INTERNATIONAL STUDENT ORIENTATION POLICY AND PROCEDURE

1. PURPOSE

This purpose of this policy is to ensure that George Brown College's (GBC) provides international students with an age and culturally appropriate orientation program in accordance with Clause 6.1 of the National Code 2018. The orientation program is designed to assist students in adjusting to life and study in Australia and ensuring a safe and successful transition to their studies.

Definitions

- **CRICOS**: Commonwealth Register of Institutions and Courses for Overseas Students.
- **OSHC**: Overseas Student Health Cover, required for international students.
- **Student Support Officer**: The staff member responsible for assisting students with welfare and support services.
- **National Code 2018**: The National Code of Practice for Providers of Education and Training to Overseas Students.
- **Student Feedback Process:** Mechanism for collecting feedback from students regarding their orientation experience

2. POLICY STATEMENT

GBC is committed to providing a structured and supportive orientation program to all international students, ensuring that they receive essential information about:

- Living and studying in Australia
- Safety and security
- Visa requirements and responsibilities
- Available support services
- Work rights and the Fair Work Ombudsman
- Rights and obligations as international students
- Academic expectations and institutional policies
- Access to academic, health, and legal support services
- Cultural awareness and adaptation to the Australian environment

3. RESPONSIBILITIES

Person Responsible	Task
General Manager	Develop and update orientation content
Student Support Officer / General Manager	Deliver orientation sessions
Student Administration Team	Ensure all new students complete orientation and maintain records of attendance
Student Support Officer	Provide students with orientation materials, collect and review student feedback

Student Administration Team	Maintain records of student attendance at orientation

4. STANDARDS REQUIREMENTS

This policy meets the requirements of **Clause 6.1 of the National Code 2018**, which mandates that registered providers must assist students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information on:

- Support services to help students adjust to life and study in Australia
- English language and study assistance programs
- Legal services
- Emergency and health services
- Complaints and appeals processes
- Employment rights and conditions and how to resolve difficulties
- Requirements for achieving satisfactory course progress and attendance
- Student visa conditions related to course progress and attendance
- Welfare and counselling services
- Safety and security, including emergency procedures

This policy and procedure is additionally subject to the Standards for RTOs 2025

Outcome Standard 2.1 – Information

"VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them."

(Performance Indicator 2.2(2)(c)(ii))

"the training support services and wellbeing support services that are available to the VET student, and how the student can access those services."

Outcome Standard 2.3 – Training Support

"VET students have access to support services, trainers and assessors and other staff to support their progress throughout the training product."

Outcome Standard 2.6 – Wellbeing

"The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs."

(Performance Indicator 2.6(2)(b))

"it advises the VET student cohort of the availability of wellbeing support services, and any organisation students can contact, or additional action students can take to support their wellbeing."

5. SCOPE

This policy applies to all international students enrolling at the College and outlines the key elements of the orientation process, including content, delivery methods, timing, and responsibilities.

6. PROCEDURE

Orientation Delivery

- The Student Support Officer and General Manager are responsible for coordinating and delivering the orientation session.

- The orientation program is delivered on the first day of a student's attendance. Any variation must be approved by the PEO.
- The standard duration is one (1) day but may be adjusted for small groups or individual students.
- Orientation is delivered in a classroom setting with audiovisual support to enhance understanding.
- If necessary, an alternative venue may be approved by the PEO.

Orientation Content

The orientation program covers the following key areas:

Welcome and Introduction

- Introductions to staff and students
- Overview of orientation program
- Issuance and signing of learning resources

Campus and Local Area Orientation

- Facility tour
- Introduction to local area (transport, shopping, cultural activities)
- Local emergency services and contacts

Safety and Security

- Road safety and public transport guidelines
- Personal safety in public places
- Cyber safety and online security
- Emergency contacts and response procedures
- Critical incident policy and procedures

Student Visa Responsibilities

- Attendance and course progress requirements
- Behavioural expectations and policies
- Work restrictions and rights in Australia
- Updating contact details with the College

