

Orientation for International Students

Policy and Procedure

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1. PURPOSE

The purpose of the Orientation for International Students Policy and Procedure is to outline the requirements regarding orientation for international students commencing their studies at JMC Academy.

2. SCOPE

The Orientation for International Students Policy and Procedure applies to all enrolled international students prior to the commencement of their studies.

3. DEFINITIONS

All definitions are located in the *JMC Academy Glossary*.

4. POLICY

- 4.1. 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.
- 4.2. All international students are advised to ensure that they are in Australia at least one (1) week prior to commencement of their studies.

5. PROCEDURE

5.1. Interview Stage

5.1.1. In an interview prior to enrolment, either face-to-face or via a video conferencing facility, all applicants must review and 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 requested and 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.

5.2. Pre-arrival Orientation

5.2.1. 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.

5.3. On-campus Orientation

5.3.1. All new international students will undertake:

5.3.1.1. An Orientation Program during the week prior to the beginning of the first study period, and

5.3.1.2. An additional International Orientation Program designed specifically for international students in the first week of their first study period.

5.3.2. Attendance is noted during both sessions and the International Services Office is to be notified of any international students who do not attend.

5.3.3. The orientation programs aim to assist students in familiarisation with the expectations, rules and facilities of JMC Academy and adjusting to student life. Before the orientation is conducted, the orientation programs will be reviewed to ensure they are tailored and adjusted to the needs of the student cohort for the intake.

5.3.4. Students will have their individual photos taken to make a student ID during the Orientation Program. Student Services will prepare and distribute student ID cards after the session.

5.3.5. Information provided during the Orientation Program 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, suspension and cancellation,
- General information, preparation and expectation on student transition to Higher Education,
- Academic policies and procedures related to the academic and English language support, academic conduct, academic progress and assessment requirements,;
- 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 complaints 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,

5.3.6. Details on how to seek assistance for, and report on incidents that significantly impacts on students' wellbeing, including critical incidents. Information provided during the International Orientation Program includes:

- 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 international 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 JMC 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.

5.3.7. Orientation information is also made available on JMC Academy's Student Learning Management system. All students, irrespective of their mode of study, are able to access information in the Student Learning Management system. Access is free, and students are able to access it both on and off campus.

5.3.8. Before each orientation, the International Admissions Officer will prepare a list of orientation attendees' names, gender, date of birth, nationality and course enrolled. The list will be used by presenters to inform the orientation presentation to ensure that the orientation program is age and culturally appropriate.

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

5.4. Late Arrivals

5.4.1. Students who do not arrive in Australia in time for the Orientation Program in the week prior to the beginning of the first study period will be required to attend the International Orientation Program and meet with their relevant Head of Department within the first week of their arrival.

5.5. Orientation Programs Review

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

6. RELATED DOCUMENTS

- 6.1. JMC Academy Glossary
- 6.2. Diversity, Equity and Inclusion Policy

7. RELEVANT LEGISLATION

- 7.1. Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- 7.2. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

8. POSITIONS RESPONSIBLE

- 8.1. Director of International Services
- 8.2. Campus Directors
- 8.3. International Admissions Officer
- 8.4. International Programs and Student Support Officer
- 8.5. International Communications Manager

9. APPROVAL INFORMATION

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1.0	JMC Academy CEO	28/10/2021	15/11/2021	Reformatted, positions updated. Distinguished policy and procedure elements.	Current

Version control tables from previous Policies and Procedures reside in the original documents.