



VCEPP317 OVERSEAS STUDENT ORIENTATION POLICY AND PROCEDURE

PURPOSE

North Melbourne Grammar College is a Senior Secondary Provider. The College and its staff will support students to adjust to studying and living in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes.

The Overseas Student Orientation Policy sets out the process for the provision of an age and culturally appropriate orientation program for students.

Where younger students are attending orientation, the information and topics will be modified to ensure the content is age appropriate.

SCOPE

This policy applies to all enrolled international/overseas students commencing study at North Melbourne Grammar College (NMGC)

DEFINITIONS

Academic performance	Assessment of competency as a student progresses through their VCE Studies
COM	Committee of Management
Course	Refers to the specific course a student is enrolled
Face to face	Classroom based but may also include practical laboratory, workshop and other learning environments, provided the classroom teacher is present. Face-to-face training may involve the use of online/electronic tools, providing the online/electronic tools are used in conjunction with written learning tools.
NMGC	North Melbourne Grammar School
SMS	Student Management System
SWO	Student Welfare Officer(s)
VCE	Victorian Certificate of Education

POLICY PRINCIPLES AND STATEMENT

It is a requirement that all students attend an orientation session upon commencement of their studies with North Melbourne Grammar College. Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions, therefore question time should be included.

The orientation session should be carried out prior to commencement of studies and include information about:

- student support services available to students in the transition to living and studying in a new environment
- legal services
- emergency and health services



- facilities and resources
- complaints and appeals processes (**VCEPP308 Complaints and Grievances Policy and Procedure**)
- student visa conditions relating to course progression and/or attendance as appropriate

Orientation Session

During the face to face orientation session it is ideal that commencing students meet with the Principal, Teachers and Student Welfare Officer/s.

The students will also receive information about their chosen subjects, which informs students of the essential requirements of the subjects being studied and covers attendance and assessment requirements.

Orientation Topics

Information to be presented at orientation to commencing students includes, but is not limited to:

1. Non-Academic

- Information about the NMGC Campus
- Public transport
- NMGC contact details
- Resources available
- General rules while on campus
- Student Rules while enrolled and attending classes at NMGC
- Emergency Services Contact Information
- Available Student Services; where and how to access them **VCEPP306 Student Support Services Policy and Procedure**
 - Student Welfare **VCEPP510 Student Welfare Policy and Procedure**
 - Learning Support
 - Other Support Services
 - Lodging Complaints, Grievances and Appeals **VCEFOR30801 Complaint, Appeals or Grievance Form**
- Attendance Requirements **VCEPP311 Student Attendance Policy and Procedure**
- Fees structure **VCEDOC30002 NMGC Fee Structure**
- Refunds **VCEPP304 Refund Policy and Procedure**
- Student Responsibilities
- Campus Tour
- Emergency Evacuation from the Campus and meeting points
 - Emergency Protocols
 - Emergency Services
 - Emergency Contacts
- Child Safety **VCEPP530 Child Safety Policy and Procedure**
- How to report harm (abuse, neglect or other) **VCEPP531 Child Safety Response and Reporting Policy and Procedure**
- What's nearby, i.e. shops, food, ATMs, services, parking and medical
- Essential services and contacts
- Transport and travel
- Legal Services

2. VCE Study in Australia

- Subject choice and results
- Study Visa Requirements and conditions
- Health Insurance and maintaining OSHC
- Accommodation **VCEFOR30309 NMGC Form H - Accommodation Request Form and VCEPP305 International Student Accommodation, Guardianship and Welfare Arrangements Policy and Procedure**
- Guardianship **VCEFOR30308 NMGC Form G - Guardianship Arrangements Form**
- Keeping student address and contact details up-to date
- Completion of VCE within the expected amount of time
- Reporting requirements: Department of Education and Australian Department of Home Affairs



