



STUDENT ORIENTATION POLICY

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SECTION A - INTRODUCTION

A.1 Purpose

The purpose of this policy is to outline the Eynesbury College requirements regarding orientation and late and non-arrivals at Eynesbury College.

A.2 Scope

This policy applies to all students studying at Eynesbury College.

A.3 Definitions

Word/Term	Definition
Confirmation of Enrolment	An official document issued to an international student on a student visa to confirm that they have been accepted onto a course of study at an Australian institution for a specific start and end date
Domestic student	A student who is an Australian citizen, an Australian permanent resident (includes holders of all categories of Permanent Resident visas including Humanitarian Visas) or a New Zealand citizen
Immigration	Department of Home Affairs
International student	A student or applicant for admission to an academic program who is not a citizen of Australia or New Zealand, or who does not hold Permanent Residence status in Australia
Letter of Offer	A written agreement between Eynesbury College and the student. Once signed and the fees paid this becomes a binding contract
ELICOS	English language study that does not result in a qualification
Orientation	A compulsory information day/week that all students must attend when commencing their program or course or non-award ELICOS
Program	A combination of modules that are to be completed in order to be eligible for an Award or progression to further study.
Study period	<ul style="list-style-type: none"> • Diploma – 13 teaching week trimester + 2 exam weeks • ELICOS – ten (10) teaching weeks unless a shorter period of study as per the student letter of offer and/or course progressions • FSP – 13 teaching week trimester + 1 exam week • Graduate Certificate – 15 teaching weeks + 2 exam weeks

A.4 Acronyms

Abbreviation	Phrase or Word
CoE	Confirmation of Enrolment
EAP	English for Academic Purposes
ELICOS	English Language Intensive Courses for Overseas Students
FSP	Foundation Studies Program
HEP	Higher Education Programs
OSHC	Overseas Student Health Cover
PRISMS	Provider Registration and International Student Management System

SECTION B - POLICY STATEMENT

B.1 Principles

Students undertake learning transitions over time which may involve large-scale academic, social and environmental change. Eynesbury College aims to facilitate a positive and successful transition for all commencing students to their program of study and campus through orientation processes which provide academic, social, administrative and geographic familiarisation with Eynesbury College.

B.2 Policy

1 Student orientation

1.1 Requirements (all students)

- 1.1.1** Students enrolled at Eynesbury College are required to take part in a compulsory orientation program prior to the start of their intended program of study.
- 1.1.2** Orientation sessions occur prior to the start of formal teaching.
- 1.1.3** Students enrolled in an Eynesbury College program must arrange to be available in the week prior to the start of their intended program of study to take part in an orientation program.
- 1.1.4** Attendance at Orientation will be recorded.
- 1.1.5** ELICOS and Foundation Studies Program (FSP) students who arrive after orientation will be provided with key information prior to being directed to their class on their first morning of attendance.
- 1.1.6** Higher Education Programs (HEP) students who arrive after the second day of orientation will be expected to attend a late orientation session.
- 1.1.7** Students may complete a literacy and numeracy diagnostic test to establish if academic support will be required.
- 1.1.8** In the event of a campus closure due to government restrictions, online orientation is compulsory to all students.

2 Late and non-arrivals

2.1 Late arrivals (all students)

- 2.1.1** Students who are unable to arrive by the commencement of their program of study must seek approval from Eynesbury College prior to arrival and advise an expected date of arrival.
- 2.1.2** Approval may be granted to students if they are able to prove evidence of compassionate and compelling circumstances.

2.2 Non-arrivals (international students)

- 2.2.1 Students who are not contactable or who do not arrive to commence a program of study will have their enrolment status changed and Immigration will be notified of the non-commencement of studies.
- 2.2.2 Students who wish to defer their program of study to the next available program will be issued with a revised Letter of Offer and revised Confirmation of Enrolment (CoE) (if applicable) on receipt of acceptance of offer and evidence of payment.

2.3 Non-arrivals (domestic students)

- 2.3.1 Students who are not contactable or who do not arrive to commence a program of study will have their enrolment status cancelled.

3 Delivery

- 3.1 Eynesbury College will deliver a comprehensive, integrated and coordinated approach to student orientation and transition that assists students to adjust to life and study.
- 3.2 Students will be given advice about their program and will be made aware of their rights and responsibilities.
- 3.3 The orientation process will be reviewed at least once per year.

4 Information

- 4.1 Eynesbury College will provide its commencing students with information, advice and support they may need to adapt and transition to their studies and life in Adelaide.
 - 4.1.1 As part of the Orientation program, students will be made aware of the support services available and how to access such services:

General Information

- Student Services and Campus Information, including a familiarisation tour of the City East, Coglein Street and Franklin Street Campus facilities and resources.
- Student Experience Activities and opportunities to development friendships and engage with other students.
- Career Planning and Employability Support programs available
- Employment rights, Australian Taxation Office (ATO), and legal services
- Visa Obligations for International Students
- Student Code of Conduct

Academic Support Information

- Program Information, approaches to Academic Integrity, Academic Support and Important Dates e.g. Census
- Requirements for course attendance and progress
- Student Learning Advisor

Non-Academic Support Information

- Policies and Procedures including complaints and appeals processes
- Student Counsellor, Disability Support and Student Wellbeing resources
- Emergency/Crisis Support, including Eynesbury College out of hours number
- OSHC, Emergency Services and How to Obtain Medical Services
- Sexual Harassment and Sexual Assault Prevention and Response

SECTION C - GOVERNANCE

C.1 Responsibility

Identification	Orientation Policy
Policy Owner	Manager, Student and Academic Services
Approving Authority	Senior Leadership Team
Initial Issue date	March 2026
Directory Location	Student Services, policies

C.2 Version Control

Current Version Number	1.0
Date of Effect	03/2026
Review Date	03/2029
Privilege Level	Public

C.3 Legislative and Organisational Context

Name
Education Services for Overseas Students (ESOS)
Higher Education Standards
The National Code of Practice 2018

SECTION D - PROCEDURE

D.1 Related Procedures

Student Orientation Procedure

Student Orientation Late and Non-arrivals Procedure

D.2 Related Policies

Student Support Policy