

## 1. Purpose

The Australian School of Accounting (ASA) will support students in adjusting to study and life in Australia, to achieve their learning goals, and to achieve satisfactory progress towards meeting learning outcomes.

The Overseas Student Orientation Policy sets out the process for the provision of an age and a culturally appropriate orientation program.

## 2. Principles

**2.1** It is a requirement that all students attend an orientation session following acceptance to ASA. Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions, therefore question time should be included in the orientation session.

**2.2** 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;
- any student visa condition relating to course progress as appropriate; and
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues such as through the Fair Work Ombudsman.

## 3. Scope

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

## 4. Policy

### 4.1 Orientation Session

During the face to face orientation, commencing students will meet with their course coordinator, lecturers/tutors 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 the delivery and assessment methods of the course.

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## 4.2 Orientation Topics

Information to be presented at orientation to commencing students includes, but is not limited to:

### 4.2.1 Non-Academic

- Support services available to assist overseas students to adjust to study and life in Australia;
- Emergency evacuation from building and assembly points;
- Emergency services;
- What's nearby i.e. shops, food, ATMs, services, parking and medical;
- ASA's facilities and resources;
- Complaints and appeals processes;
- Support services for health and personal wellbeing;
- Transport and travel;
- Relevant legal Services;
- Workplace information, including access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman;
- 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;
- Banking and tax file numbers;
- Communication (e.g. internet and mobile phones);
- Fees and refunds; and
- Student Code of Conduct.

### 4.2.2 Academic

- English language and study assistance programs;
- Student Support Services and Staff, as well as how to access these;
- Courses, class calendar study periods and important dates;
- Student Management System and record keeping;
- Course progress requirements;
- Academic integrity;
- Academic Misconduct;
- Rights and Responsibilities;
- Credit transfer and RPL; and
- Qualifications and Statements of Attainment.

### 4.2.3 Orientation Forms

Students will receive:

- Student handbook containing all information listed above;

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- Media Release Form to be completed;
- Education Agents Survey; and
- Student Orientation Checklist and Acknowledgement to be completed.

### 5. Relevant Legislation

*The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*, known as 'the National Code 2018' Standard 6  
*Education Services for Overseas Students Regulations 2001*  
*Education Services for Overseas Students Act 2000*  
*Higher Education Standards Framework 2015 (Threshold Standards)*

### 6. Version control

Document		Overseas Student Orientation Policy			
Approved by		Board of Directors		04 November 2020	
Version #	1.1	Replaces version	1.0	Board of Directors approval	
	1.1		1.0	Governance restructure	
	1.0		0.4	Council approval	
	0.4		0.3	Style review	
	0.3		0.2	Project Manager review	
	0.2		0.1	Styling Next review	2020
	0.1		Generic	Council review	

<b>Responsible Officer</b>	Principal
<b>Approving Authority</b>	Board of Directors
<b>Approval Date</b>	04 November 2020
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<b>Review Date</b>	3 years
<b>Version</b>	2.0
<b>Related Documents</b>	<i>Student Support Framework</i> <i>Student Academic Conduct Policy</i> <i>Student Code of Conduct</i> <i>Student Consultation and Well Being Policy</i> <i>Student Grievance Handling and Well Being Policy</i>