

ORIENTATION AND LEARNER SUCCESS POLICY & PROCEDURE

Introduction

The Kings Own International College (KOIC) is committed to facilitating a smooth and successful transition for students entering Vocational Education Training (VET) and ELICOS programs. This policy outlines the principles, procedures and services provided to support students in adapting to their new learning environment. The policy aligns with the Standards for Registered Training Organisations (RTOs) 2025 and the Education Services for Overseas Students (ESOS) Act 2000, National Code 2018 and English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018, to ensure students receive essential guidance and resources for academic and personal success.

Purpose

The purpose of this policy is to:

- Support students in adapting to KOIC's academic environment.
- Support international students adapting to Australian culture.
- Promote understanding of rights, responsibilities and resources.
- Foster inclusivity and accessibility for all students.
- Equip students with academic, personal and career development tools.

Scope

This policy applies to all new KOIC students, including domestic and international learners, both ELICOS and VET, and all staff involved in Orientation and Onboarding activities.

Policy Statement

KOIC is committed to providing structured Orientation programs to ensure:

- Students understand their course requirements, rights and obligations.
- Students feel confident, prepared and welcomed into the KOIC community.
- Students have access to academic, personal and career resources tailored to their individual needs.
- Inclusive practices are upheld to meet the needs of a diverse student population.

Definitions

Language Literacy and Numeracy (LLN)	Refers to the core skills essential for individuals to effectively participate in training and the workforce. LLN assessments evaluate a student's ability to meet the skill requirements of their course and identify if additional support is needed.
Learning Management System (LMS)	Learning Management System used by KOIC to deliver content and manage academic records.
Orientation	A structured program designed to introduce new students to KOIC's facilities, policies, procedures, and support services.
Learner Success Support	Ongoing assistance provided to students to help them adapt to their learning environment and achieve academic success.

Regulatory and Legislative Requirements

- ESOS Act 2000
- ELICOS Standards 2018
- ESOS National Code 2018: Specifically, Standards 6
- NVR Act 2011
- Standards for RTOs 2025; Quality Area 2 – VET Student Support

Orientation Guidelines

1. Orientation Objectives

KOIC's Orientation program aims to:

- Introduce students to KOIC facilities, key staff and support services.
- Clearly explain course requirements, policies and assessment methods.
- Provide information for international students on living in Australia, including accommodation, finances, public transport and local laws.
- Highlight safety and emergency procedures, including health and safety protocols.
- Foster connections with peers and staff to build a sense of belonging.

2. Delivery of Orientation

2.1 ELICOS Orientation

Student intakes occur every Monday, with Orientation is provided on an individual basis, inclusive of:

- Registration and completion of placement tests.
- Placement into class using the Common European Framework References for Language (CEFR)
- Distribution and explanation of Student Handbook and Student Code of Conduct.
- Explanation of timetable, course content, assessment methods and certification.
- Tour of KOIC premises
- Introduction to teaching staff and classmates.

2.2 VET Orientation

Orientation for VET Students is mandatory and is conducted one week before the commencement of term and takes on the following format:

- Registration and introduction to trainers and peers.
- A structured presentation covering KOIC policies, procedures and expectations.
- PowerPoint presentation which explains all Policies and Procedures
- Distribution and guided review of Student Handbook and Student Code of Conduct.
- Explanation and demonstration of the LMS, including log in credentials and navigation.
- Overview of course requirements, assessment timelines, and certification details.
- Campus tour and safety briefings.

3. Learner Success Support

KOIC will provides comprehensive support to ensure students successfully adapt to their learning environment and achieve their academic and career goals. This support includes:

3.1 Academic Skills Development

- Workshops on study skills, time management and LMS navigation.
- Tutoring and mentoring support for academic challenges.

3.2 Personalised Individual Support Plans (ISP)

Development of Individualised Support Plans (ISP) to address student's specific support needs. The ISP outlines tailored adjustments, services, and strategies to ensure that students facing challenges such as disabilities, mental health issues, or special circumstances can achieve their academic and personal goals effectively.

3.3 Career and Employment Guidance

- Resume writing, interview preparation and job placement assistance.
- Industry insights and career pathway guidance tailored to student's vocational goals.

