

ENGLISH ONLY POLICY AND PROCEDURE

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1.14. English Only Policy and Procedure

Policy Content

Aspect	Details
Regulator	Australian Skills Quality Authority (ASQA)
Standards Referenced	
Legislation / Requirements	

Purpose

This policy ensures that all students maximise their opportunities to develop English language proficiency by communicating in English while on campus. The RTO is committed to creating an immersive English-speaking learning environment that supports student progress and employability outcomes.

Objective

To reinforce consistent English language use in all learning and communal areas of the RTO to help international students enhance their English speaking, listening, reading, and writing abilities during their studies.

Scope

This policy applies to all:

- International and domestic students
- Trainers, assessors, administrative staff
- Third-party contractors and on-site visitors engaged in training delivery, student support, or present at any RTO premises.

1.14.1 Principles of the English Use Policy

- English is the official language of communication within all areas of the RTO.
- Students must use English during training sessions, breaks, and while engaging in any academic or student services activities.

- Exceptions may apply in approved cases for student support, cultural safety, or emergencies, but these must be authorised by a trainer or RTO staff member.

1.14.1.1. Designated English-Only Zones

English must be spoken in the following areas:

- Classrooms and training environments
- Learning centres and study zones
- Administration offices
- Lunch and break areas (unless in the designated cultural zone)
- Corridors, foyers, and other common areas

1.14.1.2. Cultural Zone Exception

The RTO may designate specific areas (e.g. a cultural conversation space or outdoor area) where students may use their native language for personal communication during breaks. This area must be clearly signed and used respectfully.

1.14.1.3. Prohibited Behaviours and Disciplinary Measures

- Students speaking in languages other than English in English-only zones will be reminded of the policy.
- Continued non-compliance will result in the student being asked to leave the classroom or communal area and be marked absent.
- Repeated breaches may lead to a formal warning and disciplinary review meeting with the PEO or Student Welfare Officer.
- The use of mobile phones for non-English communication in class is not permitted unless permission is granted in advance by the trainer.

1.14.1.4. Trainer and Staff Expectations

- Trainers and assessors must model professional English communication at all times.
- Trainers are responsible for monitoring student language use and intervening where required.

- Staff must remind students of the policy in a respectful and supportive manner, encouraging compliance through education and positive reinforcement.
- Where clarification in another language is requested for safety or understanding, staff may authorise brief translation with peer assistance, if it does not disrupt learning.

1.14.1.5. Use of Mobile Phones in Class

- Mobile phones must be switched off or silenced during class time.
- If a student is expecting an important call, they must inform the trainer before class commences.
- Use of phones for calls or non-English communication in the classroom without prior approval will result in the student being asked to leave and marked absent for the session.

Continuous Improvement

The implementation and effectiveness of this policy will be reviewed regularly through the RTO's Continuous Improvement System. This includes:

- Recording of repeat non-compliance incidents by trainers
- Identification of trends discussed at staff meetings
- Review of student feedback regarding the policy's impact
- Adjustments to policy enforcement, training, or designated language zones as required

Confidentiality and Privacy

All matters concerning student conduct under this policy will be treated confidentially in accordance with the RTO's Privacy Policy. Students may seek further clarification or support by contacting the Student Support Officer. Records will only be accessed by authorised personnel.

Policy Access and Publication

- This policy is made available to students during orientation, in the Student Handbook, and on the RTO's website.
- Trainers and staff are briefed on this policy as part of their induction and ongoing compliance updates.

Associated Policies and Documents

- International Student Admissions and Enrolment Policy
- Student Code of Conduct
- Student Support and Welfare Policy
- Student Handbook

Review and Version Control

- Policy Review Cycle: Annually or sooner if required
- Responsibility for Review: RTO Manager
- Version History:
 - Initial policy adapted for SRT0 2025 compliance
 - Review and update following staff consultation and student feedback

Confidentiality and Privacy

All matters concerning student conduct or non-compliance with the English Only Policy are managed confidentially in line with the Privacy Act 1988 (Cth) and the RTO's Privacy and Records Management Policies.

Personal information, disciplinary outcomes, and student communications are stored securely, with access restricted to authorised staff responsible for student welfare, compliance, or academic integrity. No information is disclosed to third parties without the student's written consent unless required by law or regulatory authority.

Students may request access to their personal information at any time in accordance with the RTO's privacy procedures.

Retention of Records

The RTO retains all records related to student conduct under the English Only Policy including warnings, behaviour logs, support plans, and disciplinary correspondence for a minimum of two (2) years from the date the student ceases to be enrolled.

These records are securely stored in the RTO's student management system (SMS) or secure digital archive and are accessible only by authorised personnel involved in compliance, academic coordination, or student support.