



ORIENTATION AND TRANSITION SUPPORT POLICY & PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) 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) 2015 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 AAC'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 AAC students, including domestic and international learners, both ELICOS and VET, and all staff involved in Orientation and Transition activities.

Policy Statement

AAC is committed to providing structured Orientation and Transition programs to ensure:

- Students understand their course requirements, rights and obligations.
- Students feel confident, prepared and welcomed into the AAC 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 AAC to deliver content and manage academic records.
Orientation	A structured program designed to introduce new students to AAC's facilities, policies, procedures, and support services.
Transition Support	Ongoing assistance provided to students to help them adapt to their learning environment and achieve academic success.



References

- ESOS Act 2000
- ELICOS Standards 2018
- ESOS National Code 2018: Specifically, Standards 6
- NVR Act 2011
- Standards for RTOs 2015

Related AAC Policies and Procedures

- Academic Integrity Policy and Procedure
- Access, Equity and Mutual Obligation Policy and Procedure
- Attendance Policy (VET and ELICOS)
- Bullying, Discrimination and Harassment Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Credit and Recognition of Prior Learning (RPL) Policy and Procedure
- Course Completion and Qualification Issuance Policy and Procedure
- Course Progression and Intervention Policy and Procedure
- Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure
- ELICOS Assessment Policy
- Fees Management and Refund Policy & Procedure
- International Student Visa Compliance Policy and Procedure
- International Student Transfer Policy and Procedure
- Reporting International Students (PRISMS) Policy and Procedure
- Student Code of Conduct
- Student Enrolment and Admissions Policy and Procedure
- Student Records Management Policy and Procedure
- Student Handbook
- Support for Students Policy and Procedure
- Sexual Assault and Sexual Harassment Policy and Procedure
- Tuition Protection Service (TPS) Policy and Procedure
- VET Training and Assessment Policy and Procedure
- Workplace Health and Safety Policy and Procedure

Orientation Guidelines

1. Orientation Objectives

AAC's Orientation program aims to:

- Introduce students to AAC 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

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 AAC premises
- Introduction to teaching staff and classmates.

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 AAC 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. Transition Support

AAC will provides comprehensive transition 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 ensures 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 AAC's learner management system (LMS).

5. Continuous Improvement

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

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 transition.
Students	Attend Orientation, engage actively and seek support when required.

Monitoring and Review

AAC reviews the Orientation and Transition Support policy and processes annually to ensure effectiveness in supporting student transition, 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 AAC	CEO	17 Feb 2025	Compliance Team	Feb 2026

Policy and Document Information

Author:	Compliance Team
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