



Student Orientation Policy

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A. Overview

- i. Lead Institute of Higher Education ('LIHE' or the 'Institute') Student Orientation Policy (the 'Policy') aims to facilitate a positive and successful transition for all commencing and newly enrolled students to their course of study and the campus through the orientation program which provides academic, social, administrative and geographic familiarisation.
- ii. Definition

For definitions, please refer to the '*Dictionary of Terms*'.

B. Scope

This Policy applies to all commencing and newly enrolled students in a course of study at LIHE and the staff involved in the associated activities.

C. Policy Principles

LIHE student orientation program will provide students with an introduction to studying at the Institute and assist and support students to successfully transition into their studies. The Institute will:

- i. Provide all enrolled students with the opportunity to attend the orientation program which will proactively work towards equipping students with all the relevant resources and information which the Institute believes will benefit them in realising their goals while satisfying regulatory obligations;
- ii. Ensure that all students are informed about the teaching, learning, assessment and support services, their responsibilities as a student, key policies that impact their course progress and completion, and their rights, responsibilities and obligations as students;
- iii. Strive to provide information to students that targets currently identified welfare interests, especially regarding best practice in student safety.

D. Orientation Program

LIHE student orientation program will be compulsory for new students commencing their studies at the Institute. The orientation program will consist of presentations, tours, enrolment and information sessions that will help commencing students settle into the new study environment. The orientation program will include (but is not limited to):

- i. A comprehensive and tailored presentation that addresses student needs and adequately introduces a student to life at the Institute and the course of study;
- ii. Information that addresses the requirements of National Code 2018 and the relevant standards;
- iii. Clear explanation of relevant policies and procedures, student visa implications, that are supplemented by the provision of print copies or reference to electronic versions of the same;
- iv. Academic progression and specific requirements;
- v. Support services available to students, including English language, counselling and learning support;
- vi. Information catering to students with disabilities or special needs;
- vii. Introduction to various academic and administrative staff and descriptions of their roles;
- viii. Information regarding opportunities for participation in decision making processes at the Institute;
- ix. Instructional explanations of library, computer and resources use within the Institute;
- x. Details about the availability of study groups, opportunities for peer interactions and discussions and participation in various events aimed encouraging student interactions;
- xi. Critical incident overview including emergency and health services;

- xii. Student wellbeing and safety;
- xiii. Information on employment rights and conditions specific to overseas students including essential information regarding student visa and mandatory requirements for international students;
- xiv. Information on the various mechanisms for providing student feedback to the Institute.

E. Requirements

- i. LIHE student orientation program will be compulsory for students to attend, regardless of the course of study.
- ii. The orientation program will occur prior to the start of formal teaching and attendance will be recorded
- iii. The orientation program will be available for students who start later, as well as for students wishing to attend again for information revision.
- iv. Students enrolled in a course of study at LIHE must arrange to be at the Institute in the week prior to the start of their intended course of study to take part in the orientation program.
- v. Students who are not contactable or who do not arrive to commence a course of study will have their enrolment status amended. For international students, immigration will be notified of the non-commencement of studies and their Confirmation of Enrolment (CoE) will be cancelled.

F. Information to Students

- i. Students will be encouraged to contact the administrative staff or the Student Support Manager if they need further assistance or support.
- ii. Information on student support services and procedures for accessing these services, including contact details of the Student Support Manager will be made available to all the students through:
 - a. Student Handbook;
 - b. LIHE Website;
 - c. Student Orientation Program.
- iii. The Student Support Manager will ensure that all information available for student support services is current and updated.
- iv. Students may access the Student Support Manager directly (e.g. email, phone) or by contacting any administrative staff.

G. Student Handbook

- i. All current and prospective students will be provided with a Student Handbook containing the essential information to adjust to tertiary studies. International students will receive information regarding life in Australia including external resources for international students, college facilities and resources to help them with their studies.
- ii. A copy of the Student Handbook will also be available on the LIHE website.

H. Responsibility

- i. The Dean is responsible for the effective implementation and management of this Policy.
- ii. All staff are encouraged to participate in the Student Orientation Program.
- iii. The Student Support Manager is responsible for responding to and addressing the mental, physical and social well-being needs of students and making appropriate referrals to external agencies when required. For further details, please refer to the Mental Health and Wellbeing Strategy and Implementation Plan.
- iv. The Student Support Manager and the academic staff members are responsible for identifying and supporting academic special needs.

- v. The Student Support Manager is responsible for planning, implementing, and monitoring learning and academic support services.
- vi. Staff members in their respective roles are responsible for using these guidelines to plan and enhance support services.

Version	Approved by	Approval Date
2	Governing Council	20 February 2024
Next Review	Custodian	Effective Date
Refer to the <i>Policy Documents Review Schedule</i>	Dean	20 February 2024
Related Documents	Dictionary of Terms Academic Integrity Policy Student Grievance Management Policy Student Code of Conduct	
References and Legislations	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Standards Framework (Threshold Standards) 2021	