



University of
South Australia

Centre for
English Language

STUDENT ORIENTATION PROCEDURE

SECTION D - PROCEDURE

Related Policy

Student Orientation Policy

D.1 Procedure

Responsible	Procedure Steps		W/I
	1	Pre-Orientation	
Student and Academic Services (SAS) and Academic Directorate (AD)	1.1	Four weeks prior to Orientation date, undertake event program planning and coordination.	
SAS	1.2	Prepare and update documentation and communication for student information and event marketing.	
	1.3	Update student records and system data to facilitate accurate communication and attendance.	
	1.4	Send new students a Welcome email with information about Orientation, enrolment process and student portal access.	
Student	1.5	Enrol through the student portal and contact Student Services if any enrolment issues are encountered.	
SAS	1.6	Assist and resolve enrolment issues in response to student enquiries.	
	2	Orientation Day	
SAS	2.1	Record student attendance on days when attendance is compulsory.	
AD & SAS	2.2	Run information sessions for new students, providing essential information including services for students, campus information, policies and procedures, program information, and OSHC and visa obligations for international students.	
Participating Staff	2.3	Participate in designated orientation activities across the day/s to welcome new students.	
Student	2.4	Participate in Orientation activities and finalise enrolment if not done previously.	
	2.5	Participate in the Academic diagnostic tests as required by their programs.	

Responsible	Procedure Steps				W/I
AD & SAS		2.5	Where issues are experienced, resolve and assist student with finalising their enrolment (as applicable).		
	3	Post Orientation			
		3.1	Orientation attendance monitoring		
SAS			3.1.1	Retain records of student’s attendance and non-attendance for compulsory Orientation days.	
			3.1.2	Reassign non-attending students to next late Orientation and email with details of next event and consequences of not attending.	
			3.1.3	Continue to update student attendance at late orientations and follow up non-attendance accordingly until all students have attended.	
		3.2	Enrolment Follow Up		
SAS			3.2.1	Contact students who have attended Orientation but not enrolled to assist and resolve issues until enrolment closes.	

D.2 Supporting Documentation

Related material	Location
Student Orientation Late and Non-Arrivals Procedure	SAIBT Website CELUSA Website

Form templates	Retention time	Location

Records (including completed forms)	Retention time	Location

D.3 Version Control

Current Version Number	2.0
Date of Effect	07/2022
Privilege Level	Public