1.3.1 Student Orientation Policy

1.0 Rationale

The policy of organising an orientation program for students at AE is aimed at helping students transition successfully into a new academic and social environment. The program introduces students to studying and living in Australia, including information about medical and emergency services, legal services, and complaint and appeal processes. Students also learn about their employment rights, workplace safety, and issue resolution through discussions about the role of the Fair Work Ombudsman. The program also familiarises students with the AE campuses, facilities, teaching staff, student resources, and surroundings, helping them feel more comfortable and confident in their new environment.

The policy is aligned with AE's commitment to providing quality education and support services to all students. By ensuring that students receive adequate support services and appropriate course advice, the institution aims to help them achieve the expected learning outcomes of their course. The policy designates sufficient staff members to be students' direct contact points. It ensures that all staff interacting with students know AE's obligations under the Education Services for Overseas Students framework.

2.0 Scope

AE Staff, students and the wider community.

3.0 Regulatory Context

3.1 National Code of Practice for Providers of Education and Training to Overseas Students 2018

Standard 6: Student Support Services- Overseas students require certain support services while living and studying in an unfamiliar environment. Registered providers are responsible for providing access to certain services to ensure their overseas students' mental and physical well-being.

3.2 The Higher Education Standards Framework (Threshold Standards) 2021

Domain 1 (1.3.1): Student Participation and Attainment: Successful transition into courses of study is achieved through orientation programs tailored to the needs of student cohorts and includes specific considerations for international students adjusting to living and studying in Australia.

3.3 Work Health and Safety Act 2011

This act sets out the requirements for ensuring the health and safety of workers and students in Australian workplaces, including education and training institutions.

4.0 Policy

AE will ensure that all students receive an orientation program that meets or exceeds the requirements of HESF and the National Code.

4.1 Orientation Program Framework

For each orientation session, AE will:

4.1.1 Orientation to the Learning Environment

- provide information about itself, its facilities, and its services.
- ensure orientation programs will consider the local context of each campus.
- ensure students have access to the Learning Management System, enabling them to manage their course plans and access important documents online.

4.1.2 Orientation to the Course

- provide information about the student's course and the requirements for successful completion.
- provide information on the course attendance and progress requirements.
- provide information about the rights and responsibilities of students.
- Provide information about assessment and grading.
- Provide information about extensions and marking review processes.

4.1.3 Orientation to student support, health and wellbeing

- provide information about students' academic and personal support services.
- provide information to students regarding the complaint and appeals processes.
- ensure that students understand the emergency evacuation procedures for each campus.
- inform students how to report any health and safety issues on campus.
- advise students on actions they can take to enhance their personal security and safety.
- will provide information to students on how to seek assistance and counselling for any incident that significantly impacts their well-being.

4.1.4 Orientation to State or Country

The following information is included in the orientation to accommodate students who may be new to studying in their current state or in Australia.

- information about living and studying in Australia, including accommodation options, legal and health services, and employment opportunities.
- issues pertinent to international students, such as visa conditions and Australian laws affected by course progress.
- employment rights, workplace safety, and workplace issue resolution by discussing the role and functions of the Fair Work Ombudsman.
- Information on the role of the Overseas Student Ombudsman and how to contact them.

4.2 AE will provide additional online orientation sessions for late students to ensure they do not miss important information.

4.3 AE will use verbal, written, and electronic formats to deliver information effectively.

4.4 AE will designate sufficient staff members equipped with updated details of support services to be the direct point of contact for international students.

4.5 Staff interacting with students during the orientation will be aware of AE's obligations under the Education Services for Overseas Students framework and the potential implications for students from exercising these obligations.

5.0 Roles and Responsibilities

Dean

- Oversee the implementation of the orientation program.
- Ensure compliance with regulatory requirements and standards.
- Provide support and guidance to the Course Coordinators and Student Services Manager.

Course Coordinators

- Contribute to the development and implementation of the orientation program.
- Provide input on the specific needs of their respective courses and student cohorts.
- Coordinate the delivery of course-related information during the orientation program.
- Assist in familiarizing students with the course requirements and expectations for successful completion.

Student Services Manager

- Play a key role in implementing the orientation program.
- Coordinate and manage the administrative aspects of the program.
- Ensure proper communication with stakeholders, including international students.
- Address any concerns or inquiries related to the orientation process.
- Provide information about support services available to international students.

Academic Integrity Teams

- Participate in the orientation program to educate students on academic integrity principles.
- Communicate the institution's expectations regarding academic honesty and misconduct.
- Guide proper citation and referencing practices.

Students

- Participate actively in the orientation program.
- Engage with the provided information and resources.
- Seek support and guidance when needed.
- Familiarise themselves with course requirements, visa conditions, and Australian laws.

6.0 Definitions

Term	Definition
Orientation program	AE organises the program before the commencement of the course for international students, which includes a range of information and support services to assist with the student's transition to living and studying in Australia.
Student Portal/RTO Manager	RTO Manager is a student information system AE uses to manage and maintain student records. It is a software application that helps RTOs track student enrolment, attendance, assessments, results, and progress. Students can use RTO Manager to view their enrolment details, update their personal information, and communicate with their trainers and assessors.
Learning Management System	The system enables international students to manage their course plans and access important documents online. Currently termed as Moodle
Support services	Services provided by AE to assist international students, such as medical and emergency services, complaints and appeal processes, legal services, student support services, study support, and English language support.
Academic Support	These services are typically designed to help students overcome academic challenges, develop effective study habits, and improve their academic performance. Academic support services can take many forms, including tutoring, study skills workshops, academic coaching and academic advising.
Fair Work Ombudsman	An independent statutory office in Australia that promotes and enforces workplace rights, obligations, and fair work practices. It provides information and assistance to employees and employers, including international students, regarding employment rights, workplace safety, and workplace issue resolution.
The Overseas Students Ombudsman	an independent body that investigates complaints about problems that overseas students may have with private education and training providers in Australia. The OSO handles complaints in a fair and impartial manner and provides free services to international students who are studying, or planning to study, in Australia.
Late Students	Students who arrive after the initial orientation sessions have taken place.

7.0 Related Documents

Document Name
1.1.0 Student Recruitment Framework
1.1.1 Admissions Policy for Overseas Students (HE and VET)
1.1.2 Admissions Procedure for Overseas Students (HE and VET)
1.4.1 Student Assessment and Awarding of Grades Higher Education Courses Policy
3.2.3 Teaching Staff Engagement and Assessment Procedure
5.2.1 Fostering Academic Integrity Policy
5.2.2 Fostering Academic Integrity Higher Education Procedure

5.2.3 Fostering Academic Integrity VET Procedure
7.2.1 Sales Material Integrity and Compliance Policy
Student Handbook
Generic Orientation Presentation

8.0 Policy Information

Policy Name	Student Orientation Policy
Document Number	1.3.1
Purpose	The policy aims to provide a comprehensive orientation program for international students at AE, ensuring a successful transition and access to support services while meeting regulatory requirements.
Audience	☒Staff | ☒Students| ☒Public
Category	Student Participation and Attainment
Subcategory	Orientation and Progression
Approval Date	26/06/2023
Effective Date	26/06/2023
Approving Authority	Academic Board
Review Date	Under review as at April 2026
Policy Advisor	Narelle Whatley, Dean
Approving Authority	Academic Board

9.0 Change Log

Date	Version	By	Notes
30/5/2023	1.0	Narelle Whatley (Dean)	Development of policy