

<b>POLICY AND PROCEDURE</b>		
<p>Ref. to Legislative Frameworks:</p> <p>HESF2021: Standard 1.3, 1.4, 2.3, 5.2</p> <p>Standards for Registered Training Organisations 2025 Standards 1, 2</p> <p>National Code 2018: Standard 6.1, 8</p>	<b>New Students Orientation and Commencement</b>	
Version: 2	Policy Owner: Chief Executive Officer (CEO)	Issued on: 09/03/2026 Review by: 09/03/2028

## REVISION HISTORY

Current Version	Description of Change	Policy Developer(s)	Effective Date
1.2	Added reference to National Code 2018	General Manager, Operations and Risk Management	27/12/2017
2.0	Consolidated policy and procedure in one document	Chief Executive Officer	09/03/2026

## **1 PURPOSE**

This Policy and Procedure establishes the institutional framework for handling new students' commencement, including the design, delivery, monitoring and continuous improvement of the orientation program at Academies Australasia Polytechnic (AAPoly).

It ensures that all commencing students are provided with accurate, accessible and timely information necessary to:

- Participate effectively in their course of study;
- Understand their rights and obligations;
- Access academic and support services;
- Comply with legislative and visa requirements;
- Transition successfully into Australian tertiary education and, for international students, life in Australia.

This document operationalises institutional obligations under the Education Services for Overseas Students Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standards 6 and 8), Standards for Registered Training Organisations 2025 and Higher Education Standards Framework (Threshold Standards) 2021.

## **2 POLICY STATEMENT**

AAPoly recognises orientation as a critical risk-control and quality assurance mechanism within the student lifecycle. New students' orientation programs assist in their successful transition into tertiary studies. The AAPoly Orientation program is tailored to the characteristics of international student cohort, including reasonable adjustments for students with special needs. The Orientation program is age and culturally appropriate. The effectiveness is measured through feedback and quality review processes.

AAPoly will:

- Deliver a compulsory Orientation program.
- Verify identity, visa status (where applicable) and enrolment eligibility prior to commencement.
- Identify academic and welfare support needs
- Report non-commencement in accordance with ESOS requirements.
- Maintain complete and auditable student documentation.

## **3 SCOPE**

This policy and procedure applies to all staff members involved in the process of conducting the orientation program and all new international students commencing accredited courses in all AAPoly campuses.

## 4 DEFINITIONS

Academic Integrity	The expectation that students conduct their academic work honestly and ethically, and comply with institutional policies relating to plagiarism, cheating, collusion and other forms of academic misconduct.
AVETMISS	The Australian Vocational Education and Training Management Information Statistical Standard used for the collection and reporting of nationally recognised training activity.
Enrolment	The selection of specific subjects to be studied during a semester. Subjects enrolled will be shown on academic transcripts unless withdrawn without academic penalties as approved by the Academic Dean.
International Student	A student studying in Australia on a student visa under the ESOS legislative framework.
International Student Visa Conditions	Requirements imposed on international students under their student visa which may include maintaining enrolment, achieving satisfactory course progress, updating residential address details, and complying with work limitations.
Late Arrival / No Show	An international student who does not commence on the agreed date and whose status must be managed in accordance with ESOS and National Code requirements.
Learning Management System (LMS)	The online platform used to deliver learning materials, assessments, announcements and communication between students and academic staff.
Orientation Program	A structured program delivered prior to or at course commencement that introduces students to academic, administrative, regulatory, safety and support information necessary for successful participation.
Overseas Student Health Cover (OSHC)	Health insurance required for international students studying in Australia on a student visa, covering basic medical and hospital care during their stay.
Provider Registration and International Students Management System (PRISMS)	A secure computer system for education institutions on CRICOS to manage their student enrolments and comply with ESOS requirements.
Student Management System (SMS)	The electronic system used by the provider to manage student enrolments, academic records, course progress, communication and administrative processes.
Unique Student Identifier (USI)	A nationally recognised reference number issued by the Australian Government that allows students to access their training records and results from all nationally recognised training completed in Australia.

## **5 POLICY**

5.1 It is compulsory for students to attend the Orientation program as valuable information that assists in their successful transition to tertiary studies is covered in the sessions.

5.2 The Orientation program at AAPoly has to ensure that students have opportunities for positive interactions with fellow new students, existing students, faculty staff members, non-academic staff and student services team.

5.3 As the minimum, the Orientation program must address the following topics:

- support services available to assist in the transition into life and study in Australia
- English language, academic, counselling and study assistance services
- student visa conditions
- students' rights and obligations
- 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.
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- 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.

