Student Orientation Policy and Procedure

Version 1.2 April 2025

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Section A – Introduction

A.1   Purpose

The purpose of this policy is to outline the Navitas Bundoora Pty Ltd (LTCA; La Trobe College Australia; The College) requirements in relation to conducting detailed orientation sessions for students (including actions for late and non-arrivals).

A.2   Scope

This policy applies to all students undertaking their studies at the College, in courses listed on its current scope of registration.

A.3   Definitions

Word/ Abbreviation	Definition
Confirmation of Enrolment/ CoE	An official document issued to an international student on a student visa to confirm that they have been accepted into a course of study at an Australian institution for a specific start and end date
Domestic student	A student who is an Australian citizen, an Australian permanent resident (includes holders of all categories of Permanent Resident visas including Humanitarian Visas) or a New Zealand citizen
Letter of Offer and acceptance agreement	A written agreement between the College and the student. Once signed and the fees paid this becomes a binding contract
Orientation	An information day/week that all students attend when commencing their program or course or non-award ELICOS course at the College
Immigration	Department of Home Affairs
International student	A student or applicant for admission to an academic program who is not a citizen of Australia or New Zealand, or who does not hold Permanent Residence status in Australia
ELICOS	English Language Intensive Courses for Overseas Students
FSDP	Foundation Studies and Diploma Programs
OSHC	Overseas Student Health Cover
PRISMS	Provider Registration and International Student Management System

B.1 Principles

Students undertake learning transitions over time which may involve large-scale academic, social and environmental change. La Trobe College Australia aims to facilitate a positive and successful transition for all commencing students to their program of study and campus through orientation processes which provide academic, social, administrative and geographic familiarisation with the College located within La Trobe University grounds.

B.2 Policy

1   Student Orientation

    1.1   Requirements (all students)

        1.1.1   Students enrolled in all courses at the College are required to attend an orientation program prior to the start of their intended program of study.

        1.1.2   Orientation sessions occur prior to the start of formal teaching.

        1.1.3   Attendance at Orientation will be recorded by the College.

        1.1.4   ELICOS and Foundation Studies Program (FSDP) students who arrive after orientation will be provided with key information prior to being directed to their class on their first morning of attendance.

        1.1.5   All students who arrive after the second day of orientation will be expected to attend a late orientation session.

2   Late and non-arrivals

    2.1   Late arrivals (all students)

        2.1.1   Students who are unable to arrive by the commencement of their program of study must seek approval from the College prior to arrival and advise an expected date of arrival.

        2.1.2   Approval may be granted to students if they are able to prove evidence of compassionate and compelling circumstances.

    2.2   Non-arrivals (international students)

        2.2.1   Students who are not contactable or who do not arrive to commence a program of study will have their enrolment status changed and the Department of Home Affairs will be notified of the non-commencement of studies.

        2.2.2   Students who wish to defer their course of study to the next available intake will be issued with a revised Letter of Offer and revised Confirmation of Enrolment (CoE) (if applicable) on receipt of acceptance of offer and evidence of payment.

    2.3   Non-arrivals (domestic students)

2.3.1   Students who are not contactable or who do not arrive to commence a course of study will have their enrolment status changed.

3   Delivery

3.1   The College will deliver a comprehensive, integrated and coordinated approach to student orientation and transition that assists students to adjust to life and study while onshore in Australia.

3.2   Students will be made aware of their responsibilities in relation to their courses, any visa requirements and obligations, services available to students while on campus including but not limited to Sexual Assault and Harassment, Accommodation services, ASK La Trobe Services, campus tours.

