

Overseas Student Orientation Policy

1 PURPOSE

Nomi College 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
Admin and Enrolment officer	Admin and Enrolment officer providing Administration and enrolment services
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 Nomi College. Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions, therefore question time should be included.

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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
- Incident reporting and forms
- What's nearby i.e. shops, food, ATMs, services, parking and medical
- Essential services and contacts
- Transport and travel
- Appeal and complaint policy
- Course variation request
- Legal Services
- Paying fees

4.2.2 VET Study in Australia

- Credit transfer and RPL
- Competency based assessment
- Qualifications and Statements of Attainment
- Study Visa Requirements and conditions
- Course progress and attendance requirements
- 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 rights and your student visa

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- 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)
- How to submit assessments
- Obtaining and receiving feedback on assessments

4.2.4 Orientation and Forms

- Students will receive
- Student handbook containing all information listed above
- Relevant RTO and course information publications
- BYOD policy
- Media Release Form to be completed
- Student Education Agents Survey
- Student Orientation Checklist and Acknowledgement to be completed
- Attending Language, Literacy and Numeracy test
- Student ID and pictures
- Providing contact and address information to ensure all information are still current

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

- Admin and Enrolment officer 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
- Admin and Enrolment officer 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 where possible
- Management is responsible for reviewing orientation feedback and implementing continuous improvement processes

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- 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
- National Code of Practice for Providers of Education and Training to Overseas Students 2018: Standard 6 - Overseas Student Support Services

7 RELATED POLICY AND PROCEDURES

- Student Support Policy
- Student Support Procedures

8 RELATED DOCUMENTS AND FORMS

- Orientation Delivery Checklist
- Student handbook containing all information listed above
- BYOD Form
- ESOS Framework
- Relevant RTO and course information publications
- Media Release Form to be completed
- Student Orientation Checklist and Acknowledgement to be completed
- Discounted public Transport form (where applicable)

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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

Overseas Student Orientation Procedure

		<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

Overseas Student Orientation Procedure

4.2	Students	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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