3.4 Well-being and Personal Support

- Access to counselling services for mental health, stress management and personal challenges.
- Support for students managing work, family and study commitments.

3.5 Inclusive Support for Diverse Cohorts

Tailored assistance for international students, indigenous students, students with disabilities and those from disadvantaged backgrounds to ensure equity and inclusion.

4. Attendance and Monitoring

Orientation is compulsory for all new students.

- Attendance records are maintained for compliance and reporting purposes.
- Students who are unable to attend Orientation can access Orientation materials and sessions through KOIC's learner management system (LMS).

5. Continuous Improvement

KOIC collects feedback from students through surveys and evaluations after each Orientation program. This feedback is analysed to refine and improve future programs.

Procedure Summary Table

Step	Action	Responsibility	Timeframe	Reference / Use
1	Publish Orientation Schedule to LMS	Compliance Officer	6 weeks before each new intake	LMS announcement
2	Finalise orientation program, slides, placement-test tools, campus-tour script	Directors of Studies (ELICOS/VET), Student Services Officer (SSO)	4 weeks before intake	Orientation slide deck, scripts, placement test script
3	Assemble welcome packs; upload orientation modules to LMS	SSO	2 weeks before intake	Student Handbook, Code of Conduct

4	Conduct ELICOS Orientation (rolling Monday intakes) – registration, placement test, CEFR placement, tour	Director of Studies ELICOS, SSO	Day 1 of enrolment	Attendance Roll, Placement Test Results
5	Conduct VET Orientation (group session) – presentation, LMS demo, safety briefing	Director of Studies VET, SSO	1 week before term start	Orientation Presentation
6	Record attendance & placement results in SMS; create ISPs where required	Director of Studies VET & ELICOS, SSO	Within 1 business day	SMS attendance record, ISP template
7	Follow up non-attendees; provide online catch-up orientation link	SSO	Within 2 business days of scheduled session	LMS orientation module
8	Deliver learner success workshops (study skills, wellbeing, careers)	Counsellors, Academic Skills, Careers etc.	Weeks 1-4 of term	Workshop Outlines, Attendance Records
9	Monitor at-risk indicators; trigger academic or welfare interventions	Directors of Studies (DoS), SSO	Weekly during first study period	At-Risk Register, Intervention Record
10	Collect student feedback via survey; analyse and log improvements	Compliance Officer	Within 10 business days after orientation	Orientation Survey, CI Register

Roles and Responsibilities

Role	Responsibility
CEO	Ensures compliance with relevant regulations and oversight of Orientation activities.
Compliance Officer	Ensures all Orientation activities meet RTO and ESOS requirements.
Director of Studies ELICOS / Director of Studies VET	Oversee the delivery of Orientation programs. Guide students through academic progression and skills development and ensure alignment of Orientation programs with academic requirements.
Student Services Officer (SSO)	Organises Orientation activities and provides ongoing support to students during their studies.
Students	Attend Orientation, engage actively and seek support when required.

Policy Implementation

KOIC embeds the Orientation and Learner Success Policy into its annual quality-assurance and academic-planning cycles. The policy is communicated to staff and students through official channels, incorporated into orientation

programs for all cohorts, and supported by coordinated roles across Student Services, academic managers and compliance teams. Attendance, placement data and student feedback are routinely captured in the student-management system to inform early support measures and continuous improvement. Regular reviews of orientation outcomes ensure the program remains effective, inclusive and fully aligned with the Standards for RTOs 2025, ESOS Act and ELICOS requirements.

Monitoring and Review

KOIC reviews the Orientation and Learner Success policy and processes annually to ensure effectiveness in supporting students in adapting to study, alignment with updated legislative and regulatory requirements, and responsiveness to the diverse needs of all students.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	11 Feb 2025	New policy for KOIC	CEO	17 Feb 2025	Compliance Officer	Feb 2026
V2.0	26 Jun 2025	Updated in line with the new Standards for RTOs 2025, changed to Learner Success to separate from Transition of Training Products	CEO	11 July 2025	Compliance Officer	Jun 2027
V2.1	Apr 2026	Re-brand of policy to KOIC	CEO	1 Apr 2026	Compliance Officer	Apr 2028

Policy and Document Information

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