



Student Orientation and Transition Policy and Procedure

Contents

1. PURPOSE.....	2
2. SCOPE	2
3. DEFINITIONS	2
4. POLICY STATEMENT	2
4.1 POLICY PRINCIPLES.....	2
5. PROCEDURE	3
6. ROLES AND RESPONSIBILITIES	5
7. FEEDBACK AND APPEALS	5
8. RELATED DOCUMENTS, EXTERNAL REFERENCES AND VERSION CONTROL	6
8.1 RELATED/REFERENCED DOCUMENTS	6
8.2 RELATED LEGISLATION AND EXTERNAL REFERENCES	6
8.3 VERSION CONTROL.....	6
8.4 DOCUMENT REVIEW.....	7

1. PURPOSE

This policy and procedure outline the principles for conducting the Orientation Program at the Australis Business School ("Australis") for new students commencing a course of study at Australis. It also outlines various transition support activities and services to facilitate the commencing year for new students. The procedures specify a course of action in preparing, conducting and evaluating the commencing students' orientation at Australis.

2. SCOPE

This policy and procedure will apply to the orientation of both domestic and international students commencing in accredited courses and the staff involved in the associated teaching, academic skills and administrative activities at Australis.

3. DEFINITIONS

See the Australis *Glossary of Terms* for definitions.

4. POLICY STATEMENT

Australis is committed to facilitating a successful and positive transition for all commencing students through Orientation Programs that provide academic, social and administrative familiarisation with Australis. Orientation Programs are tailored to the characteristics of the student cohort, including reasonable adjustments for students with special needs.

Orientation Programs provide a welcoming atmosphere for commencing students to meet academics, administrative staff, existing students and other new students. Orientation Programs at Australis are age and culturally sensitive, creating an atmosphere that minimises anxiety and promotes positive attitudes. For existing students, Orientation Programs provide leadership and learning opportunities as mentors and guest speakers through active participation.

4.1 Policy Principles

All commencing students at Australis must attend the Orientation Programs to ensure they receive valuable information about their successful transition into higher education.

Australis ensures that commencing students have opportunities for positive interactions with academics, administrative staff and other new and existing students.

Orientation Programs assist students to understand critical academic and administrative processes, policies and services to prepare students for successful learning. They also promote early engagement with students' learning environment at Australis.

All commencing students at Australis receive elementary transition support through interactive information sessions, academic workshops and social activities during their orientation.

All commencing students also receive information about their rights and responsibilities as Australis students, support services available to them, the significance of academic values and academic integrity, wellbeing and safety guidance, and familiarisation with life in Australia as a higher education student.

5. PROCEDURE

Orientation Programs at Australis take place in the week prior to the commencement of teaching each semester. They are designed to be culturally appropriate for addressing the needs of the commencing domestic and international students who are new arrivals to Australia. All students will be given training on campus and online safety which will also be part of the Orientation Program. Orientation Programs at Australis address the following essential topics:

- Australis's campus facilities, support services and resources
- Australis's policies, procedures and relevant legislation
- Students' email accounts and login details
- Visa, compliance and Overseas Student Health Cover (OHSC) requirements for international students
- Enrolment information, assessment requirements and academic progress requirements
- Library rules, social activities, health and safety information
- Deferment, suspension or cancellation of enrolment by the student or by Australis
- Emergency services, health services and legal services
- Campus and online safety

Orientation Programs at Australis are designed to be highly interactive and informative with welcoming, informative social and academic activities, including:

Welcome session: Orientation Programs start with a welcome session addressed by the Dean, who welcomes the students and introduces Australis and the staff associated with the administration of commencing students such as the Student Services and Fees Officer.

Registration: Students are taken to the registration booth after the welcome session. Students must present their driver's licence or passport and visa to register their attendance. Students are provided with an Orientation Welcome Pack containing a combination of formal documents such as the *Student Handbook* and informal information on topics such as the Victorian public transport system – trains, trams and buses. **Photo ID:** Students are then directed to the photo booth where photos are taken and Student ID Cards are made. Students immediately receive their Student ID Card.

