

Student Orientation Procedure

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2. Preamble

The official Orientation program offers in-person and online events for all students enrolled at the beginning of their first semester at Higher Education Australia (HEA). Students will gain critical course and faculty information and learn all about the HEA campus, relevant policies and services available and their rights and responsibilities as students.

This procedure 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 *ESOS Act 2000*.

3. Purpose

This procedure implements the *Student Orientation Policy*.

4. Scope

This procedure 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. Procedure

6.1 Preparation Procedures:

- 6.1.1 Preparation for Orientation is a joint process involving the Dean, Student Administration and Student Services, Course Directors and student representatives.
- 6.1.2 Orientation takes place at the commencement of each semester.
- 6.1.3 Programs outlining the schedule and agenda are prepared and approved by the Dean or CEO, then printed and made ready for distribution in accordance with HEA delegations.
- 6.1.4 Commencing students are notified of Orientation prior to the event and provided the program with their welcoming letter. Students are reminded that this is a compulsory event.
- 6.1.5 Online workshops are recorded and provided to commencing students unable to participate in the on-campus Orientation program.
- 6.1.6 The Orientation team ensures that invited speakers are notified and that academics for each course are prepared to provide relevant information to commencing students.

6.2 Operational Procedures

- 6.2.1 Orientation activities and procedures are managed by the Dean and/or their relevant nominee who delegates responsibility for particular tasks to staff members or student representatives.
- 6.2.2 A Welcome to Country is provided and acknowledgment of First Nations Peoples on whose land the campus is situated.
- 6.2.3 The Dean or CEO provides a formal welcome to all students.
- 6.2.4 Students are directed to Student Administration to obtain a Student ID Card.
- 6.2.5 The institute's expectations of students are reiterated in relation to attending the whole Orientation program, along with the intended benefits of the program for commencing students.
- 6.2.6 Students are introduced to the Mission, Vision and Values of the institute and its strong focus on excellence in education, an inclusive environment, equity and diversity and each students' part in building a strong community in conjunction with staff.
- 6.2.7 Students unable to participate in the on-campus Orientation program are provided with access to online workshops or remote-access presentations in order to fulfill the requirements of Orientation.
- 6.2.8 Crucial information is provided to students regarding assessments and students' responsibilities relating to the Code of Conduct and compliance with policies and procedures.
- 6.2.9 Precise information is given to students regarding critical deadlines, relevant applications and forms and how to access them.
- 6.2.10 Students are informed of the learning resources that are available to them.
- 6.2.11 Students are made aware of opportunities to participate in student decision-making and representative bodies.
- 6.2.12 Students are shown how to pay their tuition fees and how to request fee assistance if it is required.
- 6.2.13 Health and safety information is provided, including information on emergency procedures and the ways that students can enhance their safety and security both on campus and online.

- 6.2.14 Those who have identified as having special needs or requiring support services such as disability support are provided with information on how to access such support.
- 6.2.15 All students are provided with information regarding wellbeing and how to access mental health and wellbeing support.
- 6.2.16 Students are made aware that there are specific policies relating to student complaints and appeals regarding academic or administrative issues and instructions are provided on how to access those policies.
- 6.2.17 Students are given an introduction to the online student portal – where they can access enrolment and course progression information.
- 6.2.18 Opportunities to socialise and meet other commencing students are provided throughout the Orientation program.

6.3 International Students

- 6.3.1 International students attend an additional session within the Orientation program focused on The National Code of Practice for Providers of Education and Training to Overseas Students 2018. The session covers the following, in accordance with the regulations of the Code:
 - Support services available for transition to life in Australia;
 - Contact details of relevant legal services that may be required;
 - Assistance for English Language study assistance programs;
 - Contacts for emergency and health services;
 - Maps and directions of facilities and campus services;
 - The process for complaints and appeals;
 - Requirements for course progression and completion;
 - Rights and responsibilities relating to Student Visa conditions.
 - Support services available for students with special needs or personal circumstances that may adversely affect their study progress in Australia; and
 - Services that students can access for details relating to their employment rights and avenues to resolve workplace issues, for example, through the Fair Work Ombudsman.

