


PROCEDURE		 ACADEMIES AUSTRALASIA POLYTECHNIC
Ref. to Legislative Frameworks: HESF2015: Standard 1.1 – 1.3 SRTO2015: Standard 1.7 National Code 2018: Standard 6.1	New Student Orientation	
Version: 1.2	Procedure Owner: General Manager, Operations and Risk Management	Issued on: 27/12/2017 Review by: 27/12/2020

Revision History

Current Version	Description of Change	Procedure Developers	Effective Date
1.2	Specified reference to National Code 2018	Assistant Manager – Student Services General Manager, Operations and Risk Management	27/12/2017

PURPOSE

This procedure details a course of action in the preparation, conduct and evaluation of the new students' orientation at Academies Australasia Polytechnic (AAPoly). The regulatory standards for Higher Education, Vocational Education and Training as well as provision of education services for international students, as referred to on the previous page, stipulate the obligation of education services provider to ensure that new students are systematically and adequately introduced to the courses and environment of their studies.

This procedure is to be read in conjunction with the New Students Orientation policy.

SCOPE

This procedure applies to the orientation of new students only, including domestic and international students enrolled in accredited courses.

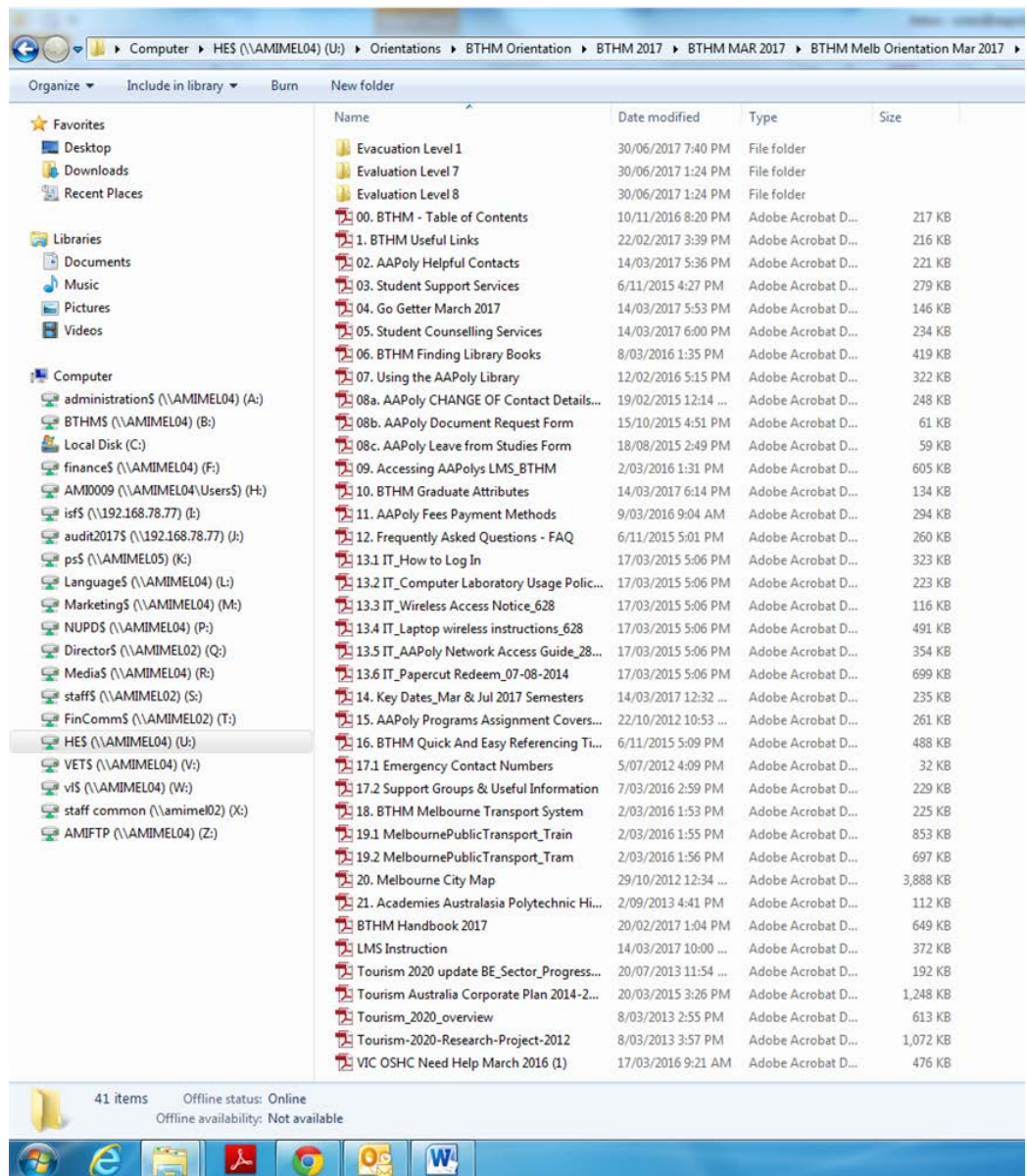
DEFINITIONS

Confirmation of Enrolment (CoE)	An official document issued via Australian Government's PRISMS (Provider Registration and International Students Management System) that is required by an international student to apply for a student visa (The CoE contains the student's and course details. It confirms that the student has been accepted into an accredited program of study at an Australian institution within a specific duration with clear start and end dates.)
Domestic students	Students enrolled at AAPoly, who are Australian citizens, an Australian permanent resident (including holders of all categories of Permanent Resident visas including humanitarian visas) or a New Zealand citizen
International students	Enrolled students who have come to Australia to study Vocational Education and Training or Higher Education courses on student visas
