



STUDENT ORIENTATION POLICY AND PROCEDURE

1. Overview

This policy and procedure sets out the principles and guidelines for developing and operationalising SHEA's student orientation practices. Orientation is an essential process in a student's introduction to SHEA and their chosen course of study. A specific orientation day before a student commences their study with SHEA is compulsory for international students and highly recommended for domestic students. Orientation is also an ongoing process; up-to-date information on SHEA policies, procedures and course details is available in OpenZone through the Student Hub.

During the orientation program, SHEA aims to provide an inspiring, inclusive, and welcoming first impression of the campus and staff to build a sense of belonging, safety, and warm welcome for commencing students.

2. Regulatory Considerations

The orientation program for commencing students will take into account SHEA's obligations under the Higher Education Standards (Threshold Standards) 2021 and Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

3. Responsibilities

The **CEO and Dean** are respectively responsible for operational and academic matters, including staff and student welfare.

The **Registrar** and Dean are responsible for orientation information, administrative arrangements and convening the orientation sessions.

4. Orientation Program

The orientation program will include information about SHEA, the course the student has enrolled in and living in Australia (refer to Appendix 1 – Process Flowchart). Reference will be made to:

- The Student Hub (in OpenZone)
- ESOS obligations – refer to International Student Fact Sheet:
<https://www.education.gov.au/esos-framework/resources/international-students-factsheet>
- The Student Portal of Student Management System (SMS)
- The Learning Management System (LMS), OpenZone

The orientation program will use the StudentHub in OpenZone to cover the following areas:

1. Welcome to SHEA
 - 1.1. About SHEA and welcome
 - 1.2. Student email and Login details
 - 1.3. Student Card
 - 1.4. Campus rules and expectations
 - 1.5. Student Code of Conduct
 - 1.6. International student requirements – ESOS and PRISMS
2. Student Support Services
 - 2.1. Student Support Framework
 - 2.2. International Students – accommodation
 - 2.3. International Students: legal services
 - 2.4. International Students: -emergency and health services
 - 2.5. International Students: welfare support services
 - 2.6. International Students: academic and English language support

- 2.7. Student visas
- 2.8. Who should I contact?
- 3. About Your Course
 - 3.1. Academic Calendar
 - 3.2. Course and Subject Timetable
 - 3.3. Overview of SHEA Departments
 - 3.4. Academic and Course Planning
- 4. Resources
 - 4.1. Computers, laptops and other devices
 - 4.2. Student Management System
 - 4.3. OpenZone Learning Management System
- 5. Credit for Prior Learning
- 6. Security and Safety
 - 6.1. On campus emergency
 - 6.2. Evacuation Plan
 - 6.3. Safety apps
 - 6.4. Mental wellbeing apps
 - 6.5. Staying safe
 - 6.6. Keeping your property safe
 - 6.7. Staying safe: tips
 - 6.8. Driving and transport safety
 - 6.9. Bus, train, light rail (tram) and ferries
 - 6.10. Sun safety
 - 6.11. Beach safety
 - 6.12. Beach and safety video
 - 6.13. Critical incident management
- 7. Student Academic Integrity
 - 7.1. Academic integrity / generative AI
 - 7.2. Prevention and detection of plagiarism
- 8. Student Grievance
 - 8.1. Grievances (complaints)
 - 8.2. Formal Complaint Procedure
- 9. Cybersecurity Culture and Awareness
 - 9.1. Videos and resources

The Orientation Program will be reviewed and revised before each orientation session to implement feedback from students and staff.

5. Staff Contacts

All staff members involved in international student orientation activities are professionally developed in both SHEA's and students' obligations under the ESOS Framework and the potential implications for international students arising from these obligations.

The student support officer is the designated official point of contact for students. The student support email address is admin@shea.edu.au.

Additionally, staff undertake the following roles and responsibilities in relation to students.

Staff Member	Area of Responsibility	Notes
Student Support Officer	Orientation before commencement of course	Start of each intake
Student Support Officer	International student service enquiries such as visa / passport issues / accommodation / living in Australia	Contact via reception, email or phone
Student Support Officer	Student Support (including referral to support services)	Contact via reception, email or phone
Course Coordinator	Specific course information, academic support	Contact via reception, email or phone
Accounts Officer	Accounts, course fees and payment issues	At the reception, ask to see the Accounts Officer
Registrar	Grievances (complaints)	Refer to Student Grievance Handling Policy and Procedure

Information on how to contact staff:

Relevant staff to contact, with their titles, names, email addresses and phone contact details will be located where students can be advise of who to contact in different circumstances.

This information will be maintained in:

- The SHEA notice board near Reception
- On the SHEA website <www.shea.edu.au>
- On the student portal in the Student Management System
- On the Student Hub (OpenZone)

6. Related Policies and Other Documents

- POL027 Student Support Framework

7. Version history

Version	Approved by	Approval Date	Details
1.0	EMC	12 October 2022	Document creation and approval
1.1	Dean	27 November 2022	Added how to access library resources
2.0	EMC	6 September 2023	Full revision

Document owner: Registrar

Appendix 1: Process Flowchart

