



RTO Code:      CRICOS Code:

# **National Code 2018**

## **Standard 3 – Overseas Student Orientation Policy**

## 1 PURPOSE

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Award Academy Australia (the Academy) will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes.

Overseas Student Orientation Policy sets out the process for the provision of an age and culturally appropriate orientation program. Where younger students are undergoing orientation, the information and topics are to be age appropriate.

## 2 SCOPE

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This policy pertains to all enrolled international/overseas students commencing study.

## 3 DEFINITIONS

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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, often of ten weeks duration

## 4 POLICY STATEMENT

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

The orientation session should be carried out prior to commencement of studies and 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

- any student visa condition relating to course progress and/or attendance as appropriate

#### 4.1 ORIENTATION SESSION

During the face to face orientation it is ideal that commencing students 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
- How to report harm (abuse, neglect or other) for under 18 students
- 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 and your student visa
- Banking and tax file numbers

##### 4.2.3 Academic – RTO Specific

- Student Support Services and Staff, as well as how to access these
- 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 to be completed
  - Student Education Agents Survey
  - Student Orientation Checklist and Acknowledgement to be completed

#### 4.2.5 Course/ Unit of Competency Orientations

At the commencement of each course and unit of competency, the trainers are to provide an orientation for the group, covering learning outcomes, delivery and assessment methods of the unit(s).

## 5 RESPONSIBILITIES

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- SSO 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
- SSO or other staff members to cover all information pertaining to VET Study in Australia.
- Trainers to be available to meet with students
- Management is responsible for reviewing orientation feedback and implementing continuous improvement processes
- Trainers are responsible for course/unit orientations at the beginning of each course or unit of competency

## 6 RELATED LEGISLATION AND REGULATIONS

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- 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

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- Student Support Policy
- Student Support Procedures
- Student Support Plan

## 8 RELATED DOCUMENTS AND FORMS

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- 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

## STANDARD 3

### Formalisation of enrolment and written agreements

- 3.1 The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.
- 3.2 If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.
- 3.3 In addition to all requirements in the ESOS Act, the written agreement must, in plain English:
  - 3.3.1 outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
  - 3.3.2 outline any prerequisites necessary to enter the course or courses, including English language requirements
  - 3.3.3 list any conditions imposed on the student's enrolment
  - 3.3.4 list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
  - 3.3.5 provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
  - 3.3.6 set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*
  - 3.3.7 outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
  - 3.3.8 state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees
  - 3.3.9 only use links to provide supplementary material.
- 3.4 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- 3.4.1 amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
  - 3.4.2 processes for claiming a refund
  - 3.4.3 the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
  - 3.4.4 a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
  - 3.4.5 a statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies”.
- 3.5 The registered provider must include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:
- 3.5.1 the student’s current residential address, mobile number (if any) and email address (if any)
  - 3.5.2 who to contact in emergency situations
  - 3.5.3 any changes to those details, within 7 days of the change.
- 3.6 The registered provider must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.