# ISP Student Arrival and Orientation Procedure

## Purpose

To outline the steps involved in an international student’s arrival and orientation, including key roles and responsibilities in relation to supporting international students to adjust to study and life in Australia.

This procedure is intended for the Department of Education’s International Education Division (DE (IED)) and school staff and should be read in conjunction with the [ISP Student Support Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Support_Policy.docx)and [ISP Student Orientation Checklist](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Orientation_Checklist.docx). It outlines the roles and responsibilities of DE (IED) and school staff to:

* prepare for a student’s arrival
* welcome and safely greet the student
* accompany the student to their homestay residence
* deliver an orientation program
* provide ongoing support following a student’s arrival and orientation

## Roles and responsibilities

### Executive Director, IED

* Approve policies, procedures and guidance materials (such as pre-arrival information, brochures, forms and templates) issued by DE (IED) in relation to arrivals and orientation.

### DE (IED)

* Ensure published guidance materials (such as brochures, forms and templates) are relevant and accurate.
* Provide pre-arrival information (including the [ISP International Student Pre-departure Guide](https://study.vic.gov.au/Shared%20Documents/en/Predeparture-Guide.pdf)) to the student, parents and education agents once enrolment has been confirmed.
* Provide advice and support to school staff to assist them to implement this procedure and the related policy.
* Maintain accurate and up-to-date records consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

### School staff

* Arrange airport pickup (where applicable) and transportation to homestay for welfare option 4 students upon their initial arrival in Australia.
* Develop and coordinate the delivery of an age and culturally appropriate orientation program for international students.
* Notify DE (IED) of changes to student’s enrolment.
* Provide ongoing support to students to adjust to study and life in Australia.
* Ensure orientation information is regularly reviewed.
* Maintain accurate and up-to-date records consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

### School Principal

* Approve the school’s orientation program.
* Oversee the ongoing support provided to international students.

## Process

### Student Arrival

This procedure is aligned to the [ISP Student Support Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Support_Policy.docx).

1. DE (IED) provides pre-arrival information (including the [ISP International Student Pre-departure Guide](https://study.vic.gov.au/Shared%20Documents/en/Predeparture-Guide.pdf)) to all students, via parents/education agents once enrolment has been confirmed.
2. DE (IED) request and receive the [Flight Details Form](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Flight_Details_Form.docx) from welfare option 4 students, via parents/education agents, and share this information with the school. DE (IED) also retain this information on the student record.
3. School staff complete and provide the following to DE (IED):
   1. ISP Arrival Support Form ([Melbourne](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Arrival_Support_Melbourne.docx) or [Avalon](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Arrival_Support_Avalon.docx)) for offshore welfare option 4 students (arriving to Australia from overseas)
   2. [ISP Homestay Transfer Support Form](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Transfer_Support_Form.docx)for onshore welfare option 4 students who have previously arrived in Australia and are transferring into the care of DE (IED).
   3. [ISP Homestay Profile Form](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Profile.docx) for all welfare option 3 and 4 students.

DE (IED) then provide this information to students, via parents/education agents.

1. DE (IED) liaises with the students, via parents/education agents prior to arrival to confirm arrangements and answer queries.
2. School staff organise the collection of welfare option 4 students from the airport and the transportation of these students to their homestays.
3. School staff notify DE (IED) when a student has arrived safely and has been transported to their homestay.
4. School staff confirm contact details for students and their parents and provide students with updated school emergency contact details if required.
5. School staff notify DE (IED) of any changes to an international student’s enrolment and DE (IED) advises the Commonwealth Government, using Provider Registration and International Student Management System (PRISMS), in line with the [ISP Variation to Enrolment Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Enrolment_Procedure.docx).

### Student Orientation

This procedure is aligned to the [ISP Student Support Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Support_Policy.docx).

1. DE (IED) develops and provides guidance materials to schools to assist in the development of orientation programs for international students.
2. School staff prepare age and culturally appropriate orientation programs for international students, including:
   1. ***Introduction to the school\****
      * School hours and routines
      * Term dates and holiday dates
      * Facilities and resources
      * Acceptable behaviours (for example Student Code of Conduct or Student Engagement Policy)
      * School requirements for course attendance and progress including [ISP Attendance Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Attendance_Policy.docx) and [ISP Course Progress Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Progress_Policy.docx)
      * Orientation to local area and transport
      * Who to contact in an emergency (including issuing an [ISP Student Safety Card](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Safety_Card_Procedure.docx))
      * How to seek assistance for and report incidents that significantly impact the student’s wellbeing, including critical incidents or child abuse
      * General information on safety and awareness relevant to life in Australia, for example sun and water safety
   2. ***Introduction to the ISP\****
      * Key DE (IED) policies and procedures including the [ISP Complaints and Appeals Policy](https://study.vic.gov.au/Shared%20Documents/en/ISP_Complaints_and_Appeals_Policy.pdf)
      * Translated Written Agreement, including terms and conditions
      * Translated Student Visa Conditions
      * [Homestay Responsibility Agreement](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Responsibility_Agreement.docx) and [ISP Homestay Profile Form](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Profile.docx) (where applicable)
   3. Support services available to assist students
      * Adjusting to study and life in Australia
      * Managing general or personal circumstances that are adversely affecting their education in Australia
      * English language proficiency
      * Study and academic achievement
   4. Health services
   5. Legal services
   6. Homestay (where applicable)
   7. Money and banking
   8. Australian laws, customs and culture
   9. Actions international students can take to enhance their personal security and safety
   10. Services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman, consistent with their student visa conditions.

