



STUDENT ORIENTATION POLICY AND PROCEDURE

1. Purpose

This policy and procedure relate to supporting students to adjust to study at Highgate International College and to life in Australia as part of the RTO Student Orientation Program.

2. Scope

This policy applies to all the current and prospective clients of Highgate International College.

3. Definitions

Student Orientation: A welcome and orientation program for new students commencing their studies at Highgate International College. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment.

The National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The Standards for Registered Training Organisations
- The ESOS Act 2000
- The National Code 2018
- ESOS Regulations 2001
- Equal Opportunity Act 1995
- The Australian Consumer Law 2011

5. Policy

5.1 Highgate International College is committed to providing all enrolled students the opportunity to attend an age and culturally appropriate orientation program which not only satisfies regulatory obligations but proactively works towards equipping students with all the relevant resources and information which Highgate International College believes will be of benefit to them in realising their goals as students of Highgate International College and adjusting to study and life in Australia.

5.2 Highgate International College will especially strive to provide information to students through the orientation programme that targets currently identified welfare interests, especially regarding best practice student safety.

5.3 Highgate International College will ensure that in the orientation session, all new students are informed about the training, assessment and support services, their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at Highgate International College.

5.4 Highgate International College will make a copy of student orientation presentation on its website for information of students who are unable to attend the scheduled orientation session.

5.5 Students who miss the scheduled orientation session will be provided with a copy of the orientation presentation and information handed out during the session and given an opportunity to attend the next program if they wish to do so.

5.6 All commencing students will be provided with a copy of Student Code of Conduct and a Student Handbook that contains the essential information about Highgate International College, studies and student life in Australia.

5.7 Students may be required to undertake Language, Literacy and Numeracy test and activities on the orientation day.

6. Procedure

6.1 Organisational

- The Academic Manager and Campus Manager meet at the beginning of each academic year for the scheduling and planning of orientation program
- Suitable guest speakers to the program are identified and invited, and forwarded the orientation programme schedule
- Staff inputs are sought on orientation program and contents
- The plan for the orientation program for the academic year is presented to the CEO for approval and modification

6.2 Operational - Programme Structure

The orientation programme should include at a minimum:

- A comprehensive and tailored presentation that addresses the needs of the target student group and adequately introduces a student to life at Highgate International College and courses of study
- Information that addresses the requirements of the *National Code Standard 6.1 and the relevant standards*, including student support services, LLN and learning support, community, local and national help lines and support organisations, emergency and health services, and college facilities and resources
- Clear and simple explanation of the most relevant policies and procedures, especially related to course progress and attendance, complaints and appeals, deferment and suspension, and other academic processes essential for their studies
- Information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman, and important contact details
- Highgate International College key staff and management details and contacts including 24-hour emergency contact number and support staff contact details
- Presentations by relevant guest speakers
- Instructional explanations of computer and resource use within Highgate International College and student code of conduct
- Student identification photograph session
- Campus tour and OHS information
- Critical incident process overview
- Orientation survey

6.3 Content

The orientation program will include (but not limited to) information on;

- Campus facilities and student amenities
- Academic requirements and processes

- Policies overview – course progress, complaints and appeals, student support etc.
- Students' fees and administration
- Student responsibilities, rights and code of conduct
- ESOS Framework
- Student support and support services
- Language support services
- Critical incident policy and procedure
- Emergency and health services
- Complaints and appeal processes
- Legal services and referrals
- Australian workplace and overseas student rights and obligations
- Local information and guides
- Important dates and academic calendar

6.4 Gathering of Data

At the completion of the programme, all students should be instructed to complete an Orientation Evaluation Survey. The survey should be collected and submitted to the available staff members. Survey data is forwarded to the Chair, Quality Assurance Committee for analysis and reporting.

7. Responsibility

The Academic Manager assumes operational responsibility for the management of the orientation programme and is delegated to assign tasks relevant to the administration of this policy.

The Campus Manager is responsible for effective implementation and management of this policy and procedure.

The CEO has overall responsibility for the implementation and review of this policy and procedure.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@hic.edu.au

Student Orientation Procedure

