



## International Student Engagement

| Regulation and Standards | National Code 2018<br>Standard 2   |
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| <b>Policy</b>            | <p>POLLARD ENGLISH ensures it provides all relevant information to students prior to enrolment in line with the requirements in National Code Standard 2.1 to ensure students can make an informed decision about studying at Pollard English. This will be done through the marketing materials and includes the following information:</p> <ul style="list-style-type: none"> <li>all requirements for acceptance into a course, including: <ul style="list-style-type: none"> <li>the minimum level of English language proficiency,</li> <li>educational qualifications or work experience required and</li> </ul> </li> <li>course content and duration, modes of study and assessment methods.</li> <li>campus location(s) and a general description of facilities, equipment, and learning and library resources available to students.</li> <li>course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.</li> <li>information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.</li> <li>a description of the ESOS framework made available electronically by the Department of Education</li> <li>relevant information on living in Australia, including: <ul style="list-style-type: none"> <li>indicative costs of living</li> <li>accommodation options, and</li> <li>where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.</li> </ul> </li> </ul> |
| <b>Procedure</b>         | <p>Pollard English has a disciplinary procedure which includes the following steps. However, depending on the nature of the breach, some of these steps may be skipped and the student can be instantly suspended or dismissed from the course of study.</p> <p><i>Step 1 – Verbal warning</i></p> <p>Used in the first instance of a breach of Pollard English's student rules, responsibilities and conduct. The warning may be issued by any Pollard English staff member, a record made in the student's file and the DIRECTOR/DOS will be advised on this matter. The student will be given an opportunity to respond. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, details of the incident will be recorded on the student's file for future reference.</p> <p><i>Step 2 – Written Warning Letter</i></p> <p>Used for the second occurrence of a breach of Pollard English's rules, responsibilities and conduct. The student will be required to meet with the DIRECTOR/DOS at this stage. Where it is clear that the</p>  |



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|                 | <p>breach by the student occurred and there is no acceptable reason for the breach, the student will be given an official warning letter and advised that further breaches may lead to suspension or dismissal. The student will also be advised that a suspension or cancellation of enrolment for further breaches will be reported to Department of Home Affairs (DHA) via PRISMS.</p> <p>Details of the interview and a copy of the warning letter is given to the student and will be kept on the student's file for future reference.</p> <p><i>Step 3 – Intention to Suspend Enrolment</i></p> <p>Used for the third or subsequent breach of Pollard English's student rules, responsibilities and conduct or for any breach considered serious by the DIRECTOR. The student will be required to meet with the DIRECTOR at this stage. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be suspended for a period of time determined by the DIRECTOR. Details of the interview and a copy of the suspension letter is given to the student and a copy will be kept in the student's file. DHA may be advised regarding this suspension.</p> <p><i>Step 4 – Intention to Cancel Enrolment</i></p> <p>Used where a student has previously been suspended for a breach considered as very serious by the DIRECTOR. The student will be required to meet with the DIRECTOR. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student's enrolment may be cancelled. Details of the interview and a copy of the cancellation letter will be given to the student and a copy kept in the students file. DHA will be advised of this cancellation through PRISMS, where a suspension or cancellation of enrolment occurs, all facts will be kept confidential, unless the DIRECTOR deems the student to be a risk to Pollard English students or staff. In these instances, information may be disclosed to a few selective people to reduce or manage future risks.</p> <p>In cases where disciplinary action involves suspension or cancellation of the student's enrolment, the student will be notified in writing and given twenty (20) working days to access Pollard English's internal Complaints and Appeals process. If the student uses Pollard English's internal Complaints and Appeals process, the suspension or cancellation will not take effect until the appeal process is completed. However, in situations where the DIRECTOR considers there is a risk to the safety of Pollard English staff and/or students, or there is a risk to a productive learning environment on Pollard English premises, the suspension or cancellation may take effect immediately.</p> <p>For overseas students, the change in enrolment status due to suspension or cancellation will not be reported to the DHA until the twenty (20) working days with which to lodge an appeal has expired, or, in the event of an appeal being lodged, until this appeal has been dismissed or processed completely by all relevant parties involved.</p> <ul style="list-style-type: none"><li>Furthermore, if the student is not satisfied with the internal appeal outcome s/he has the right to take it to the Ombudsman. Pollard English will keep the student's status enrolled in the Pollard English course until the external appeal process is fully completed.</li></ul> |
| <b>Reviewed</b> | Annually  |
| <b>Version</b>  | 0.1   |