

## STUDENT ORIENTATION POLICY

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Related Documents	GCA Agent Management Policy GCA International Student Support Services Policy GCA Student Welfare Policy GCA Transfer between Registered Providers Policy UBSS Course Admission Policy UBSS Course Delivery by Third Party Providers Policy and Procedures UBSS Course Transfer, Exit and Change of Major Policy UBSS Credit Transfer Policy UBSS Student Academic Records Management Policy
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Responsible Officer	Executive Dean
References and Legislation	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code) The Education Services for Overseas Students Act (2000) (The ESOS Act) The Higher Education Standards Framework (Threshold Standards) 2015

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## 1 Context

The purpose of this policy is to ensure the Universal Business School Sydney (UBSS) marketing activities, and the use of UBSS brand are aligned with UBSS's strategic and corporate plan. Adherence to this policy and procedure will ensure that all marketing activities reflect a positive and consistent image for UBSS, in keeping with the institution's values.

## 2 Scope

### 2.1 Rationale

This policy and procedure applies to all UBSS staff and external parties undertaking activities on behalf of UBSS and its wholly owned subsidiaries. This includes the implementation of any marketing activity or the development and distribution of any marketing product that is representative of UBSS and its wholly owned subsidiaries and third party providers including but not limited to all persons undertaking marketing, recruitment, promotional, engagement or corporate activities on behalf of UBSS.

### 2.2 Legislative Context

- The Higher Education Support Act 2003 (Cth) (HESA)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth);
- Higher Education Standards Framework (Threshold Standards) 2021;
- The Educational Services for Overseas Students Act (ESOS) 2000

## Definitions

Item	Definition
<b>Marketing Materials</b>	An official document issued via PRISMS that is required by international student who need to apply for a student visa. It is only issued to students who have met all conditions of enrolment, and confirms that they have been accepted onto a course of study at an Australian institution for a specific start and end date
<b>Student Recruitment</b>	A single unit of study that counts towards completion of a program
<b>Advertising</b>	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

<b>Item</b>	<b>Definition</b>
<b>International student</b>	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 Resident status in Australia
<b>Letter of Offer</b>	A written agreement between UBSS and the student. Once signed and the fees paid this becomes a binding contract
<b>Non-award ELICOS</b>	English language study that does not result in a qualification
<b>Orientation</b>	A compulsory information day/week that all students attend when commencing their program or course
<b>Program</b>	An approved combination of approved courses in which a student is enrolled

### 3 Student Orientation

UBSS does not discriminate against people on the basis of age, race, colour, religion, ancestry, national origin, age, gender, sexual orientation, marital status, veteran status or physical or intellectual disability in the recruitment of students or the implementation of its policies, procedures and activities. Sexual harassment is prohibited.

#### 3.1 Requirements (international students)

- a) Orientations are compulsory for students to attend, regardless of the program, as valuable information is covered during these sessions.
- b) Orientation sessions occur prior to the start of formal teaching.
- c) Students enrolled in a UBSS program must arrange to be at UBSS in the week prior to the start of their intended program of study to take part in an orientation program.
- d) UBSS students who arrive after the second day of orientation will be expected to attend a late orientation session.
- e) UBSS students who arrive after the first day will be provided with relevant information prior to being directed to their class on their first morning of attendance.
- f) International students must organise their travel to ensure they are in the country for orientation.

## 4 Late and Non-arrivals

### 4.1 Late arrivals

- a) UBSS students who intend to arrive after the commencement of the semester must seek approval from Admissions prior to arrival.
- b) Approval will be granted to UBSS students if they are able to prove compassionate and compelling circumstances exist.
- c) UBSS students arriving after the commencement of the semester must advise UBSS of an expected date of arrival.

### 4.2 Non-arrivals (international students)

- a) Students who are not contactable or who do not arrive to commence a program of study will have their enrolment status amended and Department of Home Affairs (DoHA) will be notified of the non-commencement of studies.
- b) Students who wish to defer their program of study to the next available program will be issued with an amended Letter of Offer and Confirmation of Enrolment/s (CoE).

## 5 Orientation

- a) UBSS will deliver a comprehensive, integrated and coordinated approach to student orientation and transition that assists students to adjust to life and study in this environment.
- g) The orientation process will be reviewed at least once per year.

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### 5.1 Information

Students will be welcomed and provided with appropriate information and will be issued with the UBSS Student Handbook

## 6 Document Change Control

Version	Change Description	Date	Author
v1	New Policy	02.05.18	Prof Ian Bofinger
V2	Refreshed and new review date embedded	August 2019	Prof Ian Bofinger
V2.1	National Code Version Update	January 2020	Emeritus Professor Greg Whateley
V3	Removal of Executive Dean replaced with Dean	March 2021	Anurag Kanwar
V4	Refresh	June 2021	Anurag Kanwar
V5	Position names and Branding update	December 2023	Nupur Chanda