Regulatory standards	The legal requirements that AAPoly have to comply with in order to deliver accredited courses and issue qualifications to local and international students in Australia, including: <ul style="list-style-type: none">• Higher Education Standards Framework 2015• Standards for Registered Training Organisations 2015• National Code for Providers of Education and Training to Overseas Students (National Code 2018)
Orientation program	A compulsory information day program at the beginning of a semester/term/mid-term formal teaching period at AAPoly during which all new students are welcomed and introduced to general information, relevant staff members, facilities, amenities, activities, policies and procedures relevant to their studies.

PROCEDURE

1. Design the Orientation event

- a. Orientation Pack of Information – on an AAPoly USB and/or online orientation site
 - New students are invited to the Orientation at Enrolment. These new students would have completed the Enrolment process, been informed of their subjects enrolled and timetable, and received the USBs for Orientation. The Orientation Packs of information, loaded on a USB and/or located online orientation site, which will continue to be useful during the course of their studies.
 - The Orientation Pack contains a combination of formal documents such as Forms and informal information such as Melbourne Transport System – trains and trams.
 - Three weeks prior to the Orientation, the content of the Orientation Pack is checked and updated to reflect most current information and structures.
 - Below is an example of Orientation Pack content:



b. Invitation to the Orientation event

Students are informed about the compulsory attendance of Orientation via the following channels:

- Letter of Offer
- Website information (<http://www.aapoly.edu.au/enrolment-info>)
- Enrolment notification which is emailed at least one week prior to Enrolment and Orientation.

c. Late arrivals or 'No-Show'

- Students who arrive after the commencement of the semester/term/mid-term formal teaching period must advise AAPoly of their expected date of arrival.
- Students who are unable to participate in their scheduled Orientation will be expected to attend a late Orientation and have access to the content of their relevant Orientation material through the Learning Management System (LMS). AAPoly will verify through the LMS data that these students peruse the Orientation material despite their late arrival.

