

Student Support and Orientation for International Students Procedure

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Purpose

The University offers a range of support services and programs to international students to assist in adjusting to study and life in Australia, achieving their learning goals and satisfactory progress towards meeting the learning outcomes of their course.

To ensure it meets its duty of care towards international students and all relevant regulatory requirements, including those of Standard 6 of the ESOS National Code 2018, the University must:

- Give overseas students information on, or access to, an orientation course about living and studying in Australia, including information about safety on campus and while living in Australia;
- Offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student;
- Have a critical incident management policy; and
- Ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

The University is also committed to:

- Being fair, equitable and sensitive to the diverse needs of all its students
- Fairness and parity in the provision of University services and programs to students
- Promotion of a learning environment which is socially inclusive, values diversity and allows students to realise their full potential The procedure mandates operational responsibility for actions under the National Code. The information provided to students and source of information is not limited by the procedure.
- Provision of flexible, high-quality support services and resources, including, advice on accessing social supports where required
- Provision of appropriate, accurate, timely and useful information to students and prospective students regarding student support and how to access required services.

Scope

This procedure applies to all staff and University activities where they relate to all international students that have been issued with a Confirmation of Enrolment (CoE) to study at the University. This is irrespective of where the course/qualification is delivered onshore.

Legislative context

- [The Tertiary Education Quality and Standards Agency Act 2011 \(TEQSA Act\)](#)
- [Education Services for Overseas Students Act 2000](#)
- [National Code of Practice for Providers of Education and Training for Overseas Students 2018](#)
- [Privacy & Data Protection Act 2014](#)
- Federation University Australia Act 2010
- Federation University Australia Statute 2021
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Student (ESOS) Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students (the National Code)
- Migration Act 1958
- Migration Regulations 1994

Definitions

Term	Definition
Official Point of Contact/Student Contact Officer(s)	The individual (or team) required under legislation as the primary contact point for International Students. At Federation University this is International Student Advisory (or Partner equivalent).
Critical Incident	A traumatic event, which is likely to cause extreme physical and/or emotional distress involving the University, its staff and/or students.
Critical Incident Team	The dedicated group within the University responsible for the strategic management of critical incidents.
CoE	Confirmation of Enrolment - A document provided electronically which is issued by the University to intending international students and which must accompany their application for a student visa. It confirms the student's

	eligibility to enrol in the course/qualification of the University, at a specific teaching location.
The Education Services for Overseas Students (ESOS) Act	The legislation that regulates the University's responsibilities in educating International Students.
International Student	A student enrolled in a Federation University course/qualification at a University campus or at a Partner Provider teaching location on a Student Visa (Subclass 500).
Offer	International Student Offer Letter and Acceptance Agreement or Deed of Variation as applicable – Legal binding document that outlines the conditions of enrolment.
Orientation date	Date set by the University to provide students with wellbeing, services and academic information required for student success prior to the commencement of semester.
Course	Course of education and training for HE. Defined as Course in the ESOS Act.
Qualification	Qualification of education and training for VET. Defined as Course in the ESOS Act.
Teaching Location	Where Federation University course/qualifications are delivered.

Actions

Preparing International Students for life and study in Australia

	Activity	Responsibility	Steps
A	Maintaining 'International Students Information' webpages	Director, Student Services and Registrar Director, Retention, Innovation and Student Experience	<ol style="list-style-type: none"> 1. Conduct biannual reviews of https://federation.edu.au/international/international-student-advisory (and Partner campus equivalents) all relevant international student information web pages for currency and accuracy. 2. Benchmark with industry.
B	Coordinating post-CoE, pre-Orientation communications	Director, Retention, Innovation and Student Experience	<ol style="list-style-type: none"> 1. Establish Orientation dates 12 months prior to each intake, in line with the academic calendar. 2. Targeted communications to be sent to students including (but not limited to): <ul style="list-style-type: none"> • Orientation Program dates and times;

			<ul style="list-style-type: none"> • Cost of Living and Financial Information in Australia; • Housing options and accommodation in Australia; • Transportation options in Australia; • Banking Options in Australia; • Packing lists and customs requirements; • Local area information; • Orientation program and enrolment information; • How to access the published Academic Calendar for each location.
C	International Orientation Program	Director, Retention, Innovation and Student Experience	<ol style="list-style-type: none"> 1. Facilitate an orientation program that meets and exceeds ESOS requirements. 2. Arrange for expert guest presenters from within/ external to the University. 3. Ensure that information is presented in a culturally-sensitive manner with consideration given to language barriers to ensure an effective and accessible format. 4. The Orientation Program should provide information about the following: 5. External Services / Information: <ul style="list-style-type: none"> • Fair Work Ombudsman (FWO): Working and employment rights, consumer rights. • Overseas Health Cover OSHC: Information on health insurance. • Surf Life Saving: Beach and water safety. • Police and Emergency services. • What to do in an emergency off-campus.