Campus tour: Students are then taken for a campus tour. The Student Services officer shows the classrooms, Library, breakout area, emergency exits etc. Students are informed about campus facilities, support services and resources such as academic skills support, library services, computer lab, counselling and personal wellbeing services.

Introduction to computers: The Student Services officer conducts this session to update students' files with their current addresses and phone numbers in Australia. The Student Services officer creates Australis student email accounts and provides students with their login details. Students are advised that all official communication from Australis regarding the student's academic progress will be sent to the student's Australis email account. Students are also introduced to the Learning Management System in this session.

Course details: Students are addressed by the Course Co-ordinator about course information and academic progress requirements, as well as Australis policies and processes. The Course Co-ordinator explains about deferring, suspending or cancelling of enrolment by the student or by Australis. This session includes information on exclusion from a course and cancellation of enrolment. Students are also advised that Australis can cancel or suspend enrolment for misbehaviour, which includes non-payment of fees, and can cancel enrolment for not meeting academic progress rules. The numbers of units that students are required to enrol in each semester, along with timetable and attendance requirements, are also discussed in this session.

Visa and OHSC compliance for international students: Students are addressed by the Campus Manager about the visa and Overseas Student Health Cover (OHSC) requirements.

Student representatives: Student representatives from existing students participate actively in the Orientation Programs. In this session, student representatives discuss student clubs, social activities and life as an Australis student.

Emergency, health and legal services: A guest presenter, usually a police officer or person from legal services, addresses the students and discusses emergency, health and legal services.

Late arrivals: Students who are unable to arrive before orientation must notify Australis prior to arrival. Orientation Programs will be held for late arrivals.

6. ROLES AND RESPONSIBILITIES

The Board of Directors ensures that Orientation Programs are implemented at Australis for all commencing students as part of its governance and accountability functions. The Board also maintains this policy and its subsequent updates.

The Dean oversees the development and implementation of orientation programs in collaboration with the Course Co-ordinator as well as teaching and administrative staff. The Dean informs the relevant team members about this policy and procedure, and ensures their comprehension.

Student Services team members plan, prepare, conduct and evaluate the Orientation Programs.

7. FEEDBACK AND APPEALS

Student feedback on Orientation Programs is collected at the end of Orientation Week to obtain data for the implementation of improvements and to ensure that any additional information and support that students require is provided immediately.

Students may access the *Student Complaints and Appeals Policy and Procedure* to appeal against any decisions made under the policy.

8. Related Documents, External References and Version Control

8.1 Related/Referenced Documents

- Admission and Student Selection Policy and Procedure
- Bullying, Discrimination and Harassment Prevention and management Policy and Procedure
- Critical Incident Management and Business Continuity Policy and Procedure
- Student Enrolment and Enrolment Variation Policy and Procedure
- Facilities, Resources, ICT and Infrastructure Plan
- Health and Safety Policy
- Library Policy
- Student Academic Progression, Monitoring and Intervention Policy and Procedure
- Student Complaints and Appeals Policy and Procedure
- Student Fees and Refund Policy and Procedure
- Student Welfare, Wellbeing and Support Policy and Procedure
- Safety and security on campus and online - Powerpoint Training Slides

8.2 Related Legislation and External References

- Higher Education Standards Framework 2021
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2021

8.3 Version Control

Version	Date	Reviewed/approved by	Key notes/changes
0.1	04/08/22	Dean	Reviewed by the Dean. First draft of the policy was discussed internally.
0.2	01/09/22	Learning and Teaching Committee (LTC)	Reviewed by the LTC. Individual definitions taken out and a reference to the <i>Glossary of Terms</i> inserted. Changes in headings. Minor grammatical and formatting changes.
0.3	27/09/22	Academic Board (AB)	Approved at the 27/09/22 AB meeting.
0.4	21/03/24	AB	Updated based on 21/03/24 AB meeting and AB member input. Added reference to <i>Sexual Assault and Sexual Harassment Prevention and Management Policy and Procedure</i> .
0.5	04/04/24	AB	Further input from AB 04/04/24 incorporated.

0.6	11/04/24	AB	Reviewed and approved at the AB 11/04/24 meeting.

8.4 Document Review

To be reviewed at least every five (5) years from the date of final approval.