

Student Support and Orientation for International Students Guidelines

Policy Code: SS1581

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Purpose

Standard 6 of the National Code 2018 requires the University and our partner providers to support the University's international students in adjusting to study and life in Australia, to achieving their learning goals and to achieving satisfactory progress towards meeting the learning outcomes of their programs.

The guidelines list information to be made available to students and suggested different ways it can be disseminated to students at orientation and during their period of study as a University international student. The information provided to students and source of information is not limited by the guidelines.

Topic	Source of Information for Students	Comments
Academic Progress and Rules	Research Services/School orientation presentation, School/school handbook, website	<ul style="list-style-type: none"> Must include information on exclusion from program and the cancellation of enrolment.
Attendance requirements including programs where non attendance is reportable.	Orientation presentation, School orientation presentation, School handbook, website	<ul style="list-style-type: none"> HE and VET students cannot be reported for non-attendance. English and Academic Preparation students can be reported for non-attendance.
Availability of student support in the transition to life and study in a new environment	Students advised at orientation, handbooks, noticeboards, website of support staff contact details and availability times.	<ul style="list-style-type: none"> Support – academic and welfare available on campus at no additional cost to the student. Welfare/academic support services should, but not be limited to, provide support in regard to personal issues, home sickness, accommodation, program progress and attendance requirements. Academic support services to assist students' program progress can include: a study skills centre, supervised study groups, tutorial support assistance and student mentors.

Topic	Source of Information for Students	Comments
Change of Address	Orientation presentation, Research Services/School orientation presentation, handbook/student guide, website.	<ul style="list-style-type: none"> Students will be advised of process for changing address. Change address by students via Campus Solutions - Self Service to ensure timely updates.
Deferring, Suspending or Cancellation of Enrolment by student	Orientation presentation, School/ Research Services orientation presentation, handbook/student guide, website	<ul style="list-style-type: none"> Students will be advised to refer to Deferment, Suspension or Cancellation of a Student's Enrolment (ESOS Specific) Procedure for details on when they can defer or suspend their enrolment.
Deferring, Suspending or Cancellation of Enrolment by University	Orientation presentation, School/ Research Services orientation presentation, handbook/student guide, website	<ul style="list-style-type: none"> Students will be advised that the University can cancel or suspend enrolment for misbehaviour which includes non-payment of fees (students have an opportunity to appeal to Student Discipline Committee) and cancel enrolment due to not meeting academic progress rules (students have an opportunity to appeal via University appeal processes).
Email communication via FedUni student email account	Orientation presentation, School/ Research Services orientation presentation, handbook/student guide, website.	<ul style="list-style-type: none"> Information will advise students that all official communication from the University including communication in regard to a student's academic progress will be sent to the student's University email account. Information can also be sent to student's preferred email address in addition to student's university email account. Communication by email may also be required to be sent by hardcopy via Australia Post.
Emergency & Health Services	Orientation presentation, handbook/ student guide, student diary, safety cards, website.	<ul style="list-style-type: none"> Information is to be location specific.
ESOS Framework	Website	<ul style="list-style-type: none"> Link to https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
Facilities and resources	Orientation presentation, handbook/ student guide, website.	<ul style="list-style-type: none"> Information should include hours teaching location is open and availability of computer labs, library, lunch room etc.
Handbook/student guide	Containing information to assist student to settle in Australia which can be referred to during the student's time enrolled as a	<ul style="list-style-type: none"> Refer to the ISANA Rainbow Guide at http://www.isana.org.au/the-rainbow-

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	University student. Contains generic information that would relate to all students no matter what University program they are studying. Can be available in either hard copy or electronically.	guide/ for ideas of the content for a student handbook/guide.
Late arrivals	Orientation	<ul style="list-style-type: none"> All students not present at orientation sessions will receive the same information as provided to students present at initial orientation sessions. Record of students present at orientation and late arrivals will be kept to ensure all students receive the information. Can be available electronically for late arrivals.
Legal Services	Orientation presentation, handbook/ student guide, student diary, website.	<ul style="list-style-type: none"> Information to be location specific
Library rules	Orientation presentation, handbook/ student guide, student diary, website.	<ul style="list-style-type: none"> Students will be advised of the rules for borrowing books, including textbooks.
Monitoring program/ course progress	Orientation presentation, , School/ Research Services orientation presentation, handbook/student guide, School/school handbook, website.	<ul style="list-style-type: none"> Students will be advised that their academic progress will be monitored and where necessary an intervention strategy will be put in place.
Safety Information	Orientation presentation, handbook/ student guide, student diary, safety cards, website.	<ul style="list-style-type: none"> Recommend that police attend orientation session. Student safety should cover all areas e.g. at home, on the street, near water, on campus etc. Recommended source of study safety information is https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety
School Handbook	Can be available in either hard copy or electronically.	<ul style="list-style-type: none"> Current year school handbook should be available to all students.
Staff member who is the official point of contact for student support services	Orientation, handbook/student guide, notice boards, website.	<ul style="list-style-type: none"> Staff member must have access to up-to-date details of support services available to the students at teaching location.
Student agent feedback	Student is provided with an opportunity to give feedback on their agent.	<ul style="list-style-type: none"> Can be completed during orientation
Student feedback - general	Orientation, handbook/student guide, notice boards, website	<ul style="list-style-type: none"> Students will be given opportunity to provide feedback on all aspects of their time as a University student.
Student program & teacher feedback	Via eVALUEATE.	<ul style="list-style-type: none"> Students will be advised at Orientation that they will be asked to complete evaluations throughout their program.

Topic	Source of Information for Students	Comments
Student's rights and responsibilities	Orientation presentation, handbook/ student guide, flyer, notice board.	<ul style="list-style-type: none"> Student's rights and responsibilities can be located at https://federation.edu.au/current-students/assistance-support-and-services/equity-and-diversity
University Complaints & Appeals processes	Orientation presentation, handbook/ student guide, school handbook, student diary, website	<ul style="list-style-type: none"> Students must be provided with weblink to the Student Appeal Policy, Student Appeal Procedure and the Student Grievance Procedure.

Implementation

The [Student Support and Orientation for International Students Guidelines](#) will be implemented throughout the University via:

1. an Announcement Notice through the University Policy - 'Recently Approved Documents' webpage to alert the University-wide community of the approved Guidelines;
2. inclusion on the University Policy, Procedure and Forms website; and/or