



# ORIENTATION POLICY

## PREAMBLE

The College is committed to ensuring that all students have a productive and memorable experience during their time at the College. The College understands that it is important for students to be adequately informed of the requirements of their visa and of their rights and responsibilities as students, as well as being given the appropriate information about adjusting to life and study in Australia. To this end the College aims to provide a comprehensive orientation to the College and to Australia to help the students settle in and be able to access the information and services they require.

## DEFINITIONS AND ACRONYMS

“**College**” means Australian Pacific College and English Unlimited.

“**National Code**” means the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth).

## 1. ORIENTATION

- 1.1 The College will provide an orientation session for each student. The orientation consists of a welcome to the College, placement testing (for English Students), orientation presentation and video and a tour of the premises and its environs.
- 1.2 It is the responsibility of the Campus Manager/Director and the Academic Manager to ensure that all students have access to an age and culturally appropriate orientation session.

## 2. ORIENTATION PROGRAM

- 2.1 All students are encouraged to contact the College if any orientation information is unclear or they need further assistance or support. The College’s Student Care department is available to assist students with their enquiries/difficulties. Students can access Student Care by Live Chat on the APC and EU websites, by phone, email and in person at some campuses. The availability of this assistance and support continues for the duration of the student’s stay at the College.
- 2.2 The Orientation Program is separated into two programs, one for the ELICOS courses and one for the Overseas students studying VET courses. It is devised to be age and culturally appropriate. All programs will include information on the following topics at no cost to the student either in the orientation session or the relevant student handbook:



- a) educational support services available to students;
- b) current and accurate information regarding living in Australia, including costs and accommodation options;
- c) English language and study assistance programs;
- d) legal services;
- e) emergency and health services;
- f) the College's facilities and resources;
- g) the College's complaints and appeals processes;
- h) requirements for course attendance and progress;
- i) services available for students relating to employment rights and conditions and how to resolve workplace issues (Fair Work information);
- j) who to contact in the College for assistance;
- k) general information on safety and awareness relevant to life in Australia;
- l) the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia; and
- m) how to seek assistance for and to report an incident that significantly impacts a student's well being, including child safe information.

### **3. UNDER 18 YEAR OLD STUDENTS**

- 3.1 The College's orientation program includes age and culturally appropriate information for under 18 year old students. The student handbook also contains information regarding who to contact in emergency situations, contact details for appropriate staff members and specific information outlining the assistance available to such students for incidents (or allegations) of actual or alleged sexual, physical or other abuse.

### **4. ELICOS ORIENTATION**

- 4.1 Once a student has enrolled at the College they are contacted by email and invited to attend an orientation session.
- 4.2 Orientation sessions occur every week.
- 4.3 Orientation consists of a face-to-face address by the College (or Zoom equivalent) as well as a video presentation for those who are unable to attend in real time.
- 4.4 Students will also be required to undertake a placement test as well as a speaking placement interview.
- 4.5 After all the tests have been completed, the Academic Manager marks them to determine the correct class for each student, and enters the results on the starters list and the student's file.
- 4.6 On completion of the orientation session, the placement test and speaking placement interview the College either:



- a) provides the student with a copy of the Student Handbook, informs them of their class details and then the student is taken to class; or
  - b) contacts the student prior to their course commencing and provides them with a copy of the Student Handbook and relevant information regarding the commencement of their course.
- 4.7 If a student does not attend the orientation session they are contacted by the College and provided with links to the orientation program, the placement test and details of who to contact to make an appointment with for their speaking placement test. If the student does not complete the orientation program or does not commence or defer their studies within one week of the College contacting them, the student is considered to have not commenced their studies and this will cause the College's Deferment, Suspension and Cancellation Policy to come into effect.

## 5. VET ORIENTATION FOR OVERSEAS STUDENTS

- 5.1 Once a VET student has enrolled at the College they are contacted by email and invited to attend an orientation session.
- 5.2 Orientation sessions occur prior to the commencement of the term and then regularly throughout the term.
- 5.3 Orientation consists of a face-to-face address by the College (or Zoom equivalent) as well as an online program via the student portal.
- 5.4 On completion of the orientation session VET students receive a copy of the Student Handbook and are required to confirm their details and USI with the College.
- 5.5 If a student does not complete their orientation program the College will send a reminder email to the student. If the student does not complete the online orientation program or does not collect their time table within two (2) weeks of the agreed starting date (as found in the student's Letter of Offer), the student is considered to have not commenced their studies and this will cause the College's Deferment, Suspension and Cancellation Policy to come into effect.

## POLICY REVIEW

This Policy will be reviewed as part of the College's three yearly review process or as legislation requires.



## RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and/or standards:

Relevant Legislation/Regulations/Codes/Standards	
<b>Commonwealth</b>	National Code of Practice Providers of Education and Training to Overseas Students 2018 (Cth)

## RELATED POLICIES AND PROCEDURES

This Policy references the following College policies and/or procedures:

Relevant Policies and Procedures	
<b>Policies</b>	Deferment, Suspension and Cancellation Policy
<b>Other</b>	ELICOS Student Handbook VET Student Handbook

## KEYWORDS

<b>Keywords</b>	Orientation, welcome, placement testing, tours
-----------------	--

## POLICY OWNER

<b>Owner</b>	Learner Experience Unit
--------------	-------------------------

## POLICY/PROCEDURE HISTORY

Policy History			
Current Version	Version Release date	Author	Description of Changes
Student Orientation Procedure v2.1	18 May 2015	Sharon Luhr	
Orientation Policy and Procedure v2.3R(APC/EU)	December 2020	Sara Gaudry	Full update in accordance with the Policy and Procedure Template, and Guidelines for Drafting Policies and Procedures and the National Code. Update of letterhead and general review