Legal and Consumer Rights

- Fair Work Ombudsman and employment rights
- Privacy laws and data protection
- Work Health and Safety (WHS) laws
- Australian consumer rights

Health and Welfare Support

- Overseas Student Health Cover (OSHC) and accessing medical services
- Available welfare and counselling support
- Community resources such as religious institutions and social groups
- Complaints and appeals process
- Available student mentoring programs

Cultural Awareness and Adjustment

- Australian culture and societal norms
- Family life and social etiquette
- Climate and environmental adaptation
- Expectations in homestay and student accommodation

Orientation Materials

Students receive an orientation information package, which includes essential documents such as:

- Student Handbook
- Orientation slides or materials
- Emergency contact details
- Campus maps and transport guides

This package may be provided in hard copy or as a digital file (USB or email attachment).

Culturally Inclusive Delivery

GBC ensures that the orientation program is delivered in a culturally appropriate manner by:

- Using clear and simple English
- Encouraging student participation and interaction
- Recognising and celebrating cultural diversity
- Avoiding language or examples that may exclude or alienate students
- Responding to any discriminatory behaviour promptly

Procedure Summary Table

Step	Responsibility	Action	Supporting Documents / Notes
1	Student Support Officer	Schedule and coordinate the orientation session for new students	Orientation Schedule, GM approval if date varies
2	Student Support Officer	Deliver orientation on the first day of attendance (unless variation approved by GM)	Orientation Plan
3	Student Support Officer	Adjust orientation duration if required for small groups or individual students	Attendance Register, Student Records
4	Student Support Officer	Deliver the orientation in a classroom setting with audiovisual support	Orientation Slides/Materials, Projector/AV Setup
5	PEO	Approve alternative venue if classroom setting is unavailable	Venue Approval Form, Internal Memo
6	Student Support Officer	Provide a welcome and introduction including staff introductions and resource handouts	Learning Resource Issue Register
7	Student Support Officer	Conduct campus and local area orientation	Campus Map, Local Guide, Emergency Contact List

8	Student Support Officer	Present safety and security information including road safety, cyber safety, emergency response	Critical Incident Policy, Emergency Procedures Poster
9	Student Support Officer	Explain student visa responsibilities including course progress, behavioural expectations and work limits	Course Progress Policy, Student Visa Conditions Fact Sheet
10	Student Support Officer	Explain legal and consumer rights including WHS, Fair Work, privacy and consumer protections	Student Handbook, External Links (Fair Work, ACCC)
11	Student Support Officer	Outline health and welfare support including OSHC, counselling, mentoring and complaints process	Welfare and Support Policy, Counselling Referral List
12	Student Support Officer	Present cultural awareness and adjustment topics to assist transition to life in Australia	Cultural Awareness Handout, Accommodation Guidelines
13	Student Support Officer	Distribute orientation materials to each student (hard copy or digital)	Orientation Package Checklist
14	Student Support Officer	Deliver content using culturally inclusive practices (clear English, diversity recognition)	Cultural Inclusion Guidelines, Training Evaluation Forms
15	Student Support Officer	Monitor student participation and respond to any exclusionary behaviour during orientation	Student Feedback Form, Incident Report (if required)

7. Policy Implementation

- Orientation is delivered by trained staff to ensure consistency and compliance with regulatory requirements.
- Student attendance at orientation is recorded and stored in the SharePoint Folder.
- Student Feedback: Students complete an orientation evaluation form to provide feedback on their experience.
- Staff Review: Trainers and Student Support Officers provide feedback on common student concerns.
- Orientation content is reviewed annually to ensure it remains relevant and up to date.

8. Review and Continuous Improvement

- The GM and Student Support Officer review feedback from students and staff to ensure orientation remains effective.
- Improvements are documented in the Continuous Improvement Register.
- Any necessary changes are implemented to ensure ongoing compliance with Clause 6.1 of the National Code 2018.

Document Control

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Standards: NC Standard 6.1 and Standard 2025 2			

Version Control

Version #	Changes	Approval By	Approval Date
1.0	Original Version	Preeti Singh	12/06/2025

Associated Documents

Local Resource Listing
Orientation Power Point Slides
Student Handbook