AUSTRALIAN
NATIONAL COLLEGE

PP131 ORIENTATION POLICY AND PROCEDURE

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2.0 RELEVANT STANDARDS AND LEGISLATION

- Standards for Registered Training Organisations (RTOs) 2025
    - Standard 2.1 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.
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
    - Standard 6: Overseas student support services

3.0 DEFINITIONS

ANC - Australian National College, hereafter known as *the College*

ESOS Act - The Education Services for Overseas Students Act (2000) of the Commonwealth of Australia, as amended from time to time.

National Code - National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx

Student - A student who is enrolled at Australian National College and includes both prospective students and currently enrolled students who are 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act (2000).

4.0 SCOPE

This policy applies to:

4.1 Students enrolled at ANC

4.2 All staff employed at ANC.

5.0 COMMUNICATION OF THIS POLICY

5.1 Staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices.

5.2 Students are made aware of this policy through the Student Handbook, during the enrolment and orientation processes and also throughout their studies at the College.

5.3 This policy will be made available on the ANC website.

6.0 PURPOSE

6.1 This policy and procedure specifies how the College will provide orientation to both new and current students and staff.

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6.2 This policy and procedures are compliant with both the requirements of the *Standards for Registered Training Organisations (RTOs) 2025* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018.*

7.0 ORIENTATION PROGRAMS

7.1 STUDENT ORIENTATION PROGRAM

7.1.1 The student orientation program should be age appropriate and culturally sensitive.

7.1.2 Access to information must be provided to all late arrivals or students who begin at different entry points.

7.1.3 An initial oral presentation, with support materials provided in electronic or printed format, will be provided to all students, with opportunities provided for students to ask questions.

7.1.4 Orientation information must be made available in plain English, on the ANC internet site as well as the Student Handbook (printed or electronic).

7.1.5 The Student Orientation Program must include information as stated in Appendix 1 – Student Orientation Minimum Information Requirements.

7.1.6 A *FOR107 Orientation Confirmation Form* must be completed by all students at the completion of their orientation. This should be distributed, collected and collated by the student administration team.

7.2 STAFF ORIENTATION PROGRAM

7.2.1 All staff, upon engagement, should be provided with an initial orientation program provided by the CEO or their delegate. This will be to ensure that all staff are familiar with the student support services available to students.

7.2.2 An initial oral presentation, with support materials provided in electronic or printed format, will be provided to all staff, with opportunities provided to ask questions. Information should also be provided to staff via the Staff Handbook (available on the College's intranet site).

7.2.3 The Staff Orientation Program must include information as stated in Appendix 2 – Staff Orientation Minimum Information Requirements.

7.2.4 The *FOR126 Staff Induction Checklist* should be used as a record of the formal orientation and staff induction process. This should be kept with the staff member's file.

7.2.5 Staff orientation should be provided to all staff at the commencement of each study period. This is to ensure that all staff are up to date with any changes to policies or procedures. An abbreviated staff orientation program may be implemented for existing staff which may be undertaken as an online program or meeting.

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8.0 POLICY REVIEW

8.1 This policy must be reviewed at a minimum of once every three years or as deemed required by the ANC Compliance Management Committee or the ANC CEO.

8.2 Please refer to the *PP101 Version Control Policy*, *PP118 Continuous Improvement Policy and Procedure* and the DOC200 *Compliance Management Committee Terms of Reference* for further information.

9.0 ASSOCIATED DOCUMENTS/FORMS

- DOC101 Staff Handbook and Induction Guide
- DOC300 Student Handbook
- FOR107 Orientation Confirmation Form
- PP125 Critical Incident Policy and Procedure
- PP193 Student Welfare and Support Policy and Procedure
- PP194 Training Support Policy and Procedure
- PP224 Sexual Harassment, Bullying and Discrimination Policy and Procedure

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APPENDIX 1 – STUDENT ORIENTATION MINIMUM INFORMATION REQUIREMENTS

(as per Standard 6 of the National Code)

The Student Orientation Program must include the following information:

- Campus safety;
- Cultural acclimatisation programs including information on social and cultural norms;
- Mental health support services;
- English language support programs;
- Study assistance programs;
- Campus facilities;
- How to access information or to seek assistance;
- How and where to access college policies, procedures, forms and other documents;
- Access to relevant legal services;
- Access to emergency health services;
- College's complaints and appeals policies and procedures;
- College's expectations on study and behaviour including College Rules;
- Specific requirements on attendance and course progress;
- Student counsellors and other support services to assist students in their living and studies in Australia;
- How to access the nominated Student Support Officer;
- Information on how to seek assistance and report on critical incidents or any other issue that concerns the student's personal security (including the 000 Emergency number);
- Information on living safely in Australia including beach safety, etiquette and legislation on smoking in Australia, gambling risks, sexual or workplace harassment, and illicit drug use.
- Information regarding employment rights and conditions, how to resolve workplace issues and information on relevant government agencies such as the Fair-work Ombudsman (https://www.fairwork.gov.au/).

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APPENDIX 2 – STAFF ORIENTATION MINIMUM INFORMATION REQUIREMENTS

The Staff Orientation Program must include the following information:

- Campus safety including fire alarms, campus assembly areas etc;
- Mental health support services;
- Student assistance programs;
- Campus facilities including classrooms, recreation facilities, restricted areas, toilets, campus amenities etc;
- How and where to access college policies, procedures, forms and other documents;
- How to access information or to seek assistance;
- Information on Occupational Health and Safety, Workplace Harassment, Sexual Harassment, Bullying etc;
- Information on filling in timesheets, compliance requirements;
- Complaints and appeals policies and procedures;
- Expectations on employment requirements;
- Student and staff counsellors and other support services;
- Information on how to seek assistance and report on critical incidents or any other issue that concerns their personal security (including the 000 Emergency number);
- Information regarding employment rights and conditions, how to resolve workplace issues and information on relevant government agencies such as the Fair-work Ombudsman (https://www.fairwork.gov.au/).

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