

Student Orientation Policy and Procedure

Supporting plans, policies and procedures	<ul style="list-style-type: none"> • Academic Assessment and Moderation Policy and Procedure • Academic Progress and Student At-Risk Policy and Procedure • Admissions and Enrolment Policy and Procedure • Privacy Policy • Records, Data and Information Management and Security Policy • Student Complaints and Appeals Policy and Procedure • Student Welfare, Wellbeing and Support Policy and Procedure • International Student Handbook
Related Legislation	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
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Document review	This document is to be reviewed every two years at a minimum from the date of final approval

Version	Review Date and Person/Body	Notes
0.1	Draft prepared and reviewed at Learning and Teaching Committees (LTC) in June 2020	
1.0	Approved at 2 July 2020 Academic Board meeting	
1.1	Presented to Academic Board for approval on 20 October 2020	Minor updates based on further internal and external review
2.0	Reviewed and approved by the Academic Board via email circulation on 23 July 2021	Updates made following the response to the TEQSA Request for Information 23 July 2021
2.1	Reviewed and approved by the Academic Board via email circulation on 11 March 2022	Minor grammatical and structural changes made

Background and Scope

This policy and procedure specifies the requirements regarding student orientation and the approach MIHE will take in providing orientation to both domestic and international students. It also outlines various transition support activities and services to facilitate the commencing year for new students commencing a course of study at MIHE. Some elements of the orientation program will provide training on topics including academic integrity and the handling of student complaints. It will also provide students with information about the facilities and support services available at MIHE and information relating to study, life and work in Australia.

This policy and procedure apply to all commencing students (domestic and international) who are enrolled in a course of study at MIHE, and the staff who are involved in the associated teaching, academic skills development, and administrative activities.

Orientation for International Students

The Higher Education regulatory framework for international students provides that it is the obligation of education service providers to ensure that new students are systematically and adequately informed about the courses and context of their studies by providing information on or access to an age and culturally appropriate orientation program (National Code Standard 6). This policy and procedure outline the orientation program to facilitate commencing international students at MIHE, which includes familiarising them with campus life and providing relevant information about studying at MIHE, such as various transition support services, and training in relation to academic integrity.

MIHE is required by Standard 6 of the National Code to support international students in adjusting to study and life in Australia. Orientation is imperative for all international students in achieving their learning goals and satisfactory progress towards meeting the learning outcomes of their programs. Therefore, it is compulsory for all international students to organise their travel to ensure they are on campus for orientation.

As required by the National Code the orientation program for international students will comprise information about:

- Support services available to assist them to adjust to study and life in Australia,
- English language and study assistance programs
- Legal services, emergency and health services
- MIHE facilities and resources
- Complaints and appeals processes,

- Requirements for course attendance and progress
- Support services available to assist students with general or personal circumstance that may adversely affect their education
- Services students can access for information on their employment rights and conditions and how to resolve workplace

Late arrivals and non-arrivals

Late arrivals: International students who are unable to arrive before orientation must notify MIHE prior to arrival. MIHE will organise late arrivals to undergo an orientation process.

Non-arrivals: The enrolment status will change for international students who could not be contacted or did not arrive to commence their course of study. MIHE will cancel their Confirmation of Enrolment (CoE) and will inform the Department of Home Affairs about non-arrivals.

A new Letter of Offer and CoE will be issued to international students who want to defer their commencement to the next available study period.

Definitions

Commencing student	A student who has accepted an offer of a place at MIHE and has enrolled in the course for the first time and has yet to commence their studies.
Confirmation of Enrolment (CoE)	A document issued by the Australian Government that contains the student's and course details. It confirms that student has been accepted into an accredited program at an Australian education institution with a specific duration with start and end dates.
Domestic student	A student who is a citizen of Australia or New Zealand, or a permanent resident of Australia.
International student	A student studying in Australia on an international student visa.
Orientation program	A mandatory information and training program conducted at the beginning of each semester during which all commencing students are welcomed and introduced to important information, relevant policies and procedures, relevant staff members, support services and activities available at MIHE.
Overseas Student Health Cover (OSHC)	OSHC is a compulsory health insurance product required by international students studying in Australia. OSHC is an insurance product that gives international students a level of insurance coverage that is based on the Australian Medicare system.

