



INTERNATIONAL STUDENT SERVICES POLICY AND PROCEDURES

Purpose

Central to Lincoln Education Australia's (LEA**) approach to providing higher education is the belief that all students should have equal access and opportunity to succeed in their courses, and that education offered shall be tailored to LEA's specific higher education cohort. Ongoing academic and non-academic support for students is integral to ensuring this access and opportunity.

LEA has identified that international students face unique challenges for the duration of their studies and often require targeted support services to assist them in progressing through their courses. This *International Student Services Policy and Procedures* outlines the principles guiding the establishment of international student services at LEA. It details the information that shall be available to international students prior to enrolment, the range of support services that LEA shall provide, and LEA's approach to monitoring international students' course progression.

**The trading name for the Lincoln Institute of Higher Education (LIHE) is Lincoln Education Australia (LEA).

POLICY

Scope

This policy applies to all international students, both current and prospective, as well as positions and bodies internal to LEA who are involved in providing support and advice to international students.

Principles

Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, (including the National Code of Practice 2018) which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

The Australian Government is committed to high quality educational experiences for international students and has produced a fact sheet containing important information about their rights and responsibilities while studying in Australia. This fact sheet provides information about:

- Choosing and enrolling in a course of study
- Support services available in Australia

- Rights and responsibilities of students on a student visa
- Working in Australia
- Making complaints and seeking help.

The links for the following four websites have been provided:

1. Education Services for Overseas Students Act 2000 -
<https://www.legislation.gov.au/Details/C2022C00066>
2. Education Services for Overseas Students Regulations 2001 -
<https://www.legislation.gov.au/Details/F2016C00681>
3. National Code of Practice for Providers of Education and Training to Overseas Students 2018 -
https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026957
4. Australian Government Fact Sheet: "International Education - Ensuring Quality and Protecting Students" -
<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

This policy complies with the *Education Services for Overseas Students Framework*, as mentioned above.

LEA is dedicated to ensuring that all students have equal access and opportunity to succeed in a course at LEA, regardless of background. LEA recognises that providing academic and non-academic support services, targeted to cohort, is key to facilitating this access and opportunity.

International students are provided information about the options available to support them through study in a new country.

LEA allows informed student decision-making about accessing measures to address issues that impact on their ability to participate fully in education.

Through international student services LEA strives to create a comfortable and supportive learning and teaching environment for international students.

PROCEDURES

Information to International Students

Prior to enrolment or visa application, all international students are given comprehensive, up-to-date, and accessible information as per the *Information for Students Policy and Procedures*. This includes a formal letter of offer outlining the specific nature of the arrangement with the student and attaches all terms and conditions of enrolment.



Following the completion of the enrolment process, students shall be issued information about attending new student orientation, and a student handbook with more specific information about student support services.

International students shall also receive advice and support during the visa application and course application processes. For more information, see the *Education Agents Policy and Procedures*.

Support Services

LEA offers a range of academic and non-academic support services. These services include:

- Academic and English language support
- Course advice
- Counselling
- Practical advice regarding essential services: accommodation, health, postage, banking, transport.
- Disability support
- Workshops designed to help with transitioning to Australia
- Complaints and appeals processes
- Employment assistance
- Crisis and trauma assistance
- Emergency and health services
- Legal and advocacy services
- Visa advice
- General tax advice
- Mentoring programs

International students shall be given information on how to access support services and resources via orientation sessions and the Student Handbook. The above-mentioned services shall be designed to cater to each student cohort, and LEA shall collect feedback via student feedback surveys to ascertain their effectiveness.

Point of contact for international students:

The International Student Support Officer acts as the primary point of contact for international students and ensures that all support services are readily accessible. The International Student Support Officer and other contact officers are trained to be aware of the up-to-date support services offered by LEA, as well as the rights and specific needs of international students. The Support Officer is also trained to give timely and accurate advice on LEA support resources to students on request.

Costs for seeking support services:

There is no extra cost for international and domestic students to seek academic or non-academic support from LEA, except if the support service is provided by the external agencies.



LEA offers reasonable support (academic and non-academic) to overseas and domestic students to enable them to achieve expected learning outcomes regardless of the student’s place of study or the mode of study of the course, at no additional cost to the overseas and domestic students.

Additionally, Student Experience staff may also refer international and domestic students to more appropriate external support services at no extra cost to the student.

The following table provides a list of services provided to all students regardless of the campus location / student’s place of study or the mode of study of the course.

In general, Student Experience Manager is responsible for providing academic, advocacy and students supports with the support of LEA academic staff and other professional staffs including admission officer, international student support officer, academic support officer. All the LEA responsible persons, listed below, shall also give timely and accurate advice on LEA support resources on request and free of cost to students.

