

Overseas Student Orientation Policy

1 PURPOSE

The purpose of this policy is to ensure that FIT Education provides support students to adjust to study and life in Australia, through an informative and culturally appropriate orientation program. This to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes.

This policy outlines practices for dealing with Education Agents to satisfy the requirements of the ESOS Act and *National Code 2018 Standard 6.

2 SCOPE

This policy pertains to all enrolled 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

4 POLICY STATEMENT

It is a requirement that all students attend an orientation session upon commencement of their studies with FIT Education. Along with general orientation activities, overseas students may have particular needs or issues requiring specific support and interventions, therefore question time will be included.

The orientation session will be carried out prior to commencement of studies and will 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
- specific student visa condition relating to course progress and/or attendance as applicable

4.1 ORIENTATION SESSION

During the face to face orientation commencing students will 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
- 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 while holding a student VISA
- Banking and tax file numbers

4.2.3 Academic – FIT Education Specific

- Student Support staff, and how to access these services
- 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 Forms

Students will receive:

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

4.2.5 Course/ Unit of Competency Introductions

At the commencement of each course and unit of competency, the trainers will provide a unit introduction, covering learning outcomes, delivery and assessment methods of the unit(s).

5 RESPONSIBILITIES

- The CEO 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
- The CEO will provide all information pertaining to VET Study in Australia and Academic – RTO Specific
- Trainers will be available to meet with students at orientation
- The CEO is responsible for reviewing orientation feedback and implementing continuous improvement processes
- Trainers are responsible for course/unit introductions 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

- Student Support Policy
- Student Support Procedures

8 RELATED DOCUMENTS AND FORMS

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