4.15.9 Domestic violence support 1800 737 732
- 4.15.10 Men's Telephone Counselling Service 1800 600 636
- 4.15.11 Family Law Hotline 1800 050 321
- 4.15.12 Privacy Enquiries Line 1300 363 992
- 4.15.13 Taxation - Personal Tax Info Line 13 28 65
- 4.15.14 Consular Contacts https://protocol.dfat.gov.au/Public/ConsulatesInAustralia

5. RESPONSIBILITIES

5.1 The Student Services Unit is responsible for the implementation of this policy and procedure.

6. REVISION HISTORY

Date	Version	Description of modifications	Approved by
05.02.25	1.0	Original	Dan Wortley
11.02.25	1.1	Minor edits to improve clarity of some clauses	Dan Wortley
20.08.25	1.2	Remove mention of AISI and UEC Business	Dan Wortley