1. Purpose

Prisma Education Institute Australia (PEIA) supports its students in adjusting to studying and life in Australia. This includes providing students with the support and assistance needed for them to be a position to successfully achieve their academic goals and maintain satisfactory course progress and participation towards meeting their academic and future goals.

This Policy outlines the process to be applied in conducting an age and culturally appropriate orientation program for all PEIA students**.**

2. Related Documents

Student Orientation Policy and Procedure
Student Support Policy and Procedure
Student Orientation Power point presentation
Student Orientation Attendance/Acknowledgement Form
Student Contact Details - Confirmation
International Student Handbook
Course Flyers
Orientation Delivery Checklist
Student Image Usage Form

3. Related Legislation

Education Services for Overseas Students (ESOS) Act 2000 specifically, *The National Code of Practice for Providers of Education and Training to Overseas Students 2018* (*NC 2018*), established pursuant to Part 4 of the ESOS Act.
The *National Vocational Educational and Training (NVR) Act 2011* Specifically, The *Standards for Registered Training Organisations, 2015* (*SRTOs 2015*).

4. Scope

4.1 This policy applies to:

4.1.1   all enrolled international/overseas students commencing study at PEIA, and

4.1.2   PEIA trainers and student services staff.

5. Responsibility

5.1   The Supervisor, Student Services is responsible for the provision of a quality and relevant PEIA student orientation program.

6. Definitions

Australian Consumer Law	A national law guaranteeing consumer rights when buying goods and services to ensure false or misleading information is not provided. Education Services provided by PEIA is covered by Australian Consumer Law.
Academic performance	Assessment of competency as a student progress through the qualification
Course	Refers to the specific course a student is enrolled which may lead to a qualification or reward.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
COE	Is a Confirmation of Enrolment for each course of study
Education Agent Agreement	A legal agreement between PEIA and the Education Agent outlining the obligations and responsibilities of all parties.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
Face to face	Students are supported by a facilitator/trainer in an environment to educate and give immediate feedback
National Code 2018	The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (*NC 2018*), established pursuant to Part 4 of the *ESOS Act*.
SSO	A Student Services Officer or Student Support Officer
Standards for RTO's	The *Standards for Registered Training Organisations, 2015* (*SRTOs 2015*). The *SRTOs 2015* ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the *SRTOs 2015* is a requirement for all Nationally Registered Training Organisations (RTOs) and for applicants seeking registration. ASQA – the National Regulator, uses the *SRTOs 2015* to protect the interests of all students in Australia's VET system. The *SRTOs 2015* guide nationally consistent, high-quality training and assessment services in the vocational education and training system.
SMS	Is a Student Management System
Study Period	Is a scheduled term or period of study within a course at PEIA. At PEIA each Term (study period) consists of 10 scheduled weeks of study/tuition.
Unit	Is a Unit of Competency (UOC)
VET	Is Vocational Education and Training

7. Policy Provisions

7.1 PEIA is required to provide students with an age and culturally appropriate orientation program, as outlined in the National Code 2018 Standard 6.1.

7.2 Orientation provides students with the opportunity to meet fellow students, peers, the PEIA staff, trainers, and to familiarise themselves with their campus environment, support and services available and in place for them during their enrolment and studies at PEIA.

7.3 It is a requirement that all students attend an orientation session upon commencement of their studies with PEIA. Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions, therefore question time should be included.

7.4 The orientation session should be carried out prior to commencement of studies and include information about:
  7.4.1 student services staff available to students in the transition to life and study in a new environment
  7.4.2 legal services
  7.4.3 emergency and health services
  7.4.4 facilities and resources
  7.4.5 complaints and appeals processes, and
  7.4.6 any student visa condition relating to course progress and/or attendance as appropriate
  7.4.7 Important and relevant support services available to students whilst studying within the PEIA facilities, and/or when outside of their study/attendance requirements at PEIA particularly to assist students in adjusting to study and life in Australia.
  7.4.8 English language and study assistance programs,
  7.4.9 Relevant legal services,
  7.4.10 Emergency and health services,
  7.4.11 PEIA's facilities and resources,
  7.4.12 PEIA's complaints and appeals process,
  7.4.13 The students visa conditions and requirements for satisfactory course progress and participation, and
  7.4.14 Support services available to assist students with general or personal circumstances that may adversely affecting their education in Australia,
  7.4.15 Services students can access for information on their employment rights and conditions, including how to resolve workplace issues and the availability of the Fair Work Ombudsman.

