

Student Orientation Policy

Institution	Concord English College
Policy Name	Student Orientation Policy
Policy Governance	PEO
Reference to Standards	National Code 2018 – Standard 6.1
Date of Approval	1 November 2020
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CRICOS Provider Code	04003J

1. Purpose

Concord English College establishes this policy to support students adjust to life and study in Australia in order for them to achieve satisfactory course progress towards meeting their learning goals and outcomes.

This policy and procedure outline the pertinent information that students need to be provided with and how this information will be disseminated.

2. Definitions

Concord/The College: Concord English College

3. Policy

The College is committed to providing all enrolled students the opportunity to attend a culturally appropriate orientation program which not only satisfies regulatory obligations but proactively works towards equipping students with all the relevant resources and information which the college believes will be of benefit to them in realising their goals as students of The College and visitors to this country.

The College will:

- 3.1.** provide pertinent and timely information to students to enable them to make informed and sound choices about their education;

- 3.2.** provide information to students that targets currently identified welfare interests, especially regarding best practice student safety;
- 3.3.** ensure students are informed about the learning, training, assessment and support services available, their responsibilities as students, key policies that impact upon their attendance, course progress and completion, and their rights and obligations at The College;
- 3.4.** require all incoming students to attend orientation and if they are unable to, provide them a copy of the Student Orientation.
- 3.5.** provide relevant information to students in a number of different formats to ensure they are able to access it.
- 3.6.** ensure the information provided to students and sources of information is not limited by the guidelines.
- 3.7.** inform students date, time and location in the Letter of Offer and Student Acceptance Agreement.
- 3.8.** hold sessions on the students first day.
(A reminder will be sent to student agents, whenever appropriate as this may vary depending on the date of application and the start date of the course).
- 3.9.** provide relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs, at no additional cost to the overseas student.

The Orientation program will:

- 3.10.** be a comprehensive and tailored presentation that addresses the needs of the target student group and adequately introduces the student to life at The College and their course(s) of study
- 3.11.** be a clear and simple explanation of the most relevant policies/procedures and important information
- 3.12.** be provided to students in a variety of formats including hard copy at Orientation and The College website
- 3.13.** be a clear and simple explanation of the most relevant policies and procedures and important information students require. In particular:
 - Support services available to help students adjust to study and life in Australia
 - English language and study assistance

- Legal services
- Emergency and health services
- The College's facilities and resources
- The College's complaints and appeals process
- Attendance Monitoring / Course Progress Policies and Procedures (and student visa implications)
- Other pertinent policies such as plagiarism, code of conduct etc.
- Support services available to assist students with general or personal circumstances that may adversely affect their education in Australia
- Information on employment rights and conditions, how to resolve workplace issues (such as the Fair Work Ombudsman)
- Anti-bullying/Abuse/Discrimination information
- Accommodation Assistance
- Deferring, Suspending or Cancelling Enrolment
- Change of Contact Details Requirements
- Safety in Australia

4. Responsibility

The PEO is responsible for the Student Orientation Policy.

5. Procedure

- 5.1.** An Orientation program will be run on every enrolment day (generally every Monday).
- 5.2.** The Orientation program will be organized and/or delivered by the following staff:
 - Academic Manager
 - Student Support Officer
 - Reception staff
- 5.3.** Students who are late or absent will be provided either a printed copy or a emailed a PDF version of the Orientation slides.