

Overseas Student Orientation Procedure

STEP 1 – Prior to initial orientation session

No.	Who	Actions
1.1	SSO	a) New students are sent notification letter informing student of all details of orientation, including date, time, duration, location and what they need to bring to orientation. If food or refreshments are provided this should also be stated
1.2	Student	b) Arrive on time as instructed with any items stated in the orientation notification letter

STEP 2 – Orientation session

No.	Who	Actions
2.1	SSO	a) Introduce Student Support Services and Staff, as well as informing students how to access these and other services b) Cover safety, emergency protocols, evacuation and muster points. c) Conduct a walk-through of the facility. Ensure emergency equipment and floorplans are identified as well as first aid equipment d) Provide Student Handbooks, student Course Guides and other pertinent informational materials to student who do not already have these e) Outline non-academic information relating to living and studying in Australia
2.2	SSO or other staff member(s) as appointed	a) Cover all information pertaining to VET Study in Australia and Academic – RTO Specific b) Allow questions
2.3	Trainer(s)	f) Be introduced to and meet with new international students g) Allow questions

STEP 3 – Orientation Topics

No.	Who	Actions
3.1	SSO or other staff member(s) as appointed	c) Topics to be covered during orientation session, and to be included in Student Handbook include but are not limited to the following: Non-Academic <ul style="list-style-type: none"> • Emergency evacuation from building and muster points • Emergency protocols, services and contacts • Reporting harm (abuse, neglect or other) for students under 18

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		<ul style="list-style-type: none"> • What’s nearby i.e. shops, food, ATMs, services, parking and medical • Essential services and contacts • Transport and travel • Legal Services <p>VET Study in Australia</p> <ul style="list-style-type: none"> • 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 - Australian Department of Home Affairs • Working and your student visa • Banking and tax file numbers <p>Academic – RTO Specific</p> <ul style="list-style-type: none"> • 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)
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STEP 4 – Orientation forms

No.	Who	Actions
4.1	SSO or other staff member(s) as appointed	a) Students will receive: <ul style="list-style-type: none"> • Student handbook containing all information listed above • Relevant RTO and course information publications • Media Release Form to be completed • Student Education Agents Survey • Student Orientation Checklist and Acknowledgement to be completed

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4.2	Students	a) Media Release Forms, Student Orientation Surveys and Checklist and Acknowledgement forms to be completed by each student b) Present any questions to staff during orientation where prompted
4.3	SSO	a) Collected these completed forms b) Completed forms to be reviewed, actioned accordingly and filed

STEP 5 – Orientation follow up

No.	Who	Actions
5.1	Management	a) Periodic reviews of feedback gathered from orientation forms for quality assurance and continuous improvement b) Implement required changes resulting from orientation feedback at least every six months
5.2	Trainers	a) At the beginning of each course and every unit of competency, trainers are to deliver a mini orientation specific to that course/unit. These course/unit orientations should outline the following information: <ul style="list-style-type: none"> • Learning outcomes • Duration • Work placement requirements where relevant • Learning and assessment methods • Assessment requirements and conditions • How to submit assessments and re-submit if required