

Overseas Student Orientation Policy

1 PURPOSE

The Australian Institute of Commerce and Technology will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes.

Overseas Student Orientation Policy sets out the process for the provision of an age and culturally appropriate orientation program. Where younger students are undergoing orientation, the information and topics are to be age appropriate.

2 SCOPE

This policy pertains to all enrolled international/overseas students commencing study.

3 DEFINITIONS

Academic performance	Assessment of competency as a student progresses through the qualification
Course	Refers to the specific course a student is enrolled
Face to face	Usually classroom based but may also entail practical laboratory, workshop and other learning environments, provided the trainer assessor is present and It should be noted that face-to-face training may involve the use of online/electronic tools and media; for instance Moodle platforms and eLearning. Providing the online/electronic tools and media do not replace to negate the need for a trainer assessor to be present. Face-to-face mode should be trainer assessor-lead rather than self-paced learning. Some electronic mediums, such as Skype, make live-time discussions possible. However these are not to be used as face-to-face study
SSO	Student Support Officer(s)
Unit	Unit of Competency
VET	Vocational Education and Training
SMS	Student Management System
Study Period	A study period is the regular scheduled term of study between study breaks, often of ten weeks duration

4 POLICY STATEMENT

It is a requirement that all students attend an orientation session upon commencement of their studies with The Australian Institute of Commerce and Technology. Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions, therefore question time should be included.

The orientation session should be carried out prior to commencement of studies and include information about:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate

4.1 ORIENTATION SESSION

During the face to face orientation it is ideal that commencing students meet with their course coordinator, trainers and student support staff.

They will also receive a Student Course Guide / Outline which informs students of the essential requirements of their course being studied and covers delivery and assessment methods of the course

4.2 ORIENTATION TOPICS

Information to be presented at orientation to commencing students includes, but is not limited to:

4.2.1 Non-Academic

- Emergency evacuation from building and muster points
- Emergency protocols, services and contacts
- How to report harm (abuse, neglect or other) for under 18 students
- What's nearby i.e. shops, food, ATMs, services, parking and medical
- Essential services and contacts
- Transport and travel
- Legal Services

4.2.2 VET Study in Australia

- Credit transfer and RPL
- Competency based assessment
- Qualifications and Statements of Attainment
- Study Visa Requirements and conditions
- Health insurance and maintaining OSHC
- Keeping student address and contact details up-to date
- Completion of the course within the expected amount of time
- Reporting requirements: Department of Education and Australian Department of Home Affairs
- Working and your student visa
- Banking and tax file numbers

4.2.3 Academic – RTO Specific

- Student Support Services and Staff, as well as how to access these
- Campus and facilities
- Courses, class calendar study periods and important dates
- Fees and refunds
- Student Management System and record keeping
- Course progress / attendance requirements
- Procedures and methods for assessment of competencies
- Process for submitting or re-submitting assessments
- Work placement requirements
- Student code of conduct

- Misconduct and discipline
- Rights and Responsibilities
- Complaints and Appeals
- Communication (e.g. internet and mobile phones)

4.2.4 **Orientation Materials**

Students will receive:

- International Student handbook containing all information listed above
- Relevant RTO and course information publications
- Media Release Form to be completed
- Student Education Agents Survey
- International Student Orientation Checklist

4.2.5 **Course/Unit of Competency Orientations**

At the commencement of each course and unit of competency, the trainers are to provide an orientation for the group, covering learning outcomes, delivery and assessment methods of the unit(s).

5 RESPONSIBILITIES

- SSO will be responsible for outlining Non-Academic Information, introducing the Student Support Services and Staff, as well as informing students how to access these and other services
- SSO or other staff members to cover all information pertaining to VET Study in Australia and Academic – RTO Specific
- Trainers to be available to meet with students
- Management is responsible for reviewing orientation feedback and implementing continuous improvement processes
- Trainers are responsible for course/unit orientations at the beginning of each course or unit of competency

6 RELATED LEGISLATION AND REGULATIONS

- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standard 6 Student Support Services

7 RELATED POLICY AND PROCEDURES

- Overseas Student Support Policy
- Overseas Student Support Procedures

8 RELATED DOCUMENTS AND FORMS

- International Student Orientation Checklist
- International Student handbook containing all information listed above
- Relevant RTO and course information publications
- Media Release Form to be completed