3.3   The orientation process will be reviewed at least once per year.

4   Information

4.1   The College will provide its commencing students with information, advice and support they may need to adapt to their studies and life in Melbourne

Section C – Procedure

Responsible Title	Procedure Steps	
	Pre Orientation – Two month prior to commencement of orientation	
Review and update content	Review orientation information session PPT content • All students information session • International information session	

Information pack	Review orientation information pack
	• **Domestic pack**
	  o Fee help factsheet
	  o HECS fact sheet
	  o USI information
	  o Library guide
	  o Medical information
	  o Student ID card or ID form link
	  o Course information sheet (welcome letter)
	  o Wifi and computer log in credentials
	  o Orientation schedule
	  o *eCaf tag
	
	• **International pack**
	  o Information booklet (work right, USI, student visa condition, payment plan, CoE condition, updating student profile, how to report concern / feedback/ if missed orientation)
	  o Library guide
	  o Medical information
	  o Supporting international students wellbeing in Victoria
	  o Student ID card or ID form link
	  o Course information sheet (welcome letter)
	  o Wifi and computer log in credentials
	  o Orientation schedule	

Venue and classroom	Review welcome event (lunch) venue Review classroom booking for academic induction and enrolment Review orientation information session location	
Review orientation and enrolment guide	Review orientation and enrolment guide content and update	
Review staff FAQ sheet	Review and update staff FAQ sheet	
AV at welcome event venue	Review video (for welcome event / lunch)	
	Pre Orientation – One month prior to commencement of orientation	
Confirm PPT content	Review updated orientation PPT content of final draft	
Information pack	Complete information pack packing (general information)	
Run Sheet	Review Orientation run sheet	
Welcome lunch	Reconfirm event venue (confirm) and organize catering	

Orientation and enrolment guide	Update orientation and enrolment guide and review final draft	
staff FAQ sheet	Review final draft of the staff FAQ sheet	
Update LTU	Check any Orientation related event happening (managed by) LTU	
Invitation to LTU	Send invitation to LTU : • Library support team • Conversions team • OSHC provider - LTU accommodation	
AV at welcome event venue	Confirm Audio / video	
Catering	Organize catering Purchase Water for students	
Pre Orientation – Two weeks prior to commencement of orientation		
	Wifi and computer log in credential report Start printing student ID cards	
Orientation and enrolment guide	Send information to all new students Update LTCA website	
Information session for Staff	Organize meeting with orientation day supporters to go over run sheet and FAQ	
Communication to LTU	Send LTCA orientation schedule to LTU	
Computer Lab	Check all computer and lodge request to LTU ICT if need fixing	
SRC and PAL support	Confirm SRC and PAL helpers and run training, information session (provide LTCA shirt)	
Pre Orientation – One week prior to commencement of orientation		
Orientation pack	Complete packing	
Orientation reminder	Send communication reminder to all new students	
Catering	Finalize catering numbers and confirm	
Wifi and compueter log in	Print Wifi and computer log in credentials (mail merge)	
	Set things needed for orientation **Signage** • Set up A frame sign to SWB **Registration** • 3 tables • Student gift (Bag and water bottle) • Welcome sign and easel • Table clothes • Water • Student Pack **Welcome event** • 6 tables • Table signs • Table clothes • Water • Course flags •	
Registration list	Run report of new students	

	Share registration sheet	
Computer lab	Final check all computers are in working order	
Orientation Day and Schedule		
Email to all staff	Once finalised and approved by the Committee, the schedule and timetable for the day will be circulated by email.	

Section D – Governance

Policy Title	Student Orientation Policy	
Policy Owners	Manager, Student and Academic Services College Director and Principal	
Contact Persons		
Key Stakeholders		
Approval Body	LTCA Orientation Committee	26 March 2025
	LTCA Senior Management Team	1 April 2025
Relevant Legislation	Higher Education Standards The Education Services for Overseas Students (ESOS) Act (2000) The National Code of Practice (2018). Tertiary Education Quality and Standards Agency Act 2011	
Related Policies		
Related Guidelines / Procedures	Student Orientation procedure	
File information	File number	Version number V1.1
Date Effective	March 2025	Next Review Date March 2026
Amendment History		

Revision Date	Version	Summary of changes
5 March 2023	1.0	Updated policy document structure and template
18 March 2025	1.1	Further updates made to the document Refined sentences and structures, including adding references to LTU services
3 April 2025	1.2	Updates made to the document to reflect procedure of pre-orientation and schedules.