			<p>6. Internal Support Services / Information:</p> <ul style="list-style-type: none"> • Student rights and responsibilities. • Employment support. • Counselling Services: Mental health support. • Libraries: Library services available. • English Language and Study Assistance Programs. • What to do in an emergency on-campus. <p>7. Students should be provided with instructions on how to access the following information:</p> <ul style="list-style-type: none"> • Details on accommodation, transportation, employment and, safety. • Details of Health, emergency services and safety information including 24hr Emergency Number. • Student Support Services that may include various student services including counselling, career development, libraries, fee information, and medical services – including contact details. • External Support Services: Details on various services students can access to obtain support and / or counselling. • English Language Support: Details of language programs that students can access. • ESOS Framework: Information on the Education Services for Overseas Students framework. Covers student rights and responsibilities. • Relevant policies and procedures, including
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			<p>Critical Incident Management, Course Progression, Academic Integrity, satisfactory and unsatisfactory academic progress, including intervention strategies.</p> <ul style="list-style-type: none"> • Cancelling or suspending Enrolment: Information on cancellation and suspension policies. explaining how and why a student might be suspended. • Complaints and Appeals: Procedures for lodging complaints and appeals. • Changing contact details. • University facilities and resources. • Important University Contacts.
D	Record the attendance of all international students at the Orientation Program.	Director, Retention, Innovation and Student Experience	1. Students who do not attend the Orientation Program are notified and reminded to complete their orientation as a visa requirement.
E	Ensuring that all International Students, including late arrivals, can access Orientation Program Information	Director, Retention, Innovation and Student Experience	1. Ensure post Orientation Week that all commencing students are directed to electronic Orientation Program information.
F	Facilitate access to required academic information and ensure students are informed of how to access this information	Institute staff	<p>1. Make available information on:</p> <ul style="list-style-type: none"> • Academic progress, attendance requirements and rules • Monitoring course/ qualification progress • Course, placement and assessment information • Study assistance programs • Orientation Course overview • Moodle • University website • Direct email

Providing tailored support for enrolled International Students

	Activity	Responsibility	Steps
A	Act as the Official point of contact/ Contact Officer(s) for International Students	Director, Student Services and Registrar	<ol style="list-style-type: none"> 1. Ensure Contact Officer(s) retain up-to-date knowledge of internal and external support services and University processes. 2. Provide contact details of Contact Officer(s) to students at Orientation and throughout their study (including details of the 24hr Emergency Number). 3. Act on all student contact within 2 business days, where practical. 4. Maintain confidentiality in line with University Privacy policy, and communicate scope/limits of confidentiality to students.
B	Ensure sufficient student support personnel to meet the needs of the international students enrolled with the institution	Director, Student Services and Registrar Director, Retention, Innovation and Student Experience	<ol style="list-style-type: none"> 1. Conduct and align with industry benchmarking on support staff/student ratios. 2. Ensure support staff receive appropriate specialist training and professional development in supporting international students.
C	Ensuring all services are accessible and culturally-responsive for international students	Director, Student Services and Registrar and Director, Retention, Innovation and Student Experience Step 2: International Regulatory Services	<ol style="list-style-type: none"> 1. Provide introductory Cultural Competency resources to services and staff groups. 2. Provide ESOS training to staff who interact directly with international students. 3. Provide key materials in students' home-spoken languages. 4. Ensure student access to interpreting services if required. 5. Undertake consultation with staff and students to ensure all needs are being met regarding the provision of information and support.

Ensuring currency and staff/student understanding of Critical Incident Management - International Students Procedure

	Activity	Responsibility	Steps
A	Maintain Critical Incident Management - International Students Procedure	Director, Student Services and Registrar	<ol style="list-style-type: none"> 1. Regularly review procedure in line with requirements. 2. Ensure operational currency and alignment with other University policies/procedures.
B	Communicate Procedure to International Students	Director, Student Services and Registrar Director, Retention, Innovation and Student Experience	<ol style="list-style-type: none"> 1. Summarise procedure in Orientation presentations. 2. Provide links to full procedure in electronic format.
C	Operationalising Procedure	Director, Student Services and Registrar	<ol style="list-style-type: none"> 1. Ensure staff at all levels understand the steps and responsibilities of the procedure through corporate induction. 2. Provide additional training for front-line staff.

Supporting documents

- [Study Adjustment and Course Flexibility Guidelines](#)
- [Critical Incident Management - International Students Procedure](#)

Responsibility

- Chief Learner Experience Officer (as the Approval Authority) is responsible for monitoring the implementation, outcomes and scheduled review of this procedure.
- Director, Student Services and Registrar (as the Document Owner) is responsible for maintaining the content of this procedure as delegated by the Approval Authority.

Promulgation

This procedure will be communicated throughout the University community via :

1. A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website.
2. Distribution of e-mails to Dean of School / Dean of Institutes / Head of Department / University and Partner Provider staff.

Implementation

This procedure will be implemented throughout the University via:

1. A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website.
2. Staff induction sessions.
3. Training sessions.

Records management

Document title	Location	Responsible officer	Minimum retention period
Copies of all Orientation presentations and materials	The University's approved IT Storage system (SharePoint)	Team Leader, International Student Advisory/Partner equivalent	3 years for Audit purposes
Case notes of support provided	The University's approved case note system (Point and Click)	Team Leader, International Student Advisory/Partner equivalent	7 years