

## Student Support and Orientation for International Students Guidelines

### Organisation Definition:

Cairns Beauty Academy Pty Ltd trades as International College of Queensland.

### Regulations and standards

National Code of Practice (2018) Standard 6

### Purpose

Standard 6 of the National Code 2018 requires the College and our partner providers to support the College'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.

These guidelines provide a list of information to be made available to students and suggest different ways it can be disseminated to students at **Orientation** and during their period of study as an international student. The information provided to students and source of information is not limited by the guidelines.

Topic	Source of Information for Students	Comments
<b>Monitoring Course Progress and Rules</b>	College orientation presentation, student handbook, website	<ul style="list-style-type: none"> <li>Must include information on exclusion from the program and the cancellation of enrolment.</li> </ul>
<b>Attendance requirements including programs where non-attendance is reportable.</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>VET students cannot be reported for non-attendance.</li> </ul>
<b>Availability of student support in the transition to life and study in a new environment</b>	Students advised at orientation, handbooks, noticeboards, website of support, staff contact details and availability times.	<ul style="list-style-type: none"> <li>Support – academic and welfare available on campus at no additional cost to the student.</li> <li>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.</li> <li>Academic support services to assist students' program progress can include: a study skills centre, supervised study groups, tutorial support assistance and student mentors.</li> </ul>
<b>Change of Address</b>	Orientation presentation, ICQ Student handbook, ICQ website.	<ul style="list-style-type: none"> <li>Students will be advised of the process for changing addresses.</li> <li>Change address by students via Campus Solutions - Self Service to ensure timely updates.</li> </ul>

Topic	Source of Information for Students	Comments
<b>Deferring, Suspending or Cancellation of Enrolment by Student</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Students will be advised to refer to the <b>ICQ Defer, Suspend or Cancel Enrolment Policy &amp; Procedure</b> for details on when they can defer or suspend their enrolment.</li> </ul>
<b>Deferring, Suspending or Cancellation of Enrolment by College</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Students will be advised that the College can cancel or suspend enrolment for misbehaviour which includes non-payment of fees and cancel enrolment due to not meeting course progress rules (students have an opportunity to appeal via College appeal processes).</li> </ul>
<b>Email communication via personal student email account</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Information will advise students that all official communication from the College including communication regarding a student's course progress will be sent to the student's personal email account.</li> <li>Communication by email may also be required to be sent by hardcopy via Australia Post.</li> </ul>
<b>Emergency &amp; Health Services</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Information is to be location specific.</li> </ul>
<b>ESOS Framework</b>	Website	<ul style="list-style-type: none"> <li>Link to <a href="https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx">https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx</a></li> </ul>
<b>Facilities and resources</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Information includes hours that the teaching location is open and access to laptops, classrooms, practical rooms, lunch room etc.</li> </ul>
<b>ICQ Student Handbook,</b>	Containing information to assist students to settle in Australia which can be referred to during the student's time enrolled as a College student. Contains generic information that would relate to all students no matter what College program they are studying. Can be available in either hard copy or electronically.	Safety tips and Emergency Contact details provided at Orientation ICQ Student Handbook – sections include: Student Services and Support Public Transport in Qld Weather in Qld Working in Australia Australian Schooling System Cost of Living in Qld Your Safety Contact Details and Support Services

Topic	Source of Information for Students	Comments
<b>Late arrivals</b>	Orientation	<ul style="list-style-type: none"> <li>All students not present at orientation sessions will receive the same information as provided to students present at initial orientation sessions.</li> <li>Record of students present at orientation and late arrivals will be kept to ensure all students receive the information.</li> <li>Can be available electronically for late arrivals.</li> </ul>
<b>Legal Services</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Information to be location specific</li> </ul>
<b>Library rules</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Students will be advised of the rules for borrowing books, including textbooks.</li> </ul>
<b>Monitoring program/ course progress</b>	Orientation presentation, ICQ Student Handbook, website.	<ul style="list-style-type: none"> <li>Students will be advised that their academic progress will be monitored and where necessary an intervention strategy will be put in place.</li> </ul>
<b>Safety Information</b>	Orientation presentation, ICQ Student Handbook, ICQ website	<ul style="list-style-type: none"> <li>Recommend that police attend orientation session. Student safety should cover all areas e.g. at home, on the street, near water, on campus etc.</li> <li>Recommended source of study safety information is <a href="http://www.studyinaustralia.gov.au/en/Living-in-Australia/Student-Safety-Portal">http://www.studyinaustralia.gov.au/en/Living-in-Australia/Student-Safety-Portal</a></li> </ul>
<b>Staff member who is the official point of contact for student support services</b>	Orientation presentation, ICQ Student Handbook, ICQ website, plus additional Safety and Emergency Contact Details	<ul style="list-style-type: none"> <li>Staff members must have access to up-to-date details of support services available to the students at teaching location.</li> </ul>
<b>Student agent feedback</b>	Students are provided with an opportunity to give feedback on their agent.	<ul style="list-style-type: none"> <li>Can be completed during orientation</li> </ul>
<b>Student feedback - general</b>	Orientation presentation, ICQ Student Handbook,, ICQ website	<ul style="list-style-type: none"> <li>Students will be given the opportunity to provide feedback on all aspects of their time as a College student.</li> </ul>
<b>Student program &amp; teacher feedback</b>	Via 2- and 10-weekly interviews on campus	<ul style="list-style-type: none"> <li>Students will be advised at Orientation that they will be asked to participate in evaluations throughout their program.</li> </ul>
<b>College Complaints &amp; Appeals processes</b>	Orientation presentation, ICQ Student Handbook,, ICQ website	<ul style="list-style-type: none"> <li>Students must be provided with web link to the ICQ Complaints and Appeals Procedure &amp; Form</li> </ul>

## Associated Documents

*Orientation Information*

*Orientation PowerPoint*

Version Control	Date	Reason for Change	Author
V1 0418	04/2018	Initial Document	Ann Donnarumma
V2 0821	08/2021	Review of Policy – updates for	Robyn Pinel

		clarity and consistency	
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