Student Orientation Policy and Procedure

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Purpose:

The purpose of this policy is to define orientation program for new students at Keystone College of

Business and Technology.

Relevance to National Code

The National Code requires that registered providers 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 of the course.

Specifically, Standard 6 states

6.1 The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

   a) student support services available to students in the transition to life and study in a new environment

   b) legal services

   c) emergency and health services

   d) facilities and resources

   e) complaints and appeals processes, and

   f) any student visa condition relating to course progress and/or attendance as appropriate.

6.2 The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

6.3 The registered provider must provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no

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additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

6.4 The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

6.5 The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

6.6 The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.

6.7 The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Scope

The policy applies to Staff and students at Keystone College of Business and Technology (KCBT).

Procedure

To comply with standard 6 requirements, all students commencing their studies at KCBT will be sent orientation email to advise them of orientation day. Students will be provided with a "Welcome to KCBT Pack" on the day of orientation.

The Orientation Program will cover the following topics (but is not limited to):

- KCBT contact information
- Student Safety
- KCBT Facilities
- Student Support Services
- Complaints and Appeals Policy

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- Harassment and Bullying Information (and confirmation that this behaviour is considered 'student misbehaviour' for the suspension/cancellation of a student's enrolment PLUS the potential for this to impact on a student's visa)
- Meeting course progress requirements and intervention strategies (including the availability of English support etc)
- Work assignments, group work, research, plagiarism, supervision and course-work expectations
- Disciplinary procedures
- Recognition of prior learning or qualifications and experience gained.
- Access & equity, privacy policy, complaints process, mediation
- USI Policy
- Deferral, leave of absence and Cancellation
- Assessments methodology
- Student code of conduct
- Issuance of qualifications
- Payment of Fees and refunds policy
- Student Visa Conditions – for main student visa applicants and their family members (if applicable)
- ESOS Framework
- Introduction to academic and administration team
- Health Facilities
- Working in Australia
- Other useful information

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Procedure		
Responsibility	**Timeline**	**Tasks**
Receptionist	1 week	Send emails to students notifying of the orientation date.
Records Manager	On the day	Welcome and register new and existing students.
Records Manager	On the day	Conduct Administration Orientation
Academic Coordinator and Trainers	On the day	Conduct Academic Orientation
Records Manager	On the day	Conduct campus tour
Receptionist	On the day	Make Student ID's
Receptionist	On the day	Email registration list to Academic Coordinator, and student support officer for confirmation of non-arrivals and late arrivals.
Follow up after Orientation		
Trainer	Within 2 weeks from Orientation	Trainer to follow up with student who missed orientation
Trainer	Within 2 weeks from Orientation	Trainer to forward to orientation pack to Academic Coordinator
Academic Coordinator	Within 2 weeks from Orientation	Academic Coordinator to sign off on the list and forward to pack to receptionist for filing.
Receptionist	Within 2 weeks from Orientation	Updated orientation list to be maintained by the receptionist.
Records Manager	1month from Orientation	Invite students to complete post-enrolment survey.

Related documents:

▪ Student Handbook

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