3. Academic – NMGC Specific

- Attendance Requirements **VCEPP311 Student Attendance Policy and Procedure**
- Warning Letters
- Overview of the VCE - Subjects offered
- Completing VCE
- Subject lists and important dates
- Student Management System and record keeping
- Academic progress **VCEPP301 Student Academic Progress Policy and Procedure**
- Attendance requirements **VCEPP311 Student Attendance Policy and Procedure**
- Procedures and methods for assessment or work submitted
- Copying, Cheating and Plagiarising
- Process for submitting or re-submitting students' work
- Credit Transfer and RPL where applicable
- Student code of conduct **VCEDOC50101 NMGC Code of Conduct**
- Misconduct and discipline
- Suspensions, Deferrals and Cancellations **VCFOR31301 Application to Defer, Cancel or Suspend Form**
- Rights and Responsibilities
- Complaints and Appeals **VCEPP308 Complaints and Grievances Policy and Procedure**
- Communication (e.g. internet and mobile phones)

4. Orientation Forms

- Students will receive the following documents:
 - International Student Handbook which contains all information listed above **VCEDOC30102 International Student Handbook**
 - NMGC Student Agent Feedback form **VCFOR30201**
 - Student Orientation Checklist to be completed
 - Media release form

PROCEDURE

Overseas Student Orientation Procedure

STEP 1 – Prior to initial orientation session

No.	Who	Actions
1.1	The Principal / NMGC Admin	New students are sent an orientation notification letter VCETEM30601 informing student of all details of orientation, including date, time, duration, location and what they need to bring to orientation. If food or refreshments are provided this should also be stated
1.2	Student	Arrive on time as instructed with any items stated in the orientation notification letter

STEP 2 – Orientation session

No.	Who	Actions
2.1	The Principal	<ol style="list-style-type: none"> 1. Introduce Student Support Services and Staff, as well as informing students how to access these and other services 2. Cover safety, emergency protocols, evacuation and meeting points. 3. Conduct a walk-through of the campus. Ensuring emergency equipment and floorplans are identified as well as first aid equipment 4. Provide Student Handbook, and other pertinent informational materials to student who do not already have these 5. Outline non-academic information relating to living and studying in Australia
2.2	The Principal or other staff	<ol style="list-style-type: none"> 1. Cover all information pertaining to VCE Study in Australia 2. Provide an opportunity/invitation for students to ask questions



	member(s) as appointed	
2.3	The Principal and Teacher/s	<ol style="list-style-type: none"> 1. Be introduced to and meet with new international students 2. Provide an opportunity/invitation for questions
STEP 3 – Orientation Topics		
No.	Who	Actions
3.1	The Principal or other staff member(s) as appointed	<p>Topics to be covered during orientation session, and to be included in The International Student Handbook include, but are not limited to, the following:</p> <p>Non-Academic</p> <ul style="list-style-type: none"> ● Information about the NMGC Campus ● Public Transport ● NMGC Contact Details ● Resources available ● General rules while on campus ● Student Rules while enrolled and attending classes at NMGC ● Emergency Services Contact Information ● Available Student Services, where and how to access them <ul style="list-style-type: none"> ○ Student Welfare ○ Learning Support ○ Other Support Services ○ Lodging Complaints, Grievances and Appeals ● Attendance Requirements ● Fees structure ● Refunds ● Student Responsibilities ● Campus Tour ● Emergency Evacuation from the Campus and meeting points <ul style="list-style-type: none"> ○ Emergency Protocols ○ Emergency Services ○ Emergency Contacts ● Child Safety ● How to report harm (abuse, neglect or other) ● What is nearby, i.e. shops, food, ATMs, services, parking and medical ● Essential services and contacts ● Transport and travel ● Legal Services <p>VCE Study in Australia</p> <ul style="list-style-type: none"> ● Subject choice and Results ● Study Visa Requirements and conditions ● Health Insurance and maintaining OSHC ● Accommodation ● Guardianship ● Keeping student address and contact details up-to-date ● Completion of VCE within the expected amount of time ● Reporting requirements: Department of Education and Australian Department of Home Affairs <p>Academic – NMGC Specific</p> <ul style="list-style-type: none"> ● Attendance Requirements ● Warning Letters



