

Student Orientation Policy

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2. Preamble

The learning transition to higher education for many students involves large-scale academic, social and environmental change. Higher Education Australia (HEA) aims to facilitate a positive and successful transition for all its students to their course of study and campus through orientation processes which are sensitive to the needs of all students.

HEA pays particular attention to students with special needs, culturally diverse students, international Students, Aboriginal and Torres Strait Islander students and those enrolled in different modes of participation.

This Policy aligns with the *Higher Education Standards Framework (Threshold Standards) 2021* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, including the *Education Services for Overseas Students Act 2000 (Cth)*.

3. Purpose

This policy ensures HEA provides domestic and international students with a comprehensive, culturally appropriate and age-appropriate orientation that will assist them to adjust to life in Australia and learning in a higher education environment.

It also sets expectations for all students in relation to their compliance with HEA's policies, academic progress requirements and academic integrity standards.

4. Scope

The policy applies to all commencing students at HEA and to all staff involved in the orientation programs.

5. Definitions

Please refer to the Glossary of Terms.

6. Policy

6.1 Principles

- 6.1.1 The Orientation program provides students with thorough academic preparation and access to information is essential to their success, ensuring there are no known limitations which should impede students' progress.
- 6.1.2 Orientation welcomes both domestic and international students to the institute and provides a culturally diverse, inclusive, friendly environment, where students can connect with their peers and be briefed about all aspects of their study, rights and responsibilities and details of the campus and the location in which it is situated.
- 6.1.3 Whilst Orientation is a compulsory event, students who are unable to attend Orientation in-person will be provided with alternative arrangements to complete the requirements of the course.
- 6.1.4 Orientation is the main opportunity for HEA to highlight the importance of academic integrity, the prevention of plagiarism and explain course progression requirements, student safety, wellbeing, support services and resources.
- 6.1.5 Individual students' needs are assessed and those who have been identified as requiring support services are provided with information on how to access relevant support.
- 6.1.6 International students are provided with pertinent information regarding their Student Visa conditions and the legislative requirements under The National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- 6.1.7 Information provided to students during Orientation is accurate, up-to-date and consistent with the Representation, Records and Information Management Policy.

6.2 Breach of this policy

Any breach of this policy will be dealt with in accordance with the relevant procedure.

6.3 Policy implementation

The procedure which relates to the implementation of this policy is the *Student Orientation Procedure*.

6.4 Delegation and Responsibility

- 6.4.1 The Board of Directors has delegated responsibility of this policy to the Academic Board.
- 6.4.2 The Academic Board can further delegate their responsibilities in relation to this policy to relevant staff, in accordance with the Delegations Policy.

6.5 Review and Improvement

- 6.5.1 The Board of Directors will ensure an internal review of this policy is conducted at least once every two years and will ensure that any improvements identified from the review are implemented, including updates to the policy itself.
- 6.5.2 The Board of Directors will engage external reviewers at least once every seven years to conduct a review of this policy and will ensure that recommended improvements are actioned.
- 6.5.3 At their own discretion, the Board of Directors may undertake a review of this policy as needed.

6.6 Feedback

Feedback, including recommended improvements, is welcomed in relation to this policy.

7. Referred Legislation and References

Australian Qualifications Framework Council (2013), Australian Qualifications Framework Second Edition January 2013, <https://www.aqf.edu.au/>

Education Services for Overseas Students (ESOS) Framework
<https://www.education.gov.au/esos-framework>

Guidance Note: Course Design (including Learning Outcomes and Assessment) -
<https://www.teqsa.gov.au/latest-news/publications/guidance-note-course-design-including-learning-outcomes-and-assessment>

Higher Education Standards Framework (Threshold Standards) 2021 -
<https://www.teqsa.gov.au/higher-education-standards-framework-2021>

Higher Education Support Act 2003 <https://www.legislation.gov.au/C2004A01234/2022-01-01/text>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182>

Occupational Health and Safety Act 2004 (VIC)
<https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

State Emergency Management Plan Cyber Security Sub-Plan Edition 2
<https://www.emv.vic.gov.au/responsibilities/semv-sub-plans/state-emergency-management-plan-cyber-security-sub-plan-edition-2>

Tertiary Education Quality Standards Agency (TEQSA) Act
<https://www.teqsa.gov.au/teqsa-act>

TEQSA Guidance Note -HESF Domain 1: Student Participation and attainment (1.3 Orientation and Progression) <https://www.teqsa.gov.au/hesf-domain-1>

TEQSA Guidance Note – Equity and Diversity - <https://www.teqsa.gov.au/guides-resources/resources/guidance-notes/guidance-note-diversity-and-equity>

TEQSA Guidance Note: Wellbeing and Safety
<https://www.teqsa.gov.au/sites/default/files/guidance-note-wellbeing-and-safety-v1-2-web.pdf?v=1581310140>

TEQSA Guidance Note: Academic Quality Assurance
<https://www.teqsa.gov.au/sites/default/files/guidance-note-academic-quality-assurance-v2-2-web.pdf?v=1581307473>

8. Relevant HEA Policies and Procedures

- Aboriginal and Torres Strait Islander Peoples Policy
- Academic Integrity Policy
- Academic Integrity Procedure
- Admissions Policy
- Admissions Procedure
- Assessment and Moderation Policy
- Assessment and Moderation Procedure
- Code of Conduct
- Course Quality Assurance and Review Policy
- Course Quality Assurance and Review Procedure
- Critical Incident Management and Business Continuity Policy
- Enrolment Variation Policy
- Equity and Diversity Policy
- Student Academic Progression Policy
- Student Academic Progression Procedure
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Student Orientation Procedure
- Student Wellbeing and Support Policy
- Student Wellbeing and Support Procedure
- Teaching Learning and Scholarly Activities Policy

9. Document and Version Details

Approval Authority	Board of Directors
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10. Policy Inquiries

For any inquiries about this policy, please email us. (studentsupport@heau.edu.au)