



PP48 – Orientation Program Policy

1. Purpose

This policy ensures that all new students—domestic and international—receive an effective orientation that supports their successful integration into study, ensures their rights and obligations are understood, and complies with the Standards for RTOs 2025 and National Code 2018 (Standards 6.8, 7.1, and 7.2).

2. Scope

This policy applies to:

- ✚ All newly enrolled students in nationally recognised training programs
- ✚ All CRICOS-registered courses
- ✚ Trainers, student support staff, and administrative personnel involved in the orientation process

3. Objectives

- ✚ Equip students with essential academic, administrative, and welfare information
- ✚ Promote student safety, wellbeing, and awareness of support services
- ✚ Outline training expectations and student responsibilities
- ✚ Ensure compliance with legislative and quality standards

4. Legislative References

- ✚ Standards for RTOs 2025 – Outcome Standards 2.1, 2.2, 2.6
- ✚ ESOS Act 2000
- ✚ National Code 2018 – Standards 6, 7
- ✚ Privacy Act 1988
- ✚ Work Health and Safety Act 2011

5. Policy Statement

Austra College is committed to delivering a structured and engaging orientation to every student. The orientation:

- ✚ Occurs before the official start of training
- ✚ May be delivered face-to-face or virtually
- ✚ Is tailored to both domestic and international student needs
- ✚ Is supported by trained staff and interpreters (where needed)

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6. Orientation Content

Topic Area	Details Covered
Welcome & Introduction	Meet key staff, Austra College tour, community welcome (for international students)
Course Overview	Training schedule, unit structure, attendance, assessments
Student Rights & Responsibilities	Code of conduct, academic honesty, student feedback and appeal processes
Support Services	LLND Support: Access to assistance for language, literacy, numeracy and digital skills Disability Support: Adjustment plans, accessibility support and inclusive learning practices First Nations Support: Cultural safety, dedicated liaison or mentor (if available) Mental Health & Counselling: Internal or referral-based counselling access. Academic Support: Trainer consultations, study skills sessions, extensions or alternate formats Career & Pathways: Resume help, career guidance, transitioning support for further study or work Referral Pathways: Referrals to community services (housing, food banks, legal support etc.) Contacting Support: How to access help – email, portal, face-to-face, or scheduled appointments
Complaints & Appeals	Overview of internal procedures and external options
Visa Obligations (CRICOS)	Attendance, course progression, contact details update, work restrictions
Safety & Wellbeing	Emergency contacts, WHS protocols, personal safety tips
USI & Enrolment Finalisation	Verifying USI, ID, and any enrolment document follow-up

7. Procedure – Step-by-Step

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Step	Action	Responsible
1	Schedule orientation session(s) and notify students	Admin Officer
2	Delivery orientation using slides	Trainer/ Support Officer
3	Provide access to Student Handbook, Training plan and LMS login	Admin Officer
4	Address individual questions or support referrals	Student Support Officer
5	File orientation documents in student file	Admin Officer

8. Documentation Required

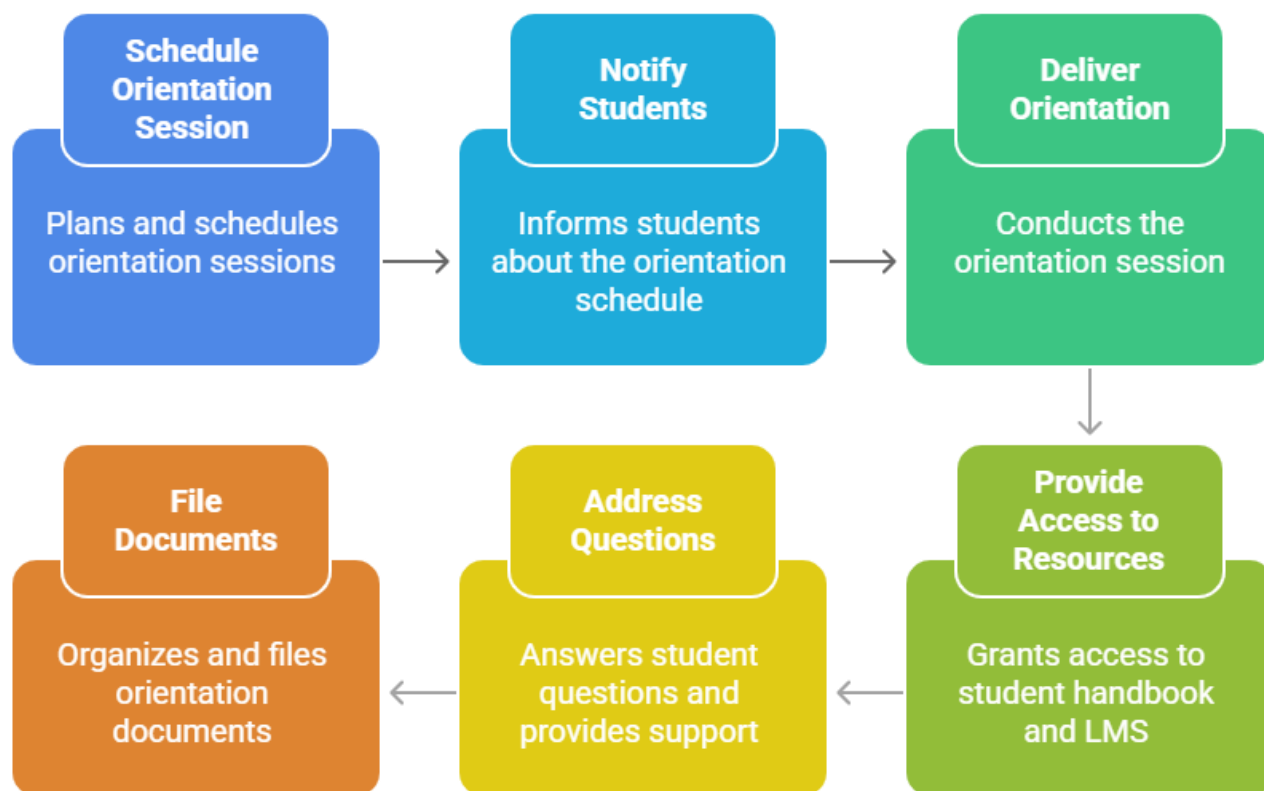
- ✚ Student Handbook
- ✚ Orientation slides
- ✚ LMS / Portal Access Credentials
- ✚ Training plan (timetable)
- ✚ Individual Support Referrals (if applicable)

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9. Flow chart

Student Orientation Process



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