

## Orientation for International Students Policy

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### 1. PURPOSE

The purpose of this policy is to outline the requirements regarding orientation for international students commencing studies at JMC Academy.

### 2. SCOPE

This policy applies to all enrolled international students prior to commencement of studies.

### 3. DEFINITIONS

Please refer to *JMC Academy Glossary*.

### 4. POLICY

JMC Academy aims to facilitate a positive and successful transition for all commencing international students through orientation processes that provide academic, social, administrative and geographic familiarisation with JMC Academy.

All international students are advised to ensure they are in country at least one week prior to commencement of studies

#### 4.1 INTERVIEW STAGE

In an interview prior to enrolment, either face-to-face or via a video conferencing facility, all applicants must discuss the checklist below to ensure that their knowledge of those matters is comprehensive. If knowledge of any of these items is deficient more information must be provided in the interview.

- Requirements for Entry
- Accommodation
- Overseas Student Health Cover
- Enrolment Procedure
- Orientation
- Course Outline
- Tuition Fees
- Hours of Study/Attendance
- Theory/Practical balance
- Census Dates
- Student Support
- Academic Obligations
- Expected living expenses
- Student visa obligations
- Visa extensions and costs

#### 4.2 PRE-ARRIVAL ORIENTATION

Prior to commencement of studies JMC Academy will provide electronic access to key information including but not limited to:

- JMC Academy Student Support,
- Administrative request processes,
- Academic Misconduct,

- Accommodation information,
- Transport information,
- Overseas Student Health Cover,
- Financial management,
- Health and Safety,

#### 4.3 ON-CAMPUS ORIENTATION

- All new international students will undertake an Orientation Program during the week prior to the beginning of the trimester.
- Attendance is noted and the international department is to be notified of any international students who do not attend.
- The orientation program aims to assist students in familiarisation with the expectations, rules and facilities of JMC Academy and adjusting to student life. Before an orientation is conducted, the orientation program will be reviewed to ensure it is tailored and adjusted to the needs of the student cohort for the intake.
- Students will have their individual photos taken to make a student ID. Administration will prepare and distribute student ID cards after the orientation
- Information provided during orientation includes:
  - Campus tour of facilities, safety and security arrangement including emergency evacuation procedure;
  - Enrolment related policies and procedures including acceptance of agreement, refund, and grounds for deferring, suspending and cancellation;
  - General information, preparation and expectation on student transition to Higher Education;
  - Academic related policy and procedures related to an academic and English language support, academic conduct, academic progress, assessment requirements and staff consultation;
  - Details of the course and staff members contact details including official point of contact for students;
  - Relevant policies and procedures related to student life, student safety, anti-bullying & harassment, anti-discrimination, gender equity, and IT use;
  - Relevant policies and procedures related to student experience, student feedback and student grievances and appeals;
  - Other support and services available to assist students with general or personal circumstances that might adversely affect their education including counselling, emergency and health, welfare, legal services, advocacy;
  - Details on how to seek assistance for, and report on incidents that significantly impacts on students' wellbeing, including critical incidents;
  - Student visa requirements and conditions;
  - General information on living in Australia, including social and cultural norms and rules, general safety and accommodation options;
  - Advice regarding actions overseas students can take to enhance their personal security and safety, and where they can find further information in the student handbook in line with the Academy's ongoing commitment to taking all reasonable steps to provide a safe environment on campus;
  - General information on safety and awareness relevant to life in Australia and where it can be found in the handbook;
  - Information on working in Australia, including employment rights and conditions;

- Social and community support available for student participation.
- Orientation information is also made available on the JMC Academy's Learning Management System (Plato). All students, irrespective of their mode of study, are able to access information on Plato. Access to Plato is free and students are able to access Plato both on and off campus.
- Before each orientation, the International Admissions and Inquiries Officer will prepare a list of orientation attendees' names, gender, and date of birth, nationality and course enrolled. The list will be used by presenters to amend the orientation presentation to ensure that the orientation program is age and culturally appropriate.

A summary of the orientation session will be provided to international students upon request.

#### 4.4 LATE ARRIVALS

Students who do not arrive in country in time for orientation week will be required to attend the international student orientation session and meet with their relevant Head of Department within the first week of their arrival.

#### 4.5 ORIENTATION PROGRAM REVIEW

The orientation program will be reviewed and updated on an annual basis.

### 5. COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy and its associated procedures to appeal against any decisions made under policy.

### 6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY

- Director of International Services
- Campus Managers
- International Admissions and Inquiries Officer
- International Marketing and Student Support Officer
- International Communications Manager

### 7. RELATED DOCUMENTS

- JMC Academy Glossary
- Diversity, Equity and Inclusion Policy

### 8. RELATED LEGISLATION

This Policy supports JMC Academy's compliance with the following legislation:

- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
  - ESOS National Code 2018 Part B, Standard 6

## 9. POLICY REVIEW DATE

28<sup>th</sup> September, 2021

## 10. VERSION CONTROL TABLE

Title	<i>Orientation for International Students Policy</i>			
Maintained By	International Division			
Approving Authority	Governing Council			
Approved Date	11/10/2018			
Version Number	Modified By	Modifications Made	Date Modified	Status
2.0				
2.1	G. Jedlinska	Reformatted, added related documents and related legislation sections, updated definitions and referenced to JMC Glossary	14/09/2018	Superseded
2.2	M. Hafda	Edited section 5, Complaints and Appeals, to reference its new policy and procedures	8/10/2018	Superseded
2.3	P. Gainey	Added section 4.1, 'INTERVIEW STAGE'.	10/10/2018	Approved by the Governing Council on 11/10/2018 Current