



ORIENTATION POLICY

PREAMBLE

AEG is committed to ensuring that all students have a productive and memorable experience during their time at AEG. AEG understands that it is important for students to be adequately informed of the requirements of their visa (for International Students) 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 AEG aims to provide a comprehensive orientation to AEG and to Australia to help the students settle in and be able to access the information and services they require.

DEFINITIONS AND ACRONYMS

“**AEG**” means Australian Pacific College Education Group and includes Australian Pacific College, English Unlimited and APC Design School.

“**Domestic Student**” means an Australian citizen or Australian permanent resident.

“**International Student**” means a temporary resident of Australia and/or a resident or citizen of any other country. This definition includes the following persons:

a) **temporary visa holders** such as (example only)

- Guardian visa
- Partner visa (temporary)
- Temporary resident visa
- Graduate visa
- Skilled Work visa
- Bridging visa

b) **Student visa holders:** A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS regulations
As per the definition of ‘Overseas Student’ in the ESOS Act

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

“**Underage Student**” means a student of AEG who is under the age of 18 years (calculated from the time of the student’s date of birth) at the date of enrolment with AEG.

1. ORIENTATION

- 1.1 AEG will provide an orientation session for each student. The orientation consists of a welcome to AEG, 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 AEG if any orientation information is unclear or they need further assistance or support. AEG'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 AEG.
- 2.2 The Orientation Program is separated into three programs, one for the ELICOS courses, one for the International students studying VET courses and one for Domestic Students studying VET courses. It is devised to be age and culturally appropriate. All programs will include information on the following topics (as applicable) 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) AEG's facilities and resources;
 - g) AEG'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 AEG 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 Underage Students, their families/guardians are informed at orientation that their point of contact at AEG is the Campus Manager.
- 3.2 The Underage Students are informed what to do in the case of an emergency or critical incident, or if they need assistance or to report incidents or allegations involving sexual, physical or other abuse.
- 3.3 AEG's orientation program includes age and culturally appropriate information for under 18 year old students. The student handbooks also contain 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.
- 3.4 At orientation, all Underage Students and their families/guardians are given the Child Safe Policy and the Student Care Policy, which lists a range of National and State emergency numbers that they can utilise. They are also given the Critical Incident Policy.

4. ELICOS ORIENTATION

- 4.1 Once a student has enrolled at AEG 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 AEG (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 AEG 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 AEG 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 AEG contacting them, the student is considered to have not commenced their studies and this will cause AEG's Deferment, Suspension and Cancellation Policy to come into effect.

- 4.8 If a student does not attend their orientation program and does not wish to proceed with their enrolment, it is their responsibility to withdraw from the course in accordance with the appropriate Cancellation, Withdrawal and Refund Policy as noted in their Letter of Offer.

5. VET ORIENTATION FOR INTERNATIONAL STUDENTS

- 5.1 Once a VET student has enrolled at AEG 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 AEG (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 AEG.
- 5.5 If a student does not complete their orientation program AEG 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 AEG's Deferment, Suspension and Cancellation Policy to come into effect.
- 5.6 If a student does not attend their orientation program and does not wish to proceed with their enrolment, it is their responsibility to withdraw from the course in accordance with the appropriate Cancellation, Withdrawal and Refund Policy as noted in their Letter of Offer.

6. VET ORIENTATION FOR DOMESTIC STUDENTS

- 6.1 VET students studying at AEG:
- Once a student has enrolled at AEG they are contacted by email and invited to attend an orientation session.
 - Orientation sessions occur prior to the commencement of the term and then regularly throughout the term.
 - Orientation consists of a face-to-face address by AEG (or Zoom equivalent) as well as an online program via the student portal.



- d) On completion of the orientation session students receive a copy of the Domestic Student Handbook and are required to confirm their details and USI with AEG.
- e) If a student does not complete their orientation program AEG 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 AEG’s Deferment, Suspension and Cancellation Policy to come into effect.
- f) If a student does not attend their orientation program and does not wish to proceed with their enrolment, it is their responsibility to withdraw from the course in accordance with the appropriate Cancellation, Withdrawal and Refund Policy as noted in their Letter of Offer.

6.2 VET Students studying at APC Design School

- a) Once a VET student has enrolled at APC Design School, they are sent an orientation email one week prior to the start of term.
- b) Orientation consists of an email containing instructions for setting up the student email address, instructional recordings about AEG and learning management system (myAPC.hub), the Student Code of Conduct, Domestic Student Handbook and important information relating to AEG’s policies.
- c) Students are sent their timetable by email.
- d) If a student does not attend their orientation program and does not wish to proceed with their enrolment, it is their responsibility to withdraw from the course by the census date and in accordance with the appropriate Cancellation, Withdrawal, Refund and Re-credit Policy as noted in their Letter of Offer.
- e) If a student does not attend their orientation program and they are inactive during their course they will not be enrolled in the following term. Students should refer to their conditions of enrolment and AEG’s Deferment, Suspension and Cancellation Policy for further information.

POLICY REVIEW

This Policy will be reviewed as part of AEG’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	
Commonwealth	National Code of Practice Providers of Education and Training to Overseas Students 2018 (Cth)



RELATED POLICIES AND PROCEDURES

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

Relevant Policies and Procedures	
Policies	Deferment, Suspension and Cancellation Policy Cancellation, Withdrawal and Refund Policy Cancellation, Withdrawal, Refund and Re-credit Policy (Domestic VET and VSL Eligible Students only)
Other	ELICOS Student Handbook International Student Handbook Domestic Student Handbook

KEYWORDS

Keywords	Orientation, welcome, placement testing, tours
-----------------	--

POLICY OWNER

Owner	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 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
Orientation Policy v2.4R(APC/EU/APC Design School)	December 2021	Sara Gaudry and LEU	Addition of domestic students orientation program
Orientation Policy v2.5R(APC/EU/APC Design School)	June 2022	Sara Gaudry Marta Setkowicz	Revision of Underage Students information in clause 3 and addition of definition of Underage Student

Orientation Policy v2.6R(APC/EU/APCDS)	Jan 2023	Sara Gaudry Marta Setkowicz	Amendments to definitions of overseas and domestic students.
Orientation Policy v2.7R(APC/EU/APCDS)	Feb 2023	Sara Gaudry Marta Setkowicz	Addition of clauses 4.8, 5.6, 6.1 and amendment to clause 6.2(d) regarding what a student needs to do if they don't want to continue with their enrolment.