

International Student Orientation Checklist

Student Name:		Student Number:	
Date:		USI Number:	
Orientation delivered by:			
<p>When orientation information has been presented/discussed, the student will tick the relevant orientation information to indicate that it is understood. The person conducting the orientation is then required to sign off on the orientation information that they have delivered by indicating it is understood by the student. This completed document to be returned to the Student Services Officers to be placed inside the student file for record keeping purposes.</p>			
Section 1 – Information Received			
<input type="checkbox"/> Student has received a copy of the 'International Student Handbook' <input type="checkbox"/> Student has received their schedule prior to enrolment date.			
Student has received, read and understood information regarding AICT team and AICT campus:			Please tick
Introduction to AICT team - student contact officer, student support team and course coordinators			
AICT Campus - facilities and resources (library and noticeboard)			
Emergency services and procedures/ critical incident			
Evacuation plan			
How to pay fees			
Student has received, read and understood information regarding studying at AICT:			
Student ID, USI, smart rider card			
Job Ready – how to, features			
English language and study assistance program			
Academic/career advice and counselling			
Critical incident			
Counselling			
Complaints and appeal			
Overseas Student Ombudsman			
Course progress and attendance			
Student has received, read and understood information regarding adjusting to life in Australia:			
Accommodation			
Banking & ATMs			
Emergency services & procedures			
Legal services			
Health insurance (OSHC)			
Medical and health (mental health)			
Student has received, read and understood information regarding			
Employment in Australia			
Tax file number			
Finding employment			

Job interview tips	
Student has received, read and understood information regarding the student rights and responsibilities:	
Assessment, attendance, behaviour, disciplinary procedures, learner support services & security	
Student visa requirements	
Late submission and re-sit fees/ course progress	
Student has received, read and understood information regarding course information:	
Confirmation of Enrolment	
Delivery schedule & course delivery	
Assessment information	
Deferral, suspension or cancellation	
Certificate issuance	
Refund & incidental fees and charges	
Student has received, read and understood information regarding the RTO Policies:	
How to access policies	
Access and Equity	
Academic integrity and assessment policy	
Student enrolment	
Equal opportunity	
Overseas student support	
Privacy	
Occupational safety and health	
Intervention	
Progress, completion and attendance	
Records management	
Certificate issuance	
Transfer of provider	
Modes of delivery	
Recognition	
Student has received, read and understood information regarding study tips:	
Support for international students	
Public transport safety tips/ transport tips	
Sunburn and dehydration/ avoiding rip currents	
Where to find additional tips	
Section 2	
Acknowledgement (STUDENT)	
I have completed the orientation in accordance with the processes of The Australian Institute of Commerce and Technology and understand my requirements in regards to adherence to all policies and procedures. I confirm that The Australian Institute of Commerce and Technology has provided the information set out above.	

Print Name:			
Signature:		Date:	

Student Education Agents Survey

Do you have an agent?	Yes/ No (If your answer is yes, please complete the survey below)
Agent:	

Please do the survey below and let us know of your experience with your education agent.

Select the option that matches your agreement with the following statements.

1 – Strongly agree , **2** – Agree, **3** – Partly agree/partly disagree, **4** – Disagree, **5** – Strongly disagree, **6** – Don't know

Survey

The information I received about my course before I enrolled (signed up) was true	1/2/3/4/5/6
I knew the name of my training provider before I enrolled (signed up)	1/2/3/4/5/6
I understood the length of the course before I enrolled (signed up)	1/2/3/4/5/6
The payment terms and conditions were clear to me when I enrolled (signed up)	1/2/3/4/5/6
I am satisfied with the service provided by my education agent	1/2/3/4/5/6
I would recommend my education agent to my friends and family	1/2/3/4/5/6

Acknowledgement (ORIENTATION PRESENTER)

I have successfully delivered the orientation in accordance with the processes of The Australian Institute of Commerce and Technology. I confirm that The Australian Institute of Commerce and Technology has provided the information set out above and I have successfully delivered this to the student on behalf of the RTO.

Print Name:			
Signature:		Date:	