

Student Orientation Policy and Procedure

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APPROVED

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Student Services and Admissions Department

Approved By

CEO

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1. POLICY

IQY Australia Pty Ltd T/A IQY Technical 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 IQY Technical College believes will be of beneficial to them in realizing their goals as students of IQY Technical College and international students to this country.

2. PURPOSE

This policy and procedure relates to supporting students to adjust to study at IQY Technical College and familiarize with the life in Australia as part of the Student Orientation Program.

3. SCOPE

This policy/procedure applies to current and prospective international students of IQY Institute.

4. DEFINITIONS

Student Orientation: A welcome and orientation program for new students commencing their student journey at IQY Institute. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment.

The National Code 2018: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

5. POLICY DETAILS

5.1 IQY Technical 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 IQY Technical College believes will be of benefit to them in realizing their goals as students of IQY Technical College and international students in this country.

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

5.3 IQY Technical 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 IQY Institute.

5.4 IQY Technical College retains a PowerPoint presentation 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.

5.6 All commencing students will be provided with a web link of Student Code of Conduct and a Student Handbook that contains the essential information about IQY Institute, studies and student life in Australia.

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

6. PROCEDURE

6.1 Organisational

- The Admissions team, VET Coordinator and Student Services team and discuss at the beginning of each academic year for the scheduling and planning of orientation program.
- Staff inputs are sought on orientation program and contents.
- The plan for the orientation program for the academic year is approved by the Chief Operations Officer.

6.2 Operational - Program Structure

The orientation program 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 IQY Technical College and courses of study;
- Information that addresses the requirements of the National Code Standard 6.1 and the relevant standards;
- Clear and simple explanation of the most relevant policies and procedures, especially the Course Progress Policy (and student visa implications), Complaints and Appeals Policy, and reference to electronic versions of the same;
- Introduction to various IQY Technical College staff and descriptions of their roles;
- Student identification photograph session for the student ID;
- Campus tour and OHS information;
- Course progress overview.

Currently, due to the prevalence of COVID-19 pandemic the Orientation Program is conducted virtually.

6.3 Content

- The orientation program will include (but not limited to) information on;
- Campus facilities and student amenities;
- Important dates and academic calendar;
- Academic requirements and processes;
- Students fees and administration;
- Student responsibilities, rights and code of conduct;
- ESOS Framework;
- Student support and support services;

- Language support services;
- Student applies for USI number;
- 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.

7. RESPONSIBILITY

The Admissions Department and Student Services Department assumes operational responsibility for the management of the orientation programme and is delegated to assign tasks relevant to the administration of this policy.

The Chief Operating Officer is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

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

8. RELATED DOCUMENTS

Related Documents

- Complaints and Appeals Policy and Procedure
 - Course Progress Policy and Procedure
 - Student Code of Conduct
 - Complaints and Appeals Policy and Procedure
 - Plagiarism and Academic misconduct Policy and Procedure
 - Critical Incident Policy and Procedure
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