

ORIENTATION POLICY AND PROCEDURE

Equinim College upholds a great care for its students. It recognises that international students travel from their home country to study and live in Australia and that they may not know much about life in Australia before arriving. Equinim College is committed to providing a warm welcome to international students to help support students to settle into life and study in Australia. This policy and procedure describes the orientation that is provided for this purpose.

1. Prior to enrolment

Prior to enrolment, students are given clear information in easy to understand English about the enrolment process, their course, and living and studying in Australia. This is to support them in deciding which College to study with, and provide them up front with relevant information to studying with Equinim College. Information provided includes:

- a) Orientation Booklet – International Students
- b) International Student Handbook
- c) Course Guide – International Students
- d) Qualification fact sheet (for their chosen qualification)
- e) Enrolment Guide for International Students

2. Orientation Booklet

The Orientation Booklet provides the student with information on orienting themselves to life and study in Australia. It includes:

- a) Information on the enrolment process;
- b) Tips and information on living and studying in Australia:
 - a. Indicative costs of and information on accommodation in Australia;
 - b. Indicative costs of and information on living expenses in Australia including, without limitation, food, groceries and other useful information;
- c) Information on Overseas Student Health Cover and the expectations of the Australian Government;
- d) Requirements of the student visa – what can affect the visa and important information on maintaining it;
- e) Obligations of the student during the course – specifically, progress requirements, attendance requirements, assessment requirements;
- f) Ability to work while in Australia (visa dependent);
- g) Emergency and health services:
 - a. How the health system works in Australia;
 - b. Internal and external emergency services available, including a description of the purpose of each service;
 - c. How to access emergency services;
 - d. What to do in the case of a critical incident;
- h) Welfare support;
- i) Educational support available;
- j) English language and study assistance programs;

- k) Complaints and appeals – how to make a complaint; how to lodge an appeal;
- l) Payment information and information on fees;
- m) Legal services, should they be required;

3. On-campus Orientation

Students attend orientation on-campus before commencing their timetabled class schedule. Orientation runs for a period of two days, with half day attendances each day, and a break to enjoy their new environment in the afternoon. Students are welcome to stay after the morning session and enjoy lunch on campus, further meeting and spending time with fellow students.

- a) **(Orientation dates)** Orientation dates are scheduled into each student's timetable. Students are alerted to all on-campus requirements prior to enrolment being confirmed.
- b) **(On campus orientation – Day 1)** During the first day of orientation, the following occurs:
 - a. **(Introduction)** Students are introduced to key staff members and facilities and how to access support both on and off campus.
 - b. **(Presentation)** Students receive a presentation with a very warm welcome to Equinim College. This includes a video presentation on Equinim College and studying with us as an international student.
 - c. **(Introduction to trainer/assessor(s))** Students are introduced to their Trainer/Assessor(s), whereby the trainer reiterates the importance of the student's wellbeing in Australia, and gives a general run down of study on campus, including:
 - i. General introduction to timetables – classes per week, times of classes, general conduct on campus;
 - ii. General run down of content focus areas for the semester;
 - iii. General run down on assessment focus for the semester and how assessment is structured;
 - iv. Break times on campus and facilities for their use.
 - d. **(On-campus tour)** Students are given a tour of the campus:
 - i. Students take a walking tour around the campus, being shown where resources and facilities are located and given a general rundown of the campus;
 - ii. Students are shown how to access support on-campus and who to contact in the event of an emergency.
 - e. **(Shared morning tea)** Students are given an opportunity to connect with one another over morning tea on-campus, provided by Equinim College.
 - f. **(Orientation to nearby environment)** Students are given guidance to nearby cafes, grocery/food shops, transport options, public transport and any other information of use in the local vicinity to the campus.
 - g. **(Orientation booklet)** Students are provided with a hard copy of

their Orientation Booklet, and advised to keep it available at all times.

- h. **(Lunch)** Students are welcome to stay on campus for lunch, to meet further with other students on-campus, if they would like to.
- c) **(On campus orientation – Day 2)** During the second day of orientation, the following occurs:
- a. **(Shared morning tea)** On arrival, students are given an opportunity to connect with one another over morning tea on-campus, provided by Equinim College.
 - b. **(Introduction)** Students are introduced to the topics of the day, designed to orient them to important information related to their study and wellbeing while in Australia.
 - c. **(Australian government requirements)** Including a refresher outline on the following (as covered in written information provided to all students pre-enrolment):
 - i. **(Health insurance)** Information on Overseas Student Health Cover (“**OSHC**”) and the expectations of the Australian Government; a reminder that OSHC is required throughout the duration of study and a student visa in Australia;
 - ii. **(Student visa)** Requirements of the student visa – important information on what can affect their student visa, such as changes to their course/end dates, not meeting their obligations as a student, and other relevant information – provided as a reminder of what has already been emphasised in their pre-enrolment information;
 - d. **(Student obligations)** Obligations of the student during the course such as:
 - i. progress requirements;
 - ii. attendance requirements;
 - iii. assessment requirements;
 - e. **(Can students work?)** Information on:
 - i. The rules of the Australian Government on students’ ability to work while in Australia on a student visa;
 - ii. Other relevant information to working in Australia (such as getting a Tax File Number, setting up a bank account);
 - f. **(Emergency and health services)** Including:
 - i. How the health system works in Australia;
 - ii. Health services nearby to the campus;
 - iii. Internal and external emergency services available, including a description of the purpose of each service;
 - iv. How to access emergency services (contact details);
 - g. **(Critical incidents and wellbeing)** Students receive a presentation on how to manage critical incidents, along with a presentation video on critical incidents which supports the student to understand the critical incident management process,

and emphasises the importance of reporting critical incidents to the College, and that the wellbeing and safety of the student is of the highest priority to Equinim College.

- h. **(Support)** An outline of support available to students, including:
 - i. Educational support;
 - ii. Administrative support;
 - iii. Welfare support;
 - iv. How to access such support;
- i. **(English language support/further study)** Information on English language and study assistance programs – what they entail and how to access them if required;
- j. **(Reminder of key policies)** Including:
 - i. **(Complaints and appeals)** How to make a complaint, and how to lodge an appeal;
 - ii. **(Fees)** Confirmation that their tuition fees cover all classes and access to all learning/assessment materials; confirmation of administrative fees (as set out in information they have already been given pre-enrolment); where to find information on fees;
- k. **(Access to legal services)** What legal services are available in Australia; where to find legal services, should they be required;
- l. **(Reminder of support)** Reminder of the fact that the entire Equinim College Team is here to support them;
- m. **(Lunch)** Students are welcome to stay on campus for lunch, to meet further with other students on-campus, if they would like to.