Also, refer to Glossary of Terms.

Policy

This policy and procedure are built on the premise that the orientation program will provide commencing students with the best possible transition into student life at MIHE. The orientation will serve the purpose of providing all the necessary information to enable students to make a successful transition to higher education and to successfully complete their course of study including by familiarising them with academic, social, administrative, and geographic knowledge about MIHE.

The orientation process will begin at the commencement of the semester and extend for the first week. Orientation activities will be available throughout the week and will be delivered through a range of both academic and non-academic activities.

The aim of orientation is to ensure that students:

- Receive the necessary information to be able to participate fully in MIHE activities;
- Receive detailed information on academic goals, expected outcomes, available academic resources, assessment requirements, teaching methods, and learning methods;
- Receive training on key policies and procedures including in relation to academic integrity, student complaints, critical incidents handling, and discrimination, harassment and bullying;
- Receive details on where they can seek assistance at MIHE, explain different aspects of student life and facilitate engagement with the types of support available on campus ;
- Provide students with a sense of belonging so that they feel a part of MIHE;
- Are introduced to key teaching and administrative staff;
- Gain an introduction to the available information and communication technology available through MIHE; and
- Have the opportunity for e peer-to-peer contact as well as informal contact with teaching, administrative and support staff.

Continuous Improvement of the Student Orientation Program

MIHE will continuously improve its student orientation program by seeking and listening to feedback from students, staff and other stakeholders (such as parents).

Following completion of the orientation program all commencing students are required to complete a questionnaire that identifies what they have learnt through the orientation program and the areas where there is room for improvement.

Orientation activities are designed to not only provide important information but also to facilitate engagement. Therefore, attempts will be made to ensure the activities are enjoyable and tailored to suit the needs of students by taking into account their background, mode of study, course and location.

Evaluation of the orientation program will be conducted every year. Students will be asked to evaluate the program through a questionnaire referred to above. The information collected will be collated at the end of the year for further analysis and evaluation. This information will be used to improve orientation activities.

Procedure

Orientation activities must be geared towards assisting all students to become engaged and motivated members of the MIHE community. To this end, the procedures for orientation are designed to enable students to become connected and settled in campus life.

Orientation will take place over the course of the first week of the semester and will be labelled as Orientation Week. Orientation will consist of a set of coordinated activities that help students become academically and socially ready for student life. These activities will provide social, academic and virtual connections for students, as well as necessary information on services available to them at the MIHE. Beyond this, certain types of orientation activities may continue for longer periods as required, and some activities may continue throughout the semester.

Orientation is a structured program of activities that addresses the following important topics for all students:

- support services available to assist them to adjust to study and life in Australia,
- legal services, emergency and health services
- MIHE facilities and resources
- Support services available to assist students with general or personal circumstance that may adversely affect their education
- Emergency, health services and legal services
- MIHE student emails account, log-in details, address and phone number in Australia
- Campus facilities, support services and resources available
- Enrolment information, course attendance requirements and academic progress requirements, policies and processes
- Deferring, suspending or cancelling enrolment by student or by MIHE

- Complaints and appeals processes,
 - Library rules,
 - Assessment requirements, policies and processes
 - Academic integrity
 - Student clubs and social activities, safety information
 - Safety information, counselling and personal wellbeing services
- Services students can access for information on their employment rights and conditions and how to resolve workplace issues

For International Students the following topics will also be covered during orientation

- Overseas Student Health Cover (OHSC)
- Student visa requirements and compliance
- English language and study assistance programs
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia Any specific areas that differ between international and domestic students that require their attention.

Orientation activities will take into account the diversity present on campus and activities will be chosen with this diversity in mind. In particular, members of certain groups and communities, such as Aboriginal and Torres Strait Islander people, those with disabilities, and any others who may belong to a disadvantaged or disenfranchised group, will receive specific attention throughout the orientation.

Orientation activities must be designed to occur before academic activities commence and must not clash with any classes or formal teaching.