***\* Orientation program components marked with an asterisk must be delivered on the student’s first day of school.***

1. The school principal approves the orientation program.
2. School staff meet the international student on their first day of school and complete the following:
   1. introduce the student to school staff including the school principal and support staff (for example the School Nurse, School Counsellor, Wellbeing Coordinator and Pathways/Careers Coordinator)
   2. match student with a local student (buddy) and introduce to fellow students
   3. undertake a tour of the school and supply map of the school
   4. provide student timetable, student diary, student ID card, ISP student safety card, book list and uniform information (where applicable)
   5. deliver components of the orientation program that are mandatory for a student’s first day
3. Within the first two weeks of an international student starting school, school staff:
   1. deliver remainder of orientation program
   2. complete [ISP Student Orientation Checklist](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Orientation_Checklist.docx)
   3. notify DE (IED) of any changes to year level placement
   4. finalise subject selection and inform parent/education agent, if required.
4. School staff communicate with the student regularly regarding their wellbeing and adjustment to study and life in Australia. This includes scheduling follow up sessions within the first two months of the student’s arrival to discuss any issues the student is facing.
5. School staff raise any issues discussed with the international student and ensure appropriate support or intervention is provided by:
   1. referring to the relevant DE (IED) policy or procedure
   2. assisting students to access support services, if required, including learning support services relevant to students’ learning needs
   3. Escalating to the School Principal where the issue is not resolved, or if required under the relevant policy.

## Legislation

* *Education Services and Overseas Students Act* *2000* (Cth)
* *National Code of Practice for Providers of Education and Training to Overseas Students* *2018* (Cth)

## Related documents

* [ISP Student Support Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Support_Policy.docx)
* [ISP Student Orientation Checklist](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Orientation_Checklist.docx)
* [ISP Student Safety Card Procedure](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Safety_Card_Procedure.docx)
* [ISP Complaints and Appeals Policy](https://study.vic.gov.au/Shared%20Documents/en/ISP_Complaints_and_Appeals_Policy.pdf)
* [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)
* [ISP International Student Pre-departure Guide](https://study.vic.gov.au/Shared%20Documents/en/Predeparture-Guide.pdf)
* [Flight Details Form](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Flight_Details_Form.docx)
* [ISP Arrival Support Form (Melbourne)](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Arrival_Support_Melbourne.docx)
* [ISP Arrival Support Form (Avalon)](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Arrival_Support_Avalon.docx)
* [ISP Homestay Transfer Support Form](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Transfer_Support_Form.docx)
* [ISP Homestay Profile Form](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Profile.docx)

## Definitions

* **DE (IED)** – Department of Education International Education Division. IED is the division in DE that administers the International Student Program in Victorian government schools. IED is not a separate entity to DE. DE is the CRICOS registered provider.
* **Education agents** are accredited by DE (IED) to recruit students for an ISP course.
* **International students (students)** for the purpose of this policy are defined as students participating in the ISP under a subclass 500 Student – Schools visa.
* **International Student Program (ISP)** for the purpose of this policy is defined as DEs ISP administered by the DE IED.
* **DE (IED) staff** includes the Executive Officers, managers and employees (full time, part time, ongoing, fixed term, casual and contractor) of DE who work directly or indirectly with the ISP. This excludes school staff.
* **Parent** refers to the parent(s) or legal guardian(s) of an international student.
* **School** means any Victorian government school accredited by DE (IED) to deliver an international student program.
* **School enrolment cap** refers to the maximum number of international students that can be enrolled at any one time in an accredited school.
* **School staff** are employees of schools, for example – International Student Coordinator, Homestay Coordinator, Head of Department, Deputy Principal, and Principal.
* **Welfare option 3** refers to a parent-nominated homestay arrangement.
* **Welfare option 4** refers to a school-sourced homestay arrangement.

## Contact

For further information, please contact the DE (IED) Admissions and Agents Team on + 61 3 7022 1000.

## Maintenance officer

Manager, Admissions and Agents Unit

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## Authorised

Executive Director, International Education Division

**Date of authorisation**: 11/10/2022

**Date last reviewed:** 05/03/2024

**Review frequency**: This procedure will be reviewed at minimum annually or when any changes arise impacting its currency, including legislative or regulation change.