7.5 It is a mandatory requirement for all students enrolled at PEIA to attend a scheduled Orientation session before they commence their course at PEIA. Students will be provided with prior relevant information regarding their scheduled Orientation session via email.

7.6 Students who do not attend their scheduled PEIA Orientation session are required to make contact with the Student Services Team to reschedule their Orientation session.

Orientation Session
7.7 During the face-to-face orientation session it is ideal that commencing students meet with their course coordinator, trainers and student services staff.

7.8 Students are also to be issued with a copy of their relevant Course Flyer/s which will inform the student regarding the essential requirements of their course of study and will detail the delivery methods to be used during the conduct of the course.

Orientation Topics

7.9 Information to be presented to students at the orientation session is to include, but is not limited to:

Non-Academic
- ➢ Emergency evacuation from building and muster points
- ➢ Emergency protocols, services and contacts
- ➢ How to report harm (abuse, neglect or other) for under 18 students
- ➢ What's nearby i.e. shops, food, ATMs, services, parking and medical
- ➢ Essential services and contacts
- ➢ Transport and travel
- ➢ Legal Services

VET Study in Australia
- ➢ Credit transfer and RPL
- ➢ Competency based assessment
- ➢ Qualifications and Statements of Attainment
- ➢ 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
- ➢ Reporting requirements: Department of Education, Skills and Employment, and Australian Department of Home Affairs
- ➢ Working and your student visa
- ➢ Banking and tax file numbers

Academic – Student/PEIA Specific
- ➢ Student Support Services and Staff, as well as how to access these
- ➢ Campus and facilities
- ➢ Courses, class calendar study periods and important dates
- ➢ Fees and refunds
- ➢ Student Management System and record keeping
- ➢ Course progress / attendance requirements
- ➢ Procedures and methods for assessment of competencies
- ➢ Process for submitting or re-submitting assessments
- ➢ Work placement requirements
- ➢ Student code of conduct
- ➢ Misconduct and discipline
- ➢ Rights and Responsibilities
- ➢ Complaints and Appeals
- ➢ Communication (e.g. internet and mobile phones)

- • **Orientation Forms**
  - ➢ Students will be given a copy of and shown how to gain access to the following – via the PEIA website at: www.peia.edu.au or on request from the Student services Staff:
    - ▪ International Student handbook containing all information listed above
    - ▪ The PEIA Prospectus/Brochure – containing relevant College and course information publications
    - ▪ Student Image Usage Form to be completed by students
    - ▪ Education Agents Student Feedback Survey
    - ▪ Student Orientation Checklist and Acknowledgement to be completed by students

- **Unit of Competency Commencement Briefs**

  At the commencement of each unit of competency, the trainer/s are to provide the class of students with a unit overview/briefing specifically to outline the unit learning outcomes, delivery methods and the Unit Outcome Agreement (UOA) requirements.

Responsibilities

7.10 The Student Services Officers will be responsible for outlining Non-Academic Information, introducing the Student Services Staff, as well as informing students how to access these staff and other services

7.11 The Supervisor, Student Services or the Campus Manager will generally cover all information pertaining to Studying and Living in Australia as well as Academic and College Specific topics and information

7.12 The Academic Manager and/or relevant Trainers will be available for an introduction to students and will facilitate meeting with their relevant students

7.13 PEIA management is responsible for reviewing the orientation sessions student feedback and for overseeing and implementing continuous improvement processes to improve the Orientation sessions and processes, and the student experience for future sessions.

7.14 Trainers are responsible for conducting the unit commencement briefings/UOA's prior to the start of each new unit.

8. Policy Information

Authorised Officer	Supervisor, Student Services
Supporting documents, procedures & forms of this policy	Student Orientation Policy and Procedure Student Support Policy and Procedure Student Orientation Power point presentation Student Orientation Attendance/Acknowledgement Form Student Contact Details - Confirmation International Student Handbook Course Flyers Orientation Delivery Checklist Student Image Usage Form
Related Legislation and Codes of Practice	*Education Services for Overseas Students (ESOS) Act 2000* *The National Code of Practice for Providers of Education and Training to Overseas Students 2018* (*NC 2018*), *National Vocational Educational and Training (NVR) Act 2011* *Standards for Registered Training Organisations, 2015* (*SRTOs 2015*).
Audience	Public

