

The National Code requires that an age and culturally appropriate orientation program be provided to students to help them adjust to study and life in Australia.

The following topics must be covered as per Standard 6, 6.1 of the Code:

- **Information about Student Support Services**  
e.g. Learner Support, Disabilities Services, Counselling and Careers, Multicultural Education Unit, contacts for Health, drugs, alcohol and related issues. Also outline the services provided by the Institute's International Student Unit; Accommodation Services; transport. Note that as per 6.3 of the Code, welfare related support services must be provided at no cost. If the student is referred to an external support service there must not be a charge for the referral.
- **Legal Services**  
Information about Legal Services available at the Institute or elsewhere that are appropriate for international students.
- **Emergency and Health Services**  
Provide contact details for emergencies. Information about health services available at campus or in local area. Information about the Overseas Student Health Cover (OSHC) and its benefits (Medibank representative could present to students).
- **Facilities and Resources**  
Introduction to college Library, computer laboratories other learning resources and facilities.
- **Complaints and Appeal processes**  
This is covered in the application form and is on the student website. Internal appeals process in accordance with Complaints Handling Policy Guidelines should be mentioned.
- **Student visa conditions relating to course progress/attendance**  
Provide each student with a copy of the Course Progress Information Sheet and flow chart approved by DEC International. Talk the process through and allow for any questions.  
Advise students that attendance is still recorded and that, as part of the Course Progress process, in order to assess students who maybe at risk, an attendance check will be carried at the end of Terms 1 and 3.

The orientation program should cover other topics such as enrolment, assessment and examinations, change of address, conduct requirements, and student associations, which are not specifically mentioned by Standard 6.

The Department of Education Guide to Standard 6 ([www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD6.aspx](http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD6.aspx)) advises that:

Orientation programs should be accessible to all international students and allow for late arrivals and those who begin at different points; information can be provided verbally and e.g. through websites, emails and student handbooks; and cultural sensitivities must be considered to prevent offence to students, their families or their representatives.