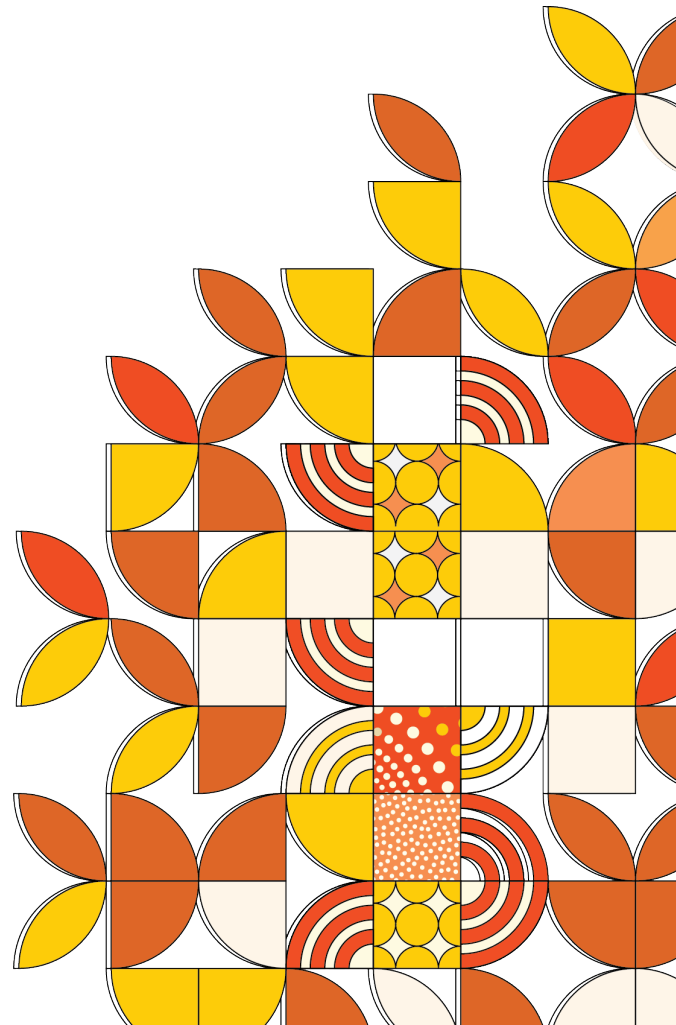


Student Orientation Policy



SECTION 1

Purpose

1. The Institute of Health & Management (IHM) is committed to facilitating the seamless transition of its international students into the Australian academic and social environment.
2. This policy serves to establish a framework that ensures students are equipped with the necessary assistance and guidance to achieve their academic objectives, sustain satisfactory course advancement, and actively participate in their educational journey, in alignment with their academic and future aspirations.
3. This policy also outlines the systematic