# ISP Student Orientation Checklist

## Purpose

DE (IED) and schools assist international students in successfully adjusting to life in Victoria and studying in a Victorian government school. Schools must prepare and deliver an age, fee category and culturally appropriate orientation program to ensure international students receive important information to assist them in adjusting to study and life in Australia.

Specific information requirements that must be included in an international student’s orientation are detailed in the [ISP Student Arrival and Orientation Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Arrival_and_Orientation_Procedure.docx).

It is critical that age and language appropriate guidance is given to international students as part of induction, particularly that all induction components are communicated in a way that is appropriate based on each student’s language skills and needs (particularly with respect to safety, personal security and critical incidents).

Please consider any additional needs of the international student when undertaking orientation. For example, students for which DE has approved appropriate accommodation and welfare arrangements, through issuing a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter, will require additional orientation steps, as explained below.

The full checklist does not need to be completed on the student’s first day but should be completed within a period of 2 weeks of the student’s arrival. The checklist below specifies critical information which must be provided on the student’s first day. The remainder of the information should be provided with the first two weeks of the student’s arrival.

It is recommended that schools provide aspects of the orientation information to the student, via their parent/education agent in advance. The information marked as mandatory for the student’s first day must still be discussed on the student’s first day.

Students must be provided with a new orientation after a transfer to a new campus or school or if there is a change in welfare arrangements (i.e. moving from [Option 1 or 2 to Option 3 or 4 welfare](https://www.study.vic.gov.au/Shared%20Documents/en/Welfare-Provision-Change-Form.pdf)).

## Roles and responsibilities

### School staff

* Develop and coordinate the delivery of an age and culturally appropriate orientation program for international students.
* Complete the ISP Student Orientation Checklist and retain the completed document for audit purposes.
* Provide ongoing support to students to adjust to study and life in Australia.

### Principal

* Approve the school’s orientation program.
* The principal or a nominated delegate (such as the international student coordinator) must sign the completed ISP Student Orientation Checklist.
* Oversee the ongoing support provided to international students.

### Student

* The student must sign the completed ISP Student Orientation Checklist to acknowledge that they understand all the below and that they are aware of who to contact in case of an emergency

## Checklist

Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| Complete | Teacher’s Initials | Orientation items for discussion |
| Student’s first day | | |
| Introduction to the school | | |
|  |  | Student timetable, student diary, student ID card, booklist and uniform information |
|  |  | School hours and routines |
|  |  | Term dates and holiday dates |
|  |  | Facilities and resources |
|  |  | Acceptable behaviours (for example Student Code of Conduct, Student Engagement Policy and Written Agreement) |
|  |  | 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, Melbourne/Victoria and transport |
|  |  | Who to contact in an emergency (including issuing an ISP Student Safety Card – please refer to the [ISP Student Safety Card Procedure](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Safety_Card_Procedure.docx)), for students under the age of 18 living in a homestay this must include a 24/7 emergency contact (for example, this may be the relevant assistant principal) |
|  |  | 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, road and water safety |
|  |  | Include cyber safety information in the orientation program and materials for new students.  International students from China are being targeted by increasingly sophisticated online scams. While university students are the main victims, secondary school students are also vulnerable. For more information see: [National Anti-Scam Centre warns of spike in scams threatening Chinese students | Scamwatch](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.scamwatch.gov.au%2Fnews-alerts%2Fnational-anti-scam-centre-warns-of-spike-in-scams-threatening-chinese-students&data=05%7C01%7CKobie.Edwards%40education.vic.gov.au%7Cc5f69a8fcc9e4452e3b108dbd8d802bd%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C638342194512008275%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=2QVhcIVx4pnTHs13ZsvPU6jzKA206qCfUkDlzwMOXTA%3D&reserved=0) and Department of Education [factsheet](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.education.gov.au%2Finternational-education%2Fresources%2Fscams-targeting-chinese-students&data=05%7C01%7CKobie.Edwards%40education.vic.gov.au%7Cc5f69a8fcc9e4452e3b108dbd8d802bd%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C638342194512008275%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ZfhuhNHoAAPNR6SFTno48wtrtb3UA8waWvPie%2FwQS1Y%3D&reserved=0) about scams targeting Chinese students (available in both English and simplified Chinese). It is imperative that ISCs create awareness of this scam. |
| School Tour | | |
|  |  | Undertake a tour of the school and supply map of the school |
|  |  | Introduce the student to school staff including the principal and support staff (for example the school nurse, school counsellor, wellbeing coordinator and pathways/careers coordinator) |
|  |  | Match student with a local student (buddy) and introduce to fellow students |
| 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) |
|  |  | [Written Agreement](https://www.study.vic.gov.au/Shared%20Documents/en/Standard-Application-Written-Agreement.docx), including terms and conditions which outlines expectations of the student and has already been signed by the parent (and the student if they are over 18 years old) |
|  |  | Discuss Student Visa Conditions with students and provide them with a link to the DHA website |
|  |  | For all CAAW students (homestay students under the age of 18), outline homestay arrangements including the [Homestay Responsibility Agreement](https://www.education.vic.gov.au/PAL/isp-homestay-responsibility-agreement.docx) (this is the agreement between the school and the homestay host) |
| Within the first two weeks of the student’s arrival | | |
|  |  | Purchase school books and uniform |
|  |  | Finalise year level placement and notify DE (IED) if this has changed since enrolment |
|  |  | Finalise subject selection and inform parent/education agent, if required |
|  |  | 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 |
|  |  | Provide information regarding Health services and Legal services |
|  |  | Provide information regarding money and banking, including assisting all CAAW students to open a bank account |
|  |  | Provide information regarding Australian laws, customs and culture |
|  |  | If the international student is of working age, provide information on services 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 the visa condition of the student |
|  |  | Consider any additional information that may be relevant based on the cultural background and age of the student, for example, information consistent with DE’s [Sexuality and Consent Education Policy](https://www2.education.vic.gov.au/pal/sexuality-education/policy) |
| Within the first two months of the student’s arrival | | |
|  |  | Schedule follow up sessions to discuss any issues the international student is facing |
|  |  | Raise any issues discussed with the international student and ensure appropriate support or intervention is provided |

## Declarations and Signature

### Principal or delegate

I confirm the checklist has been completed.

Date: Click or tap to enter a date.

Name: Click or tap here to enter text.

Signature:

### Student

I confirm that I have understood all of the above and that I am aware of who to contact in case of an emergency.

Date: Click or tap to enter a date.

Name: Click or tap here to enter text.

Signature:

Once completed, the checklist must be stored in the student’s file.

## 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 checklist 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 DE’s ISP administered by the DE International Education Division (IED).
* **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 staff** are employees of schools, for example – international student coordinator, homestay coordinator, head of department, deputy principal, and principal.

## Document maintenance

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