



KEYSTONE COLLEGE
OF BUSINESS & TECHNOLOGY

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.

Scope

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

Procedure

All students commencing their studies at KCBT will be sent an 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
- 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 (if any), 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

Related documents:

- Student Handbook

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