6.4 The Learning environment

- 6.4.1 Students are introduced to academics, the units they teach and how to access their contact details.
- 6.4.2 Requirements of units and courses are explained.
- 6.4.3 Critical dates (including the census date) are highlighted to students.
- 6.4.4 Requirements for student progression are set out.
- 6.4.5 Students are taken on a tour of the institute's resources and facilities including the library and IT facilities.
- 6.4.6 Students will be introduced to the Learning Management System (LMS) and advised of the dates and times for training in its use. They will also be given a Manual of Instructions for the use of the LMS.
- 6.4.7 Students are shown how to access English language support, technological support, wellbeing and health support and counselling services.
- 6.4.8 Students are given access to their email account and made aware of the HEA Policy, the Code of Conduct and their rights and responsibilities in relation to the use of the institute's resources.
- 6.4.9 Students are encouraged to be responsible members of the institute and that cooperation, equity and diversity make for a rich and supportive learning environment.
- 6.4.10 Students are shown how to access a range of information, including:
 - Online forms relevant to the institute's procedures;
 - Financial services – scholarships, student loans and administrative services regarding payment and enrolment;
 - Support regarding recognition of prior learning;
 - Information for medical and emergency services including critical incident responses;
 - Legal and welfare processes in Victoria;
 - Copies of all policies and procedures that govern students' academic life (in *Student Handbook* and on the institute's website);
 - Disability support services; and
 - Chaplaincy and spiritual support services, counselling and wellbeing services.

6.5 Student Handbook and Policies

- 6.5.1 Students are given a copy of the Student Handbook. This includes a map of all buildings and details relating to services accessible by students and provide instructions to access to the student website.
- 6.5.2 The Student Handbook directs students to the list of policies with which they need to become familiar and comply.
- 6.5.3 A map of essential services in Melbourne is provided to students along with information regarding the availability of emergency and health services, public transport, banking services, legal assistance and support agencies.

6.6 Attendance at Academic Integrity Workshop

Students are required to attend the *Academic Integrity Workshop* to learn their responsibilities concerning freedom of intellectual inquiry and academic integrity. Students are informed of the institute's policy concerning the use of Artificial Intelligence (AI) and Chatbots.

6.7 Mentorship opportunities and Ongoing support

- 6.7.1 Student representatives provide commencing students with support to assist them to settle into the higher education environment.
- 6.7.2 Commencing students are advised of student representatives' role on the Academic Board and their availability to give feedback on behalf of students.
- 6.7.3 Commencing students are advised that there is a Student Complaints and Appeals Policy and Procedure and how they can raise concerns with staff.

6.8 Evaluation of the Orientation Program

- 6.8.1 Students and staff are encouraged to evaluate the delivery and effectiveness of the Orientation program and its activities, to inform quality assurance and improvement strategies.
- 6.8.2 Student feedback is obtained through a survey regarding each student's experience. Feedback outcomes may be reported through HEA governance arrangements for quality improvement.

6.9 Delegation and Responsibility

- 6.9.1 The Board of Directors has delegated responsibility of this procedure to the Academic Board.
- 6.9.2 The Academic Board can further delegate their responsibilities in relation to this procedure to relevant staff, in accordance with the Delegations Policy. Delegation of operational responsibility does not remove Board accountability.

6.10 Review and Improvement

- 6.10.1 Updates to this procedure can be made at any time to ensure the implementation of the Student Orientation Policy.
- 6.10.2 The Board of Directors will ensure an internal review of this procedure is conducted at least once every two years and will ensure that any improvements identified from the review are implemented, including updates to the procedure itself.
- 6.10.3 The Board of Directors will engage external reviewers at least once every seven years to conduct a review of this procedure and will ensure that recommended improvements are actioned.
- 6.10.4 At their own discretion, the Board of Directors may undertake a review of this procedure as needed.

6.11 Feedback

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

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.dese.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/semp-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/guides-resources/resources/guidance-notes/guidance-note-academic-quality-assurance>

8. Relevant HEA Policies and Procedures

- 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. Procedure Inquiries

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