

# Care Plus Training Pty Ltd

T/A



RTO ID 41009

## ORIENTATION

**References:**

**Standard 5**

**NC Standard 6 Student Support Services**

### VERSION HISTORY

<b>Policy Owner:</b>	Directors	Jai Seelam
<b>Document Management:</b>	Administration & Compliance Manager	
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## ORIENTATION

### PURPOSE

Nurse Training Australia (NTA) will support all students to achieve a satisfactory course outcome while studying in Sydney. We will provide information and encourage students to meet through our orientation programs.

To adjust to study and life in Australia, students complete an age and culturally appropriate orientation programme at the commencement of the course.

### References

Standard 5	Each learner is properly informed and protected
NC Standard 6.1, 6.5	Student Support Services

### Implementation

The **Director** is ultimately responsible for the College and its staff and student welfare.

The **Administration and Compliance Manager** is responsible for orientation information and arrangements.

The **Student Services Officers** will conduct the orientation sessions.

## PROCESS

### Staff contact persons

The Administration and Compliance Manager is the designated official point of contact for overseas students. Additionally, staff undertake the following roles and responsibilities in relation to overseas students:

Staff Member in this Role	Area of Responsibility for Overseas Students	Method to Contact /make Appointment
SSO	Orientation on arrival	Appointment/Start of each intake
SSO	General student service enquiries OSHC/ Visa / Passport issues	At reception or by email or phone
Trainers	Academic tutorial support	Book in by email first then appointment
Director of Studies	Academic Counselling	By email first then appointment
SSO then external counsellor	Personal Counselling	At reception or by email or phone then by appointment
Administration and Compliance Manager	Intervention and student welfare	At reception or by email or phone then by appointment
Administration and Compliance Manager Director of Studies	Complaints and appeals	In person, then formal

## Orientation program

We will provide a course orientation program for all students.  
It is published in the International Student Handbook.

The orientation program includes:

- a. About the College and welcome
- b. Student support services available to students
- c. Course timetable
- d. Rules of the College
- e. Success in Your Course
- f. Getting the Unique Student Identifier (USI)
- g. RTO Manager student portal
- h. Moodle platform
- i. Attendance requirements
- j. Course progress
- k. Work Placement arrangements
- l. Contact persons at our College
- m. Tour of the facilities and resources
- n. Use of computers and mobile phones and devices
- o. Maintenance of the equipment
- p. Help outside - legal services
- q. Medical information and emergency and health services
- r. Complaints and appeals processes
- s. Work visas
- t. Social events
- u. Safety using public transport
- v. How to keep your property secure
- w. Walking tour of the area
- x. Overseas Student Ombudsman
- y. Recognition of Prior Learning RPL and Credit Transfer (CT)
- z. College transfer

## DOCUMENTS AND EVIDENCE OF PROCESSES

Orientation program

International Student Handbook

Website – extra information

Orientation PowerPoint presentations

Student sign off of participation in orientation scanned attached to files