

Student Orientation Policy and Procedure

Purpose

ELC Career College provides comprehensive institutional and course specific orientation for students, as required under Standard 6 Student Support Services, of the National Code of Practice. The ELC student orientation is designed to support students to adjust to study and life in Australia, to achieve their learning goals and outline the specific requirements to maintain satisfactory course progress and comply with conditions of their student visa.

Student Orientation

ELC Career College students undertake a full orientation session, one-week prior of course commencement. The orientation is age and culturally appropriate, including but not limited to the following:

- Registration
 - Students register and complete ELC forms to record commencement on Student Information Database and ELC checks original credentials used as entry requirements
 - Students who are not financial, including materials/resource fees, will be required to pay outstanding fees to ELC accounts prior to registration and orientation

- Welcome to ELC & Australia
- Industry guest speaker
- Introduction by ELC Department Coordinator and key ELC staff
- ELC Student Orientation Presentation
 - ELC vocational colleges overview
 - ELC staff & support
 - General campus rules
 - Dress code
 - Official requirements
 - Attendance
 - Academic Progress
 - Fee Payments
 - Special leave
 - Contact details
 - Work conditions for student visa holders
 - Completion within expected duration, including conditions for extension
 - Intervention strategies support & consequences
 - Student needs
 - Partner organisations
 - Academic rules
 - Advanced standing
 - Counselling & grievance procedures
 - Questions
- Resource allocation, where applicable
- Student cards (Reception)
- Facilities tour
- Log in details for eLearning Moodle Instructions (where not one in class)

- Log in details for student database aXcelerate Instructions

Refer to Appendix 1 - Sample Orientation Program

Student Orientation Attendance Monitoring

ELC Administration provides the RTO Manager with an ELC Vocational Orientation Student Intake List (generated through the student database), that identifies all new students. At registration prior to formal orientation program commencing, ELC appointed administration staff check:

- Cite original copies of entry requirements & photo ID eg. passport, etc
- Provide students with Orientation Packs that include documentation to be completed and signed
- Identify students who have commenced, by getting students to sign the ELC Vocational Orientation Student Intake List
- VET Administration team to follow up with the agents, on any students who have not attended orientation, so that they can attend a late orientation or student will receive attention to report as per PRISMS for non-commencement.

Student Information and resources to be completed prior to Registration

The following information needs to be prepared prior to orientation:

- ELC Vocational Orientation Student Intake List (identify payment status and course) as generated by Student Information Database
- Student information packs collation
 - Student Information Form
 - Resource Acknowledgement Form (course specific)
 - VET Student Handbook
 - Course Specific documentation as per chart below
 - Timetable
 - Academic calendar (year appropriate)
 - Student ID Card
 - List of Fees for Vocational Qualifications (added)
 - VET Term Dates and Instalment Due Dates (added)
 - eLearning Moodle Guide (added)
 - USI information sheet (added)
 - Course Specific documentation (as per chart below)
- Textbooks (where applicable)
- Room set up for orientation
- Signage
- Pens
- Invite Industry guest speakers if applicable
- Program as per Appendix 1

Student Information to be completed during Registration

Students will be required to sign and complete the following forms included in the student information packs during registration and return to the ELC staff:

- Student Information Form

- Class allocation and timetable distribution

Course Information to be completed during Orientation

Students will be required to sign and complete the following forms included in the student information packs, during course specific orientation and return to ELC staff:

- Resource Acknowledgement Form (course specific)
- Course Specific documentation (as per chart below)

Course Specific Documentation

Students from different courses will be required to undertake course specific orientation, and complete the relevant forms as per chart:

Course	Documentation	Retain/Return
BSB30120 Certificate III in Business BSB40120 Certificate IV in Business BSB50120 Diploma of Business <i>(not required for continuing students)</i>	Timetable Student Handbook eLearning/aXcelerate account setup	Student retains
BSB40920 Certificate IV in Project Management Practice BSB50820 Diploma of Project Management BSB60720 Advanced Diploma of Program Management <i>(not required for continuing students)</i>	Timetable Student Handbook eLearning/aXcelerate account setup	Student retains
BSB40520 Certificate IV in Leadership and Management BSB50420 Diploma of Leadership and Management BSB60420 Advanced Diploma of Leadership and Management BSB80120 Graduate Diploma of Management (Learning) <i>(not required for continuing students)</i>	Timetable Student Handbook eLearning/aXcelerate account setup	Student retains
BSB40820 Certificate IV in Marketing and Communication BSB50620 Diploma of Marketing and Communication <i>(not required for continuing students)</i>	Timetable Student Handbook eLearning/aXcelerate account setup	Student retains

After Orientation

The following will be undertaken by ELC administration after registration and orientation:

- Student information regarding the following will be updated on Student Information Database

- Student Information Form
- Students who commenced will have their status updated on Student Information Database
- The following completed and signed forms to be filed into the student file and ticked off the Student File Contents List:
 - Student Information Form
 - Resource Acknowledgement Form (course specific)
 - Course Specific documentation (as per chart above and hand written)
- Administration will make a spreadsheet to follow up non-commenced students, with the agents and offer a scheduled late orientation
- Students who did not commence or contact ELC to confirm a start date, are sent a non-commencement letter reminding them that they must commence by the default start date (5 working/business days,) and failure to commence may result in PRISMS reporting for non-commencement by default start date. Student has 20 working days to appeal.
- Late students will be required to ensure that resources are obtained prior to first class.
- Students to submit their USI to ELC Administration (if gained before orientation), or apply for USI on ELC computers, during orientation and submit to ELC Administration.

Late Orientation

A late orientation is scheduled for within 2 weeks of course start date and cater for students who were unable to attend the formal orientation session, but commence before the default start date. Late students will undergo the full orientation.

Non-Commencement

Students may only defer commencement at the agreed date of the course commencement, on medical grounds or on exceptional compassionate ground. This is to be assessed in accordance with Standard 9, of the National Code of Practice Deferring, suspending or cancelling the student enrolment. Details are as per ELC Policy for Deferment, Suspension and Cancellation of Studies.

Non-commencement for any other reason will be seen as student default, and the Administration Manager will notify DHA of any student, that did not commence by the default date on PRISMS for non-commencement of studies.

Student I.D. Cards

- All students are required to carry student identification cards on campus

Student Log-ins

- Students to be given log ins to Moodle for eLearning and aXcelerate for the student database
- Student to be given access to the ELC Wi-Fi network. Signage around campus.

Appendix 1: Sample VET Orientation Program

9:45am	Registration <ul style="list-style-type: none"> • Student Registration Process 	Admin
3:45pm	<ul style="list-style-type: none"> • Student receives Orientation Pack 	
10:00am	Welcome to ELC <ul style="list-style-type: none"> • Introduce ELC Staff 	Course Coordinator
4:00pm	<ul style="list-style-type: none"> • Introduce Industry Guest Speaker if applicable 	
10:10am	Industry Guest Speaker (where applicable) & Student Orientation Presentation – room TBA	TBA
4:10pm		Course Coordinator, Admin
10:45am	Students complete the following ELC forms and return to VET Admin <ul style="list-style-type: none"> • Student Information Form • Resource Acknowledgement Form • Course Specific documentation 	Course Coordinator, Admin
4:45pm		
11:00am	Resource allocation: <ul style="list-style-type: none"> • Course specific resources 	Course Coordinator, Admin
5:00pm		
11:15am	ELC Campus tour <ul style="list-style-type: none"> - VET rooms - Notice Board for VET - Social activities notices - Offices – Director of Education Development/ Course Coordinators - Reception - Student common area - Toilets - Microwave and food area - Computer rooms 	Course Coordinator
5:15pm		