		<ul style="list-style-type: none"> ● Overview of the VCE - Subjects offered ● Completing VCE ● Subject lists and important dates ● Student Management System and record keeping ● Academic progress ● Attendance requirements ● Procedures and methods for assessment or work submitted ● Copying, Cheating and Plagiarising ● Process for submitting or re-submitting students' work ● Credit Transfer and RPL where applicable ● Student code of conduct ● Misconduct and discipline ● Suspensions, Deferrals and Cancellations ● Rights and Responsibilities ● Complaints and Appeals ● Communication (e.g. internet and mobile phones) <p>Orientation Forms</p> <ul style="list-style-type: none"> ● Students will receive the following documents: <ul style="list-style-type: none"> ○ International Student Handbook, which contains all information listed above ○ NMGC Student Agent Feedback form ○ Student Orientation Checklist to be completed ○ Media release form
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STEP 4 – Orientation forms

No.	Who	Actions
4.1	The Principal or NMGC Admin	<p>Orientation Forms</p> <ul style="list-style-type: none"> ● Students will receive the following documents: <ul style="list-style-type: none"> ○ International Student Handbook which contains all information listed above ○ NMGC Student Agent Feedback form ○ Student Orientation Checklist to be completed ○ Media release form ○ Student Orientation Checklist and Acknowledgement to be completed
4.2	Students	<ol style="list-style-type: none"> 1. Media Release Forms, Student Orientation Surveys and Checklist and Acknowledgement forms to be completed by each student 2. Present any questions to staff during orientation when prompted
4.3	NMGC Admin	<ol style="list-style-type: none"> 1. Collect all completed forms 2. Complete forms to be reviewed, actioned accordingly and filed

STEP 5 – Orientation follow up

No.	Who	Actions
5.1	The Principal	<ol style="list-style-type: none"> 1. Periodic reviews of feedback gathered from orientation forms for quality assurance and continuous improvement 2. Implement required changes resulting from orientation feedback at least every six months
5.2	Teacher/s	<ol style="list-style-type: none"> 1. At the beginning of each subject being taught, teachers are to outline the following information: <ul style="list-style-type: none"> ● Learning outcomes ● Duration of the subject



		<ul style="list-style-type: none">● Learning and assessment methods● Assessment requirements and conditions● How to submit assessments and re-submit if required
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RELATED DOCUMENTS

- VCEPP301 Student Academic Progress Policy and Procedure
- VCEPP304 Refund Policy and Procedure
- VCEPP305 International Student Accommodation, Guardianship and Welfare Arrangements Policy and Procedure
- VCEPP306 Student Support Services Policy and Procedure
- VCEPP308 Complaints and Grievances Policy and Procedure
- VCEPP311 Student Attendance Policy and Procedure
- VCEPP510 Student Welfare Policy and Procedure
- VCEPP530 Child Safety Policy and Procedure
- VCEPP531 Child Safety Response and Reporting Policy and Procedure
- VCEDOC30002 NMGC Fee Structure
- VCEDOC30102 International Student Handbook
- VCEDOC50101 NMGC Code of Conduct
- VCEFOR30201 NMGC Student Agent Feedback form
- VCEFOR30308 NMGC Form G - Guardianship Arrangements Form
- VCEFOR30309 NMGC Form H - Accommodation Request Form
- VCEFOR30801 Complaint, Appeals or Grievance Form
- VCEFOR31301 Application to Defer, Cancel or Suspend Form
- VCETEM30601 NMGC Orientation Letter
- Media Release form
- Orientation Delivery Checklist
- NMGC Orientation PowerPoint Presentation

LEGISLATIVE CONTEXT

Education Services for Overseas Students (ESOS) Act 2000 Standards 1-11

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, Standard 6 Student Support Services

RESPONSIBILITIES

- The Principal will be responsible for outlining Non-Academic Information, introducing the Student Support / Welfare Services and Staff, as well as informing students how to access these and other services
- The Principal and/or other staff members to cover all information pertaining to VCE Study in Australia and NMGC Specific Information
- Teachers to be available to meet with students
- The Principal and the Committee of Management (COM) is responsible for reviewing orientation feedback and implementing continuous improvement processes
- Teachers, at the beginning of each subject being taught, are to outline the following information:
 - Learning outcomes
 - Duration of the subject
 - Learning and assessment methods
 - Assessment requirements and conditions
 - How to submit assessments and re-submit, if required?



Authorised by	NMGC Committee of Management
Effective date	August 2018
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Review date	August 2020 The policy review should be scheduled 2 years from the approval date