Support services for international students	LEA Responsible person	LEA Responsibilities	External agencies (outside of LEA).
Arrival	Admissions Officer in collaboration with International Student Support Officer.	LEA offers international students a service to arrange transport to pick them up and drop them off at a destination of their choice upon arrival in Australia at no cost.	Student responsible for any costs if they arrange their own.
Orientation	Students Experience Manager in collaboration with International Student Support Officer.	Information provided during LEA’s orientation program and in the Student Handbook at no cost	Not applicable.
English Language Support	Academic Support Officer.	LEA offers a range of support services to help improve the English skills of international students, and to aid the learning of their course material at no cost	Student responsible for any costs with external providers.
Legal and advocacy services	Student Experience Manager	Refer to free and paid public and private legal services. All referrals to legal services by LEA are offered to students at no cost.	Student responsible for any costs with external legal advice.
Accommodation	Student Experience Manager	Advise and assist with identifying options and providers at no cost.	Student responsible for any costs with external providers.
Health	Students Experience Manager	Provide information during orientation and advise in regard to non-urgent health services at no cost.	In an emergency, student instructed to call 000 and inform LEA as soon as possible.
Facilities and resources	Students Experience Manager	Information provided in accordance with LEA’s orientation program and in the Student Handbook.	Not applicable



Safety	Students Experience Manager	Provide information during the orientation program in accordance with the Health and Safety Policy and Procedure.	In an emergency, student instructed to call 000 and inform LEA as soon as possible.
Employment Assistance	Academic Support Officer.	Assistance with resume-writing and job hunting/search Advise on services students can access for information on employment rights and conditions and workplace issue resolution at no cost.	Student responsible for any costs with external providers.

Arrival

LEA shall establish a service that allows international students to arrange transport to pick them up and drop them off at a destination of their choice upon arrival in Australia. The availability of this service shall be made clear in the material provided at the new student orientation program, as well as on LEA’s website; if international students wish to utilise this transport service, they must contact LEA prior to their arrival in Australia.

Orientation

Whilst all students of LEA undergo orientation, international students shall receive additional information regarding Australian culture and the locale surrounding LEA.

International students shall be instructed on how to access emergency services in Australia, as well as general safety and health tips for living and studying in Australia.

International students shall also be briefed on the variety of academic and non-academic support services available to them as outlined above.

For more information, refer to the *Orientation Program Policy and Procedures*.

English Language Support

Whilst LEA enforces strict English standard entry requirements (refer to the English Language Entry Requirements Policy and Procedures) for international enrolments, it must nonetheless be acknowledged that at times, due to the complexity of course content, English language support is necessary in order to ensure that international students are able to make the most of their educational experience.

LEA shall offer the following in order to help improve the English skills of international students, and aid the learning of their course material:

- Conversational English programs
- Mentor support programs
- English Language Support classes and workshops



- Academic English classes, and
- Student services shall review and offer advice on a student’s work

For more information refer to the *Student Learning Support Policy and Procedures*.

Course Progression

LEA understands that international students face can face unique challenges when it comes to course progression compared to domestic students. As such, student services shall constantly review the array of support services available to international students and make improvements where possible.

Should an international student fall into the at-risk category, the procedures in the *Academic Progress Policy* shall apply, however, additional assistance shall be provided with regard to visa issues that the international student may encounter as a result of their ‘at-risk’ categorisation.

Compliance

All international students and staff members providing support to these students at LEA are required to comply with this policy and its procedures, and with related policies and respective procedures. Non-compliance may result in disciplinary action.

File Number	LEA-GEN-COR-70039-D
Responsible Officer	Chief Executive Officer
Contact Officer	Student Experience Manager
Legislative Compliance	<ul style="list-style-type: none"> • <i>Higher Education Standards Framework (Threshold Standards) 2015</i> • <i>Australian Qualifications Framework</i> • <i>Tertiary Education Quality and Standards Agency Act 2011</i>
Supporting Documents	
Related Documents	<ul style="list-style-type: none"> • <i>Student Learning Support Policy and Procedures</i> • <i>Cultural Diversity Policy and Procedures</i> • <i>Education Agents Policy and Procedures</i> • <i>Information for Students Policy and Procedures</i> • <i>Orientation Program Policy and Procedures</i> • <i>Student Counselling Policy and Procedures</i> • <i>Student Support, Wellbeing & Safety Policy</i>
Superseded Documents	
Effective Date	1 January 2022
Next Review	3 years from the effective date

Definitions

Academic Board: Governing body responsible for academic matters, including learning and teaching, course approval, workforce planning, academic staff appointments, research and professional development, academic policies and procedures, overseeing student grievances and appeals processes.



Academic Language and Learning Support Services: Support services LEA offers to students to help them effectively read, understand, write and engage with academic language and learning. This includes workshops, seminars and one-on-one consultation sessions.

Corporate Governance Board: Governing body responsible for oversight of all higher education operations, including the ongoing viability of LEA and the quality of its higher education delivery. The Corporate Governance Board guides the Management and delegates responsibility for academic matters to the Academic Board.

Course Coordinator: Senior academic staff member responsible for the delivery, planning and development of a course at LEA, particularly subject curriculum information, and works in conjunction with other academic staff, the Academic Board and its relevant Committees.

Education Services for Overseas Student Act 2000 (ESOS Act): Australian federal legislation establishing legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

International Student: Individual enrolled in a course at LEA who is not a citizen of Australia or New Zealand, or an Australian Permanent Resident, and has been granted a student visa by the Department of Immigration and Border Protection to study full-time in Australia.

Non-academic Support Services: Support services LEA offers students to assist with their transition into higher education in Australia and ensure their time while enrolled at LEA is an enjoyable and satisfying experience. Non-academic support services include counselling, medical and housing assistance.

Review Schedule

This policy shall be reviewed by the Academic Board every three years.

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Academic Board	17/12/2020	New policy
1.1	Academic Board	22/02/2023	TEQSA and CRICOS requirements incorporated