

Name of the Policy	PP48 International Student Orientation Policy and Procedure
Distribution:	All Staff and students
Entity relating to	<p>Stirling Institute of Australia Pty Ltd trading as</p> <ul style="list-style-type: none"> • Academy of Hypnotic Science • Stirling Institute of Counselling • Stirling Institute • Stirling Institute of Hypnotherapy • Stirling Institute of Business • Stirling Institute of Children's Services
Related Documents:	<ul style="list-style-type: none"> • Student Handbook • International student orientation program checklist
Statutory References	<ul style="list-style-type: none"> • National Code of Practice 2018 • Australian International Education and training Agent Code of Ethics
Legislative Context	<ul style="list-style-type: none"> • The ESOS Act 2000 (Commonwealth) • The ESOS Regulations 2001 (Commonwealth) • Education Services for Overseas Students Legislation Amendment (Tuition Protection and Other Measures) Act 2011 • The Migration Act 1958 (Commonwealth) • The Migration Regulations 1994 (Commonwealth)

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1. Policy

Stirling Institute of Australia (TOID: 21132 CRICOS: 03797M) (Stirling Institute) is committed to ensuring all enrolled students attend an orientation program which not only satisfies regulatory obligations but proactively works towards equipping students with all the relevant resources and information which Stirling Institute of Australia believes will be beneficial for students achieving their goals as students of Stirling Institute of Australia and living safely and comfortably as visitors in Australia.

Stirling Institute of Australia will especially strive to provide information to students through the orientation program that targets currently identified welfare needs, especially regarding best practice student safety.

Stirling Institute of Australia will ensure that in the orientation session, all new students are informed about the training, assessment and support services offered by Stirling Institute of Australia, their responsibilities as a student, key policies that impact upon their course progress and completion, and their rights and obligations.

Stirling Institute of Australia's orientation program is compulsory, and all students must attend the three timetabled orientation days.

Students will be provided with a copy of the orientation presentation and information handed out during the session.

All commencing students will be provided with a copy of Student Code of Conduct and a Student Handbook (also available on SIA website) that contains the essential information about Stirling Institute of Australia and student life in Australia.

Students will be required to attend a cultural immersion day with the purpose to learn more about Melbourne, using transport, buying food, traffic safety, local resources and much more.

Students will be required to undertake Language, Literacy and Numeracy test and activities on day one of the orientation day and SIA in collaboration with the student will develop an academic action plan where required.

2. Purpose

This policy and procedure relates to supporting students to adjust to study at Stirling Institute of Australia and to life in Australia.

3. Scope

This policy applies to all the current and prospective students of Stirling Institute of Australia.

4. Definitions

Student Orientation: A welcome and orientation program for new students commencing their studies at Stirling Institute of Australia. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment.

The National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

5. Structure

Student will be notified via email at least 1 week prior to their course commencement of the days, time and location of their orientation. Orientation may be held at the campus location of their study or at Stirling Institutes head office.

The Training Manager will ensure the room is set up prior to the orientation with enough chairs, tables, pens, note pads, printed student handbooks, orientation checklists, PTR and LLN forms, and polo shirts for each student. The Training Manager will also ensure there is a computer, and projector set up for the presentation. On the day of orientation Stirling Institute's Student Support officers will meet the students at reception and show them to the location of the orientation.

Stirling Institute Student Support officer will then follow the below schedule for the orientation.

Pre-arrival	<ul style="list-style-type: none"> • Student handbook • Timetables • Course outline • Website
Orientation day 1	<ul style="list-style-type: none"> • Campus Presentation • Course Presentation and Orientation • Academic requirements and processes • Students fees and administration • Student responsibilities, rights and code of conduct • ESOS Framework • Language support services • Critical incident policy and procedure • Emergency and health services • Complaints and appeal processes • Legal services and referrals • Australian workplace and overseas student rights and obligations • Local information and guides • LLN (Language, Literacy and Numeracy) assessment
Orientation day 2	<p>Cultural immersion experience</p> <ul style="list-style-type: none"> • Visit state library • Study Melbourne • Learn about traffic, food, shopping • Practice buying food and using transport
Orientation day 3	<p>Pre-Training review</p> <ul style="list-style-type: none"> • Feedback from your LLN assessment • Develop individual academic plan (if required) • Student support and available support services

6. Gathering of Data

At the completion of the program, all students should be instructed to complete an International Student Orientation program checklist

7. Responsibility

The Quality and Compliance Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy. Any complaints or breaches in relation to this policy should be reported to the CEO in person or by email to: info@sia.edu.au

8. Review Date

12 months from the date of this version, or as required.

9. Major Version History

Version Number	Date	Reason for change	Prepared By	Approved By
1	Dec 2018	Initial Version	Quality and Compliance manager	Director (DY)
1.1	June 2019	Minor changes	Alison Marriage	Director (DY)
1.2	January 2020	Reviewed agenda for orientation. Added information regarding availability of Student Handbook on SIA website.	Quality and Compliance Manager (GDS)	Director (DY)