2. Plan the Orientation event

a. The “traditional” Orientation event - face-to-face

- The main Orientation event is usually about 2 hours, highly interactive and informative.
- The actual schedule of the Orientation event takes into consideration new students' arrival in the country (international students have to wait till their student visas have been granted).
- The Orientation event will be scheduled on a particular day (usually during the first week of the semester), to allow as many new students to participate as possible.
- For our Sydney campus, their Enrolment and Orientation have been scheduled for the first two days of the semester commencement. This allows the Academic Dean and Student Services representatives to be available for the Orientation in Sydney, after the Enrolment of students in Melbourne.
- Existing students will be encouraged to participate actively in the Orientation, including in leadership roles which are excellent learning and development for themselves.

b. Choosing the Orientation Theme

- Each semester/Term, Student Services, Teaching and Learning team and the Academic Dean will select a theme for the Orientation.
- The theme and activities of the Orientation have to be age and culturally sensitive, informative and enjoyable.
- Where suitable, the Orientation uses technology to facilitate communications and interactions among the participants.
- The focus of the Orientation ranges from student safety, support services in Australia, Australian culture or student experience. As a minimum, the Orientation has to cover the following topics:
 - support services available to assist in the transition into life and study in Australia
 - legal services
 - emergency and health services

- facilities and resources
 - complaints and appeals processes; and
 - information on visa conditions relating to course progress and, if applicable, attendance.
 - Accomodation
 - Transportation
 - Campus life
- c. A separate Orientation program will be organised for students with special needs, according to their particular circumstances.
- 3. Conduct the Orientation event**
- a. At the commencement of the Orientation, new students sign in via the Orientation Attendance List.
 - b. The Academic Dean opens the Orientation and addresses the theme.
 - c. Students are introduced to their course of study and the AAPoly High Academic Achievement Awards – which started in 2007.
 - d. The keynote and other invited speakers include:
 - Theme-based keynote speaker
 - A representative from the Overseas Student Health Cover (Allianz and Bupa).
 - Senior Lecturer – Teaching and Learning
 - A student representative
 - Key Student Services staff, Student Counsellors and the Librarian
 - e. During the Orientation, students participate in short, Australian quizes, with souvenirs and fun prizes for good/correct answers.
 - f. Refreshments include Anzac cookies, Timtam biscuits and assortment of drinks.
 - g. Student mentors will bring small groups of new students for a campus tour.
- 4. Collect feedback from students about the Orientation event**
- a. At the conclusion of the Orientation, students are invited to provide feedback through a survey. As they exit the venue, students are offered souvenirs such as AAPoly backpacks.
 - b. Formal student evaluations of the Orientation and informal feedback are integral to planning the next Orientation. AAPoly will adjust the Orientation in accordance with the feedback for continuous improvement.

RESPONSIBILITIES

- Designated Head (Student Services) is responsible for maintaining this procedure, informing the relevant team members and ensuring their comprehension.
- Student Services team is responsible for the planning, preparation (including the Orientation Pack), conduct, evaluation and reporting of the Orientation programs.
- Academic Dean, Faculty Heads and other invited members of AAPoly team participate in the planning and conduct of the Orientation program.

FEEDBACK

Please contact the CEO through email suggestionstotheceo@aapoly.edu.au to convey any queries or feedback about this procedure. The CEO will respond in writing to the query or feedback within two weeks after the query or feedback is received, unless in an urgent or extenuating circumstance when an immediate response is required. The query or feedback and the response will be recorded in the Continuous Improvement register and utilised in the future review of the policy and procedure.

References

Source	Document Title	Version/Date
Internal	AAPoly Admissions Framework	v. 1.0 (September 2017)
	AAPoly Diversity and Equity Framework	v. 1.0 (September 2017)
	AAPoly Institutional Quality Assurance Framework	v. 1.0 (October 2017)
	AAPoly New Students Orientation Framework	v. 1.0 (October 2017)
	AAPoly New Students Orientation Policy	v. 1.1/26102017
External	ASQA Standards for Registered Training Organisations	2015
	Higher Education Standards Framework	2015
	National Code of Practice for Providers of Education and Training to Overseas Students	2018