



**International  
College**

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# Orientation (Student) Policy & Procedure

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HIC Policy Number  
STUD016

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CRICOS Number 02790D  
Provider Number 21838

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## 1. Purpose of policy

This policy ensures establishing the standards required for all International students while they are enrolled with HIC. It is designed to explain to students their obligations and responsibilities, and convey principles that will enhance their learning experience when studying at HIC. A complete orientation will ensure the student is introduced to key personnel, familiarised with the facilities and procedures of the College and adequately prepared for study in HIC, and adapting to life in Australia.

The orientation program delivered at the commencement of study must be viewed in the context of a developmental process which includes:

- The student's pre-enrolment contact with the College
- Entry to the course of study
- Progress throughout the course, and
- Exit from the College

## 2. Responsibility

The PEO is responsible for the implementation of this Policy and procedure and to ensure that all staff are aware of its application and implementation requirements. Students are also informed of this policy and procedure at their pre-enrolment, enrolment and orientation.

## 3. Key Features

This policy relates to all aspects of orientation, including but not limited to policy and procedures, students' Code of Conduct etc. while enrolled at Hays International College (HIC) as also outlined in the Student Handbook. The broad goals of orientation programs are:

**Student Development:** assisting new students to participate comprehensively in College life. This will include appropriate intellectual, emotional, social, ethical, physical and spiritual development during the course of the student's enrolment.

**Academic Achievement:** equipping students to achieve competent outcomes

**Student Retention and Persistence:** encouraging students to remain enrolled and persist through the remainder of their studies with HIC.

**Valuing the new student:** demonstrating to new students that they are welcomed and valued by the College in general and highlighting their enrolling

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course area in particular as well as introducing them to their fellow students.

**Communicating Self-Efficacy:** assisting students to develop a belief that their own efforts significantly affect their chances of future success; and encouraging them to keep an eye on their goals.

**Delivering a Meaningful Experience:** relevance to the subsequent student experience and the student's future goals.

**Effective Delivery of Information:** sufficient and timely information for the student to begin study in their course, and timely delivery of other information during their first period of study.

**Making Connections:** assisting all new students to become part of the College community. The program should link new students with peers and staff. In particular, new students should be made aware who to approach for assistance and be orientated to the web-site where they will find the policies and forms they may require.

Student Services will ensure students are made aware of staff point of contact and the emergency contact, student Code of Conduct, complaints and appeals process and so forth. Student services will also address student safety and working, and visa conditions.

Administrative staff ensures students are aware of administrative processes and policies relevant to their continued enrolment, and also that international students are aware of the importance of OSHC and the need to maintain the cover for the duration of their period of studies.

Financial department will inform the students of fees and refunds, the facilities and care and maintenance of those. The finance department is also responsible for the collection of information regarding marketing agents, the behaviour before the enrolment, and collating and analysing the information and feedback the students provide.

## 4 PROCEDURES

- All students will be informed about their orientation program, date and time by the administration department directly, via email, or through their agent.
- The Principal Executive Officer will welcome the students and introduce the departments and the staff.

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- Students who are unable to attend the orientation due to reasons beyond their control e.g. Visa delay, Flight availability, will be given an opportunity for orientation at the earliest possible time.
- During the orientation students will:
  - be familiarised with the College website where they can view the College’s student services, facilities and the relevant policies and procedures
  - be directed to the HIC Student Handbook available on the College website
  - receive their student ID card
  - receive student safety information
  - sit a English proficiency placement test/Language, Literacy and Numeracy (LLN) test
  - complete all necessary documentation including verification.
  - provide their USI number to HIC if they have not already done so.
- Topics covered during Orientation will include:

College training and administration staff Student Support Services Staff point of contact for students Emergency contact Fees and refunds English skills and study English Proficiency placement test English support classes Recognition of prior learning and credit transfer Transport and travel Legal Services Student visa conditions Working and your student visa Banking and tax file numbers	Work placement requirements Course progress requirements Completion of the course in the normal amount of time Reporting: DET and DHA Complaints and Appeals Student Code of Conduct Keeping address and contact details up-to-date Communication (e.g. internet and mobile phones) Procedure for assessment of competencies Health insurance and maintaining OSHC Emergency and Health Issues Living in Melbourne Facilities on Campus
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- Students will meet and spend time with their course coordinator and trainers.
- They will receive a Student Course Guide / Outline which informs students of the essential requirements of the course being studied and covers delivery and assessment methods of the course.
- Additionally, at the commencement of each unit of competency, the trainers are to provide a Training and Assessment Plan and orientation for the group, to cover delivery and assessment methods of the unit.

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RELATED DOCUMENTS			
<b>ESOS</b>	National Code Standard 6, 7, 8, 9, 10		
<b>Standards for Registered Training Organisations 2015</b>	Standard 1.8-2, 3.6, 6		
<b>POLICIES</b>	Complaints and Appeals; Course completion within expected duration ; Course Progress Policy and Procedure ; DHA Notification Policy and procedure; Deferral, suspension and cancellation policy and procedure; Plagiarism policy and procedure; Fees and charges policy and procedure; Refund policy and procedures, Code of Conduct (student) policy and procedure, USI Implementation policy and procedure; Critical incident policy and procedure		
<b>Last Updated</b>	Jan 2019	<b>Updated by</b>	JW