



OXFORD COLLEGE OF BUSINESS
RTO No: 21442 CRICOS No. 02573B

Enrolment and Orientation Policy

1. PURPOSE

This policy aims to ensure that Oxford College of Business (Oxford) support students to adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress towards meeting the learning outcomes of the course, and to ensure an efficient process of enrolment is conducted that satisfies the needs of both students and Oxford.

See also: **Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures**

2. SCOPE

This policy applies to all Oxford students who are currently enrolled or intending to enrol.

3. POLICY

- 3.1 All students enrolling at Oxford deserve a smooth transition that enables them to become part of our school with minimum disruption and maximum support.
- 3.2 A register of enrolment will be maintained that contains, for each student: their names, age and address, the name & contact details of any emergency contact of the student, the date of enrolment and where applicable, the date the student ceased to be enrolled. The enrolment register must be accurate and kept up-to-date.
- 3.3 Oxford meets the requirements of the Unique Student Identifier scheme.
- 3.4 It is mandatory for all students to attend the orientation program prior to course commencement. Oxford ensure the orientation is age and culturally appropriate Orientation Programme scheduled prior to course commencement. The Orientation Programme involves familiarisation with living and studying in Melbourne and at Oxford and is tailored to the age and culture of the new students.
- 3.5 At enrolment, students are requested to provide a USI. USI information is provided to students during orientation. All students are taken to a computer lab during orientation to apply/check for their USI. Oxford verifies with the Registrar via the internal Student Management System (VETTrak) the USI provided by students before using that USI for any purpose.

4. RELEVANT LEGISLATION

A range of legislation is applicable to all staff and students. It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times.

5. STANDARD STUDENT ENROLMENT PROCEDURES

- 5.1 Refer to Course Application and Offer Letter Policy (Standard 2.2 & 3) on how an Offer Letter is issued and accepted. Once students accept an offer and school fee is paid, a Confirmation of Enrolment (CoE) will be generated for students. The students then apply for the Student Visa.
- 5.2 Students are advised to report to Oxford for orientation on a scheduled date prior to the course commencement date confirmed in writing (usually via email) once the Student Visa has been issued.

5.3 If the student does not arrive within 10 business days of the scheduled commencement date, Ozford will notify the DET via PRISMs of student default. If the student subsequently commences the course, Ozford will notify the DET via PRISMs that the student has commenced. If the student does not commence the course, the student's enrolment will be cancelled. For further information in respect to student defaults and cancellations, please refer to the Refusal, Deferral, Suspension and Cancellation of Enrolment Policy and Procedures.

5.4 If the student arrives on the specified date, the student will complete the orientation and enrolment process. The student then commences their studies with Ozford.

6. STANDARD STUDENT ORIENTATION PROCEDURES

6.1 The orientation includes a comprehensive presentation, along with a take-home welcome pack and handout documents, and external support services guests.

Information provided includes:

- Orientation to Melbourne and a tour of Ozford
- Emergency evacuation procedures
- Details of the course, timetable, and trainers
- Details of Student Services contact and Support available in Student Handbook
- Information on other support available e.g. legal, emergency and health services
- Student Visa requirements (for international students)
- Student complaint and appeals processes
- Official point of contact for students and key Ozford contact staff for assistance with payment, welfare and academic issues.

6.2 The orientation pack contains:

- A copy of Student Handbook
- A copy of Student Enrolment Checklist
- A copy of Student Profile form to be completed and returned
- A copy of Needs Analysis Questionnaire to be completed and returned
- A powerpoint orientation
- Agent evaluation form to be completed and returned
- Timetable

6.3 Sample Orientation Program Agenda

1. Welcome students to Ozford. Self-introduction.
2. Take students through necessary paperwork entailing:
 - a. Student Profile Form
 - b. Pre-Training Review
 - c. Student Enrolment Checklist
 - d. Student Needs Analysis Questionnaire
 - e. Student's Agent Evaluation
 - f. Supply Unique Student Identifier (USI)
 - g. Medical Condition form (where necessary)
3. Assist students to complete paperwork
4. USI information shown to students:
 - What is a USI?
 - Who needs a USI?
 - What does my USI do?

- Step-by-step procedure of how to obtain a USI is shown to students to assist their USI creation (www.usi.gov.au/students)
 - In exceptional cases, Ozford will apply USI numbers on behalf of students only when written consent is received and suitable identification documents are supplied to Ozford
5. Copy student Passport & Overseas Health Cover (OSHC) details
 6. Collect completed forms from students and return original Passports/OSHC cards
 7. Distribute orientation packs to students. Orientation packs contain the following:
 - Ozford Student Handbook
 - Ozford VET calendar (printed version)
 - Ozford Campus Map
 - Ozford Assessment Policy
 - Ozford Plagiarism and Cheating Policy
 - Ozford ICT Acceptable Use Policy
 - Ozford “We Can Help” pamphlet introducing all relevant staff members
 - A copy of Insider Guides’ “International Student Guide”
 - Stationary list
 - Pocket Map of Melbourne
 - Ozford’s “A Guide to Australia Etiquette” booklet
 - Information about Overseas Health Cover (OSHC)
 - Ozford Pen
 - Other miscellaneous Student Support information
 8. Take student ID photos
 9. Take students through a PowerPoint Presentation created particularly emphasising information in the Ozford Student Handbook:
 - a. Ozford contact details (official personnel contact, Ozford website, email, online student portal)
 - b. Student support staff and services available to students & use of social media
 - c. Legal services
 - d. Assessments, course progress, and results
 - e. Course requirements
 - f. School facilities and resources (how to use computers, printers, library)
 - g. international student visa conditions
 - h. Academic support and counselling details
 - i. School policies (Code of Conduct, ICT acceptable use Policy etc.)
 - j. Complaints and appeals processes
 - k. Emergency procedures & contacts
 - l. Health services
 - m. Student safety matters
 - n. Other miscellaneous information to support the life of an international student in Melbourne.
 10. Take student on a campus tour. Emphasis on:
 - a. Student services desk (main student reception)
 - b. Emergency exits
 - c. Toilets
 - d. Classrooms
 - e. Library (librarian will briefly meet students and give a quick introduction and tour)
 - f. Computer and printing facilities
 - g. Accounts office

- h. Student lounge (show facilities)
 - i. Noticeboards
 - j. Staff rooms
11. Distribute Student Timetables
 12. Academic Induction with VET Coordinator (discuss timetables, classrooms, trainers, assessments, course work, course units, books and resources)
 13. Inform students where they can collect their student cards on their first day before class
 14. Add student contact details (address, telephone number, email address & emergency contact on VETtrak & Student Management system SOEAC) and scan completed Student Forms to electronic student files.
 15. Record and validate students USI on VETtrak. For USI that cannot be validate, students will be contacted and USI details rectified.
 16. Mark all international student's on a student visa as "studying" on PRISMS
 17. Identify if there are any students with special needs from the back page of Student Profile Form, record on VETtrak and SOEAC. Inform relevant staff members (e.g. VET Coordinators, Student Services Officers, Welfare Officer, Trainers etc.)
 18. Organise student ID cards ready for collection on student's first day
 19. Ensure students' computer accounts are active
 20. Organise OSHC for students (where necessary)
 21. Distribute Learning Needs Analysis Questionnaire to VET coordinator, who will in turn, pass to relevant trainers.

7. STANDARD STUDENT CANCELLATION OF ENROLMENT PROCEDURES

Please refer to **Refusal, Deferral, Suspension and Cancellation of Enrolment Policy and Procedures.**