International students are recommended to arrive at least one week before Orientation Week to enable them to fully participate in orientation activities. All newly enrolled students are required to participate in orientation activities, regardless of their course of study. Attendance at Orientation Week will be recorded.

Any students intending to arrive late such that they may miss Orientation Week must inform the Administration Manager ahead of time and seek permission to do so. Permission to miss Orientation Week will only be granted to those students having compelling circumstances.

Students who miss Orientation Week will have an orientation session organised (covering all the key items raised during Orientation Week) either on a one-on-one or group basis (if there is more than one student that have missed Orientation Week).

Orientation activities may change from semester to semester in response to with new guidelines, policies or changing circumstances, as well as with feedback provided by students and staff. However, the following types of activities are core:

- Introduction to key academic, administrative, and support staff
- Introduction to MIHE's online information and learning portals and MIHE's website
- Information on important MIHE policies and procedures including those on academic integrity, prevention of discrimination, bullying and harassment and on academic resources
- Information on all types of support provided by MIHE or by referral including the Student Welfare and Support Officer, student groups or networks, housing and accommodation, employment and employment rights, mentoring services, counselling and pastoral care, mental health services, first aid, and other medical services
- Introduction to the MIHE's emergency protocols, including information on emergency numbers and details on how to proceed in the event of a major incident
- Details on MIHE's information technology policies, as well as details on online facilities available to students upon joining.

Certain orientation activities will also be provided on MIHE's website for students to access at any time. It is recommended that students spend some time perusing this information prior to Orientation Week. All Students will be provided with a Student Handbook which includes key information covered during orientation.

The orientation program is highly interactive and informative and will provide welcoming, informative, social and academic activities including:

- **Registration:** On arrival students will be taken to the Foyer for Registration. Students must present relevant forms of identification such as drivers licence (for domestic students) or their passport and visa (for international students) to register their attendance. Students will be provided an Orientation Welcome Pack containing a combination of formal documents (such as the MIHE Student Handbook and Forms) and informal information such as Victoria Transport System information and maps regarding trains, trams and buses accessible within walking distance of the Campus.
- **Photo ID:** Students will then be directed to the photo booth. Photos will be taken and Student ID Cards will be issued at that time. .

- **Welcome Session:** The Dean will then hold a Welcome Session for commencing students. The Dean will also introduce key MIHE staff associated with academic leadership and administration of commencing students such as the Course Director, Librarian, Administration Manager, Administration Officer and Student Welfare and Support Officer.
- **Support services available to students:** The Student Welfare and Support Officer will further inform students about campus facilities, support services and resources available such as academic skills support, library services, computer lab, counselling and personal wellbeing services that is available to them.
- **Relevant policies and procedures:** Information on matters including assessment, course progression, complaints, discipline and exclusion, discrimination, bullying and harassment will be provided along with relevant reference to the Student Handbook containing all policies and procedures,
- **Emergency, health services and legal services:** A guest presenter, preferably from Victoria Police or local government will address the students and will discuss emergency, health services and legal services.
- **Introduction to Computers:** The Administration Officer will conduct this session. In this session, they will verify and update student files with current address and phone numbers in Australia. The Administration Officer will create MIHE student email accounts and provide students with their log-in details. Students must be advised that all official communication from MIHE regarding the student's academic progress will be sent to their MIHE email account. In this session, students will be introduced to the learning platform, Moodle, and information available on the MIHE website.
- **Course Details:** Students will be addressed by the Course Director about course information, academic progress requirements, policies and processes. The Course Director will inform students about deferring, suspending or cancelling enrolments by students or by MIHE. This session must include information on exclusion from the course and cancellation of enrolment. Students must be advised that MIHE can cancel or suspend enrolment for misbehaviour which includes non-payment of fees and cancellation of enrolment for not meeting academic progress rules. The number of units, timetable and attendance requirements will also be discussed in this session.
- **Student Representatives:** Student representatives from existing students will participate actively in the Orientation. In this session, Student Representatives will discuss student clubs and social activities and life as a MIHE student.

In addition to the above, the Student Welfare and Support Officer will hold a specific session with international students and discuss Overseas Student Health Cover (OHSC) visa requirements and compliance and specific information pertaining to international students that are not applicable to domestic students.