



International Student Orientation Policy Version 1

Authorised by: CEO

Endorsed By: Executive Management Team



1 Document Control

Version	Date	Amended by	Changes Made
1	20/09/2019	Simone Spicer	Updated reference to International Inbound Students Deferment Suspension Cancellation Policy and the Student Commitment Form.

2 Purpose

Box Hill Institute (BHI) provides a comprehensive orientation for students, as required under Standard 6 Student Support Services, of the National Code of Practice 2018. BHI international student orientation is designed to support students in adjusting 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.

3 Scope

This policy applies to all prospective and current international students of Box Hill Institute.

4 Policy Statement

Students undertake learning transitions over time which may involve large-scale academic, social and environmental change. BHI 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 BHI.

Student orientation

Requirements (international students)

- Orientations are compulsory for students to attend, regardless of the program, as valuable information is covered during these sessions.
- Orientation sessions occur prior to the start of formal teaching.
- International BHI students who arrive after the orientation day will be expected to attend a separate orientation session.
- International students must organise their travel to ensure they are in Australia for orientation.

Non-arrivals (international students)

- Students who are not contactable or who do not arrive to commence a program of study will have their enrolment status amended and the Department of Home Affairs (DoHA) will be notified of the non-commencement of studies.
- Students who wish to defer their program of study to the next available program will be issued with an amended Letter of Offer and Confirmation of Enrolment/s (CoE).

Orientation

- BHI will deliver a comprehensive, integrated and coordinated approach to student orientation and transition that assists students to adjust to life and study in this environment. Refer to the International Student orientation Checklist for details.

Document: **International Student Orientation Policy**

Document No.: **ACA-ED-POL003**

Process Area: **Educational Delivery**



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

Information

- Students will be welcomed and provided with appropriate information as required under the Education Services for Overseas Students (ESOS) National Code of Practice 2018 and ELICOS Standards 2018.

5 Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the Box Hill Institute Code of Conduct for Employees.

All students are expected to conduct themselves in a manner consistent with the Box Hill Institute Student Code of Conduct.

6 Definitions

Term	Definition
BHI	Means Box Hill Institute and wholly owned subsidiaries
Confirmation of Enrolment	An official document issued via PRISMS that is required by international student who need to apply for a student visa. It is only issued to students who have met all conditions of enrolment, and confirms that they have been accepted onto a course of study at an Australian institution for a specific start and end date
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 Resident status and Humanitarian Visas in Australia
Letter of Offer	A written agreement between BHI and the student. Once signed and the fees paid this becomes a binding contract
Orientation	A compulsory information day/week that all students attend when commencing their program or course

7 Related Policies and Procedures

The following procedures are linked below:

- Student Conduct Management Policy
- Student Conduct Management Procedure
- Complaint: Student, Customer, Client and Stakeholder Policy
- Complaint: Student, Customer, Client and Stakeholder Procedure
- International Inbound Students Deferment Suspension Cancellation Policy

Uncontrolled when printed or downloaded



8 Related Operating Guidelines

- Student Code of Conduct
- Orientation & Induction Guidelines

9 Related Forms

- International Student Orientation Checklist and Sign-in Sheet
- Student Commitment Form

10 Related Legislation and Registration

10.1 Box Hill Institute

10.2 External

- ESOS National Code of Practice 2018
- ELICOS Standards 2018

11 Records

Records will be maintained in accordance with the requirements of Box Hill Institute's Records Management Policy and Procedures.

Where the privacy of individuals may otherwise be compromised, records will be maintained as confidential.

12 Review

This policy must be reviewed no later than three (3) years from the date of CEO endorsement. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

13 Responsibilities

Action	Owner
Orientation delivery	Student Life & Teaching Faculties
Non-arrivals follow up	Manager International Student Policy and Monitoring

Document: **International Student Orientation Policy**
Document No.: **ACA-ED-POL003**
Process Area: **Educational Delivery**



14 Owner

Owner	Author
Executive Director, Educational Delivery	Executive Manager, Student Life

15 Approval Body

The CEO is the approval body.

CEO	Signature	Date of Approval