5.4 At the conclusion of each Orientation program, feedback for continuous improvement should be collected to be utilised in planning future Orientations. The Orientation program is reviewed at least once a year. Records of attendance at Orientation programs must be maintained as evidence of compliance.

## **6 PROCEDURE**

### **6.1 Orientation Preparation and Pre-Commencement Verification**

Prior to commencement, Student Services must:

- Send a welcome email with orientation details, enrolment process and Student Welcome Pack. The pack includes student handbook, academic calendar, Support services guide, User manual for AAP systems, Fair Work information, Campus floor plans and Counselling service information.
- Ensure that the student has completed the Student Registration pack, Confirmed the USI and conduct Language, Literacy, Numeracy and Digital Skills (LLND) screening (VET students).
- Identify support needs via enrolment documentation and AVETMISS survey (VET).

### **6.2 Conducting Orientation**

6.2.1 The "traditional" Orientation event - face-to-face is conducted over approximately 2 hours within the week prior to course commencement

### 6.2.2 The Orientation covers:

#### **Academic matters**

- Course structure and study load
- Assessment requirements
- Academic integrity and misconduct
- Course progress and attendance monitoring

#### **Student Support**

- Academic skills and English language support
- Counselling and welfare services
- Disability and reasonable adjustments
- LLND and English Language support (VET)
- IT, LMS and systems support

#### **Regulatory and Visa Compliance**

- Student visa conditions
- Work rights
- Address update requirements
- USI requirements
- PRISMS reporting obligations
- Consequences of unsatisfactory course progress

#### **Policies and Procedures**

- Refund Policy
- Deferral, suspension and cancellation
- Transfer between registered providers
- Complaints and appeals

#### **Safety and Welfare**

- Emergency procedures
- Critical incident processes
- Overseas Student Health Cover
- Employment rights information

### 6.2.3 Student Registration Pack

Students must complete digital copies of:

- Student Registration Form (includes Student Declaration, Consent forms and Orientation Acknowledgement)
- AVETMISS Survey (VET)

Student Services must:

- Verify completeness
- Follow up student with outstanding fees
- Follow up with all students (attendees and no shows) via email after the orientation session which includes the notes, contact details and important links.

### 6.2.4 LLND Screening (VET)

Where applicable:

- Students undertake LLND assessment at commencement.
- Identified needs are referred to Course Coordinator.
- Support actions documented in accordance with LLND Policy.

### 6.2.5 Enrolment Finalisation

Student Services and IT Support will:

- Assist subject enrolment in the Student Management System
- Confirm LMS and student email access
- Issue Student ID card
- Provide campus tour

## 7 CONFIRMATION OF ENROLMENT

### 7.1 PRISMS Reporting

Student Services must confirm via PRISMS, within 31 days of course start date, student's contact details in Australia.

### 7.2 Non commencement management

If a student fails to commence:

- Contact must be attempted within five (5) working days.
- Agent (if applicable) must be instructed to follow up.
- All communication attempts must be documented.
- Deferral or cancellation options considered.
- Non-commencement reported via PRISMS within required timeframe of 31 days.

Repeated non-commencement cases must be reviewed as part of agent performance monitoring.

### 7.3 USI Compliance

- USI must be collected and verified.
- Report generated identifying unverified USIs after each semester
- Follow-up action documented.
- No qualification may be issued without verified USI.

## 8 RESPONSIBILITIES

- Chief Executive Officer maintains this policy and its subsequent updates and ensures institutional compliance.
- Designated Head (Student Services) is responsible for informing the relevant team members of this policy and ensuring their comprehension.
- Student Services team is responsible for the planning, preparation, 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.

## 9 FEEDBACK

Please contact the CEO through email [suggestionstotheceo@aapoly.edu.au](mailto:suggestionstotheceo@aapoly.edu.au) to convey any queries or feedback about this policy. 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.

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## REFERENCES

Source	Document Title
Internal	Student Selection and Admission Policy and Procedure
	Academic CT and RPL (HE) Policy and Procedure
	AAPoly Course Credit and RPL (VET) Policy and Procedure
	Higher Education Course Enrolment Policy and procedure
	Support for Students (HE) Policy
	Access, Equity and Diversity Policy and Procedure
External	NVETR (Outcome and Compliance Standards for NVR RTO and FPPR) Instrument 2025
	Higher Education Standards Framework (Threshold Standards) 2021
	National Code of Practice for Providers of Education and Training to Overseas Students 2018
	Education Services for Overseas Students Act 2000