9. Procedure

STEP 1 – Prior to initial orientation session		
	Who	**Action/s**
1.1	SSO	a) New students are sent notification of their scheduled orientation session via PEIA email - informing student of all details of their orientation requirements, including the scheduled date, time, duration, location and what they need to bring with them to orientation. If food or refreshments are provided this should also be stated.
1.2	Student	b) Is to arrive on time as instructed with any items stated in the orientation notification email

STEP 2 – Orientation Session		
	Who	**Action/s**
2.1	SSO	a) Introduction to student services and support available to student, then introduce Student Services Staff, ensure students are informed about how to access these and other services
		b) Ensure individual safety, emergency protocols, evacuation and muster points are discussed and covered.
		c) Conduct a walk-through of the facility with students. Ensure emergency equipment and floorplans are identified as well as first aid equipment.
		d) Provide Student's with a copy of the PEIA International Student Handbook, course flyers, and an introduction to the PEIA website – specifically the student portal and where to locate all relevant PEIA policies, procedures, forms and documents.
		e) Issue other pertinent informational, documents and materials to those students who do not already have these.
		f) Outline non-academic information relating to living and studying in Australia or other staff member(s) as appointed
2.2	SSO	a) Present the PEIA Orientation Power Point Presentation to the students – ensuring all content of each screen/page is delivered and discussed where applicable.
		b) Cover all information pertaining to VET Study in Australia and Academic – PEIA Specific
		c) Allow discussion and questions
2.3	Trainer(s)	a) To be introduced to the new international students at PEIA
		b) Allow questions

STEP 3 – Orientation Topics		
	Who	**Action/s**
3.1	SSO	a) Ensure that the following subjects, topics and areas are discussed during the orientation session, and for students to be guided to refer to the subject matter contained within the International Student Handbook include but are not limited:

Non-Academic

- Emergency evacuation from building and muster points
- Emergency protocols, services and contacts
- What's nearby i.e. shops, food, ATMs, services, parking and medical
- Essential services and contacts
- Transport and travel
- Legal Services

VET Study in Australia

- Credit transfer and RPL
- USI requirements
- Competency based assessment
- Qualifications and Statements of Attainment
- 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
- Reporting requirements: Department of Education, skills and Employment
  - Australian Department of Home Affairs
- Working and your student visa
- Banking and tax file numbers

Academic – PEIA Specific

- Student Support Services and Staff, as well as how to access these
- Campus and facilities
- Courses, class study periods and important dates
- Fees and refunds
- Student Management System and record keeping
- Course progress / attendance requirements
- Procedures and methods for assessment of competencies
- Process for submitting or re-submitting assessments
- Work Based Training / Work placement requirements
- Student code of conduct
- Misconduct and discipline
- Rights and Responsibilities
- Complaints and Appeals process
- Communication (e.g. internet and mobile phones)

STEP 4 – Orientation Documents and Forms

	Who		Action/s
4.1	SSO	a)	Students will be provided:
			• A copy of the Student Handbook – highlighting the above Important information
			• Relevant PEIA course information publications and flyers
			• Media Release Form to be completed and signed
			• Student Education Agents Survey
			• Student Orientation Checklist and Acknowledgement to be completed
			• Ensure all student have a verified USI Number – If not have them generate one
4.2	Students	a)	Required to complete the Media Release Forms, Student Orientation Surveys and Orientation Checklist and Acknowledgement forms to be completed by each student.
		b)	Encouraged to ask staff and trainers any questions they may have during the orientation
4.3	SSO	a)	Collect and check all completed student documentation and completed forms.
		b)	Completed student forms and documentation to be reviewed, actioned accordingly and filed.

STEP 5 – Orientation follow up

	Who		Action/s
5.1	Supervisor, Student Services	a)	Periodic reviews of feedback gathered from orientation forms for quality assurance and continuous improvement

b) Implement required changes resulting from orientation feedback at least every six months

5.2   Trainers   a) At the beginning of each course and every unit of competency, trainers are to deliver a mini orientation specific to that course/unit. These course/unit orientations should outline the following information:

- Learning outcomes
- Duration
- Work placement requirements where relevant
- Learning and assessment methods
- Assessment requirements and conditions
- How to submit assessments and re-submit if required.