

Statutory and regulatory compliance

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 6
- ELICOS National Standards P5.1, P6.1, P6.9

Related Policies

- Enrolment Offer and Acceptance Agreement
- Language, Literacy and Numeracy
- Student Interviews
- Student support needs
- Student support and welfare services
- Welfare of younger students

Related Procedure Documents

- Student orientation checklist
- Student enrolment survey
- Student support needs record
- Orientation presentation
- Embassy English Language, literacy and numeracy skills summary
- Embassy English Student records of interview
- “My Embassy English” Portal access and login details

Policy

On the first day of their course the (which should be the start date on their CoE, but which may be a later date should a student arrive late), students are provided with an orientation session. Students are advised on the enrolment offer and acceptance agreement that they must attend the orientation session.

Students will not be permitted to attend classes until they have attended an orientation session.

Embassy English recognises that international students need a thorough orientation as soon as practical to familiarise them with the rules, expectations and facilities of the Embassy Centre at which they are studying.

The orientation process outlines the support available to assist the student in making a smooth transition into life in Australia.

Procedures

Staff and their responsibilities

Centre Director

Every Embassy English Campus has a Centre Director. It is the responsibility of the Centre Director to oversee the overall academic and administration management of the centre including staff management and student welfare.

Academic Manager

The Academic Manager at each of the Embassy campuses is responsible for developing and disseminating quality course delivery materials and ensuring all necessary equipment is available to the teaching staff. One of the prime duties of the Academic Manager is to liaise with all teaching staff and provide assistance with curriculum and assessment, educational resources, ensure all teaching staff are up to date with professional development and ensure appropriate measures are taken in relation to student support and welfare; and the welfare of younger (under 18 years of age) students.

Student Services Representative

The SSR is responsible for ensuring that all newly enrolled students are up to date with their payments and that there are no outstanding amounts owing to Embassy. The SSR also collects tuition fees from students, provides students with receipts and deposits any payments into Embassy's dedicated bank account.

Each SSR is responsible for:

- ensuring that all enrolment processes are implemented according to National ELICOS Standards, NEAS, the National Code and organisational requirements;
- following up on any students who have a valid student visa who fail to arrive;
- making any adjustments to enrolments identified during that follow up;
- advising the Admissions team of the status of these enrolments; and
- assisting with the college familiarisation tour if needed.
- Under 18's Welfare and Support

The names and photos of the above mentioned staff and other designated members are provided to students. These staff members are also identified as being the official point of contact for the students. Where possible, these staff members are introduced in person to the orientation group.

Orientation

All students are registered into the Embassy English Student Management System on the first day of their arrival. Students are then provided with the Embassy placement test and a written test. A brief interview is conducted by the teaching staff to gauge the individual students speaking and listening proficiency.

Topics discussed at orientation

During the orientation session, which will be conducted by the Academic Manager and/ or relevant staff, students are provided with a detailed orientation to Australia, Melbourne, and Embassy English using an electronic presentation.

Students are provided with information about the following topics:

- Academic schedule
- Academic progress requirements
- Access to records through MEE portal
- Accommodation contact
- Attendance requirements
- Complaints and appeals policy and procedures
- Counselling and welfare services
- Course structure and course progress requirements
- Emergency evacuation procedures
- Facilities at Embassy English
- How students can access their records
- Learning needs survey
- Pre-training test / interview
- Methods of assessment
- Overseas student health cover
- Social Activities
- Staff at Embassy English (who to go to for help under which circumstances)
- Student code of conduct
- Student handbook (MEE portal access)
- Student safety and security
- Student services
- Student visa responsibilities for attendance purposes
- Timetables
- Transferring between education providers policy and procedures

- Transport to Embassy English

Emphasis is placed at all times on how important it is that students understand the information provided to them. Care is taken by Embassy that students do not experience information overload.

Students who fail to attend their scheduled orientation session

It is mandatory that students attend an orientation session prior to beginning classes.

Students who do not attend the session scheduled for the first day of their period of enrolment will be contacted by the Admissions team. The Student Services Representative will organise for the Admissions team to make contact by telephone or email. The Admissions team contact the agents and advise of any student “no-shows”.

Upon making contact with the agent of the student who has failed to attend their scheduled orientation session, the Admissions team will organise an alternative date and time for the student’s orientation or cancel the booking. This will take place as soon as possible.

“My Embassy English” (MEE) portal

Students are provided with access to the My Embassy English website which contains wide-ranging information about courses offered and the facilities provided at the centre in their chosen Embassy location. All information is geared towards ensuring that the welfare of students is managed effectively and sympathetically.

Attention is drawn to specific sections dealing with issues highlighted in the National Code such as support services, either legal, emergency and health and/ or accommodation; visa conditions relation to course progress, attendance and complaints and appeals.

Post arrival Placement tests and Writing test

All beginning students are required to undertake a language, literacy skills assessment conducted in the form of placement tests and writing tests conducted on the day of their orientation session. A brief interview is conducted with teaching staff as well to gauge the students proficiency in speaking and listening skills.

Student orientation interviews .

The Academic Manager or relevant staff member conducts a brief interview with each student during the orientation session to ensure that they have access to all of Embassy’s required facilities.

Continuous Improvement

Embassy English recognises the importance of the continuous improvement of its documented policies and procedures.

The Embassy English Centre Directors meet annually for a conference. Each year, time is set aside at this forum for discussion and review of existing policies and procedures including Orientation. Where necessary, this policy is reviewed to ensure ongoing accuracy in terms of meeting the needs and expectations of our overseas students.

The Centre Director and the Academic Managers are responsible for ensuring that information conveyed to students in each Orientation session is up-to-date and accurate.

Policy Version Details	
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Document History

Commencing Date	Summary of Changes	Next Review Date
August 2017	v3.0 Review, minor amendment and approval	August 2022
14 December 2017	v4.0 Review and amendment to maintain currency with business and regulatory changes	December 2022
31 August 2018	V4.1 Administrative amendments	December 2022