Orientation Program Policy

Orientation Program Policy

Version No.	5
Approved by	Corporate Governance Board
Date of approval	31/12/2021

Purpose

Sydney Institute of Higher Education (**SIHE**) recognises that Orientation Programs are essential to the successful transition of students into new programs. They allow new students to familiarise themselves with SIHE, receive information regarding services, facilities and expectations, and confidently commence their study.

This *Orientation Program Policy* has been developed so that students are adequately prepared in all aspects for their education at SIHE. It outlines the planning process and the minimum required information that will be communicated during the Orientation Program. It further outlines the attendance requirement for orientation and the process for review and improvement of Orientation Programs.

This program shall be made available to late arrivals and international students who begin at different entry points. The Orientation Program and its takeaway materials are available on the Learning Management System (**LMS**) so that students can refer to the Orientation Program materials at a later time.

Scope

This policy applies to all students of SIHE, as well as the relevant academic and student-facing support staff.

Principles

SIHE acknowledges that the transition to a new higher education program can be challenging for students. Thus, it is committed to supporting each student in their transition to studying at SIHE to allow them the best chance to participate fully in their education from the beginning.

Attendance of the Orientation Program is compulsory for all newly-enrolled students.

The Orientation Program aims to equip students with the tools they require to succeed at SIHE, including information and social connections.

Each Orientation Program will be tailored to the needs of the relevant cohort, with particular attention given to international students.

All information provided to students during orientation will be up-to-date, accurate, and consistent with all other information disseminated by SIHE.

Procedures

Planning

Planning for orientation will begin when new enrolment numbers are finalised. Planning will occur as follows:

- Welcome packages containing instructions to register for orientation will be mailed to students twice 4 weeks and 2 week before the beginning of the Orientation Program.
- The Student Services and Admissions Manager, seeking advice and assistance from other staff members as necessary, will plan the Orientation Program with close reference to the composition of the incoming student cohort (e.g. ratio of international to domestic students).
- Program Director will plan academic preparation sessions for their incoming students.

Content

The Orientation Program consists of various 'sessions' and days that cover the areas outlined below:

President's Welcome:

Formal congratulation on enrolment and welcome by the SIHE President.

General Orientation Sessions:

Orientation sessions for all students will cover the following information

- The behaviours expected as a condition of students' enrolment, as outlined in the *Student Code of Conduct*
- Important dates
- Academic Calendar
- Key locations on campus (including key locations in the event of emergency)
- Learning and Teaching Resources
- Health, security and safety on campus and online
- Internal and external complaints and appeals processes
- Any relevant legal services
- Key Staff contact details

Additionally, the Orientation Program will include:

- General question time
- Social activities

- A tour of the facilities including the library

Orientation Sessions for International students

The following information will be covered (at minimum):

- Key locations off-campus
- Australian culture and customs
- How to access emergency and health services
- General information on safety and awareness relevant to life in Australia (for example beach safety, etiquette and laws concerning smoking in Australia)
- English support for international students
- Internal and external complaints and appeals processes
- Any relevant legal services
- Key Staff contact details
- Any student visa condition relating to course progress and/or attendance as appropriate
- Support and welfare services to assist international students with studying and living in Australia as well as assisting with incidents that impacts on the students' wellbeing are available at no additional costs. For more information please refer to the following plan and policies:
- *International Student Services Policy*
- *Student Counselling Policy*
- *Student Welfare Policy*
- *Student Counselling and Wellbeing Plan*

SIHE will offer the following at no additional costs in order to help improve the English skills of international students, and particularly academic language skills to aid the learning of their program material:

- Student-led conversational English programs
- English Language and Study assistance programs
- Academic Skills classes and workshops
- For more information please refer to the *Academic Support Policy* and the *Academic Support Plan*.

Information about program progress and attendance for international students:

Attendance of the Orientation Program is compulsory for all newly-enrolled students.

This program shall be made available to late arrivals and international students who begin at different entry points.

SIHE has documented policies and processes for monitoring attendance for international students for the sole purpose of identifying, notifying and assisting international students who may be at risk of not meeting program progression requirements. SIHE will monitor program progression regularly and implement an intervention strategy to assist an international student not making satisfactory program progress.

Should an international student fall into the at-risk category, the procedures in the *Students at Risk and Unsatisfactory Progress Policy* will apply, however, additional assistance will be provided with regard to visa issues that the international student may encounter as a result of their at-risk categorisation.

Other information for international students

- Cost of living in Australia
- Accommodation support services including housing and tenancy services
- Work rights and conditions; resolving workplace issues and contact details for Fair Work Ombudsman
- Visa conditions and maintaining compliance as a visa holder and contact details for Department of Home Affairs (DoHA)
- The official point of contact for international student is the International Student Support Advisor. Contact phone number [awaiting allocation]; Email address [awaiting allocation]. The International Student Support Advisor will have access to up-to-date details of SIHE's support services and will be available to assist students seven days a week, either by face-to-face meeting or remotely.

Staff members who have direct interaction with international students and the Executive Management Team have undertaken ESOS Training and are aware of their obligations under the ESOS framework. Please refer to the *ESOS Legislative Framework Awareness Training, dated 27 February 2020.*

Staff members will also ensure international students are aware of the ESOS framework in accordance with Standard 2.1g of the National Code.

Academic Preparation Sessions

Each Program Director at SIHE is expected to compile a session on academic preparation for their students. This will cover:

- Key learning outcomes
- Software and materials required for the program
- Ideas for study techniques
- Time for general questions

Additionally, all students will be required to undertake a Diagnostic English Test and for Information Technology programs at SIHE, students will be required to undertake a Diagnostic Mathematics Test. The Diagnostic English Test and Diagnostic Mathematics Test will challenge students on the required English skills and Mathematics knowledge needed to be successful in their programs. For students who do not successfully meet the English and Mathematics requirements, they must undertake one of the following Academic Learning Support programs during their first semester:

- SIHE Academic Skills Support Program
- SIHE Mathematics Skills Support Program
- SIHE English Skills Support Program

Requirements for course attendance and progress (for more information please refer to *Students at Risk and Unsatisfactory Progress Policy)* **:**

In order to make satisfactory progress through their program, students must:

- Complete hurdle requirements
- Meet program attendance requirements
- Pass subjects with a minimum of 50% passing grades
- Pass subjects to gain more than 50% of their credit points for each term of study
- Complete their program of study within the specified time limit.

SIHE recognises that, due to a range of external factors, students belonging to underrepresented and/or disadvantaged groups may require additional support to ensure their academic success. This may include the following:

- Aboriginal and Torres Strait Islander students
- Students who are part or full-time carers
- Students with disabilities
- Students experiencing mental or physical health concerns or are victims of domestic violence
- Mature-age students
- Students who are single parents
- International students
- Students for whom English is a second language.

Student Access to Further Information

SIHE will ensure that students know where they can find further information.

Students will be advised that Student Administration and student support staff are equipped to provide timely and accurate information on any matters relating to their studies at SIHE, as well as refer students to external legal, counselling, accommodation, and welfare services.

Additionally, students will be directed to the resources detailed in the *Information for Students Policy*.

Attendance

Orientation Programs attendance is compulsory for all new students prior to commencements, with at least three sessions running throughout each year (preceding each semester).

Improvement

At the conclusion of the orientation week, all students who attended will be emailed a short survey. The results of this survey will be analysed and used to improve Orientation Programs in subsequent terms.

Example of survey questions:

1. Please rate from 1 to 10 your overall satisfaction with Orientation Program.
2. How many days of Student Orientation Program did you attend?
3. Was information provided to you useful and relevant?
4. Did Orientation Program increase your confidence that SIHE is the right place to study?
5. Did information you received prior to orientation was helpful?
6. Was there an adequate selection of food available during Orientation activities?
7. Were SIHE staff able to answer all your question?

Example of Orientation Week Timetable:

Day 1- Presidents Welcome and General Information Session with delicious Lunch. (During first day all students will be able to familiarize themselves with SIHE staff and facilities, meet future classmates, gather information regarding available services, we will provide students with many helpful resources and other essential information to accommodate and support their needs.)

Day 2- Overview of the Programs will be delivered by each <u>Program Director</u> alongside with <u>Academic Learning Support Coordinator. (</u>During second day students will have an opportunity to meet with Academic staff who will support their academic endeavors, we will provide students with information regarding key academic dates, assessments outline, academic progression information, special consideration circumstances and other relevant tools and information that will help students to successfully complete degree with less stress.)

Day 3- Academic Preparation Sessions (Mathematics Knowledge Assessment and Diagnostic English Tests). (During third day students will be required to complete one or two diagnostic tests, depend on their qualification. This will assist SIHE Academic staff to identify at early stage if any students will need additional transitional support during the study.)

Day 4- Peer Mentoring and Student Engagement Activities. (During day four students will be able to meet Peer Mentors who will be able to guide and support students during their study as well as introduce extracurricular activities.)

Day 5*- (Optional for some students) - <u>Academic Learning Support Coordinator</u> will email an invitation to students who will require to attend an individual success planning session where students will be able to discuss tailored early intervention strategy, individual study needs such us writing, exam preparation, time management, research skills, English language support ect.

Policy Implementation and Monitoring

The *Academic Board* delegates responsibility for the day-to-day implementation of this policy to the <u>Student Services and Admissions Manager</u> working with the <u>Program Directors</u> to facilitate the Orientation Program.

Review schedule

This policy will be reviewed by the *Academic Board* every three years.

Version History				
Version No	Approved by	Approval Date	Revision Notes	Next Review Date
1	Corporate Governance Board	5/02/2018		5/2/2021
2	Corporate Governance Board	17/09/2020	Revised to include online delivery of the program	17/09/2023

3	Corporate Governance Board	02/02/2021	No change. Periodic Review.	02/02/2024
4	Corporate Governance Board	7/12/2021	Inclusion of MKA	28/11/2024
5	Corporate Governance Board	31/12/2021	Online delivery of SIHE Programs removed. Definitions section removed. Example of Orientation Week timetable. Example of survey questions. Academic Preparation Session includes Diagnostic English and Mathematics Tests and workshops information. Requirements for course attendance and progress included.	31/12/2024

Related Documents

➥	🗋	Academic Support Policy
➥	🗋	Anti-Discrimination Policy
➥	🗋	Disability Support Policy
➥	🗋	Information For Students Policy
➥	🗋	International Student Services Policy
➥	🗋	IT Resources and Online Conduct Policy
➥	🗋	Student Welfare Policy
➥	🗋	Sexual Harassment and Assault Policy
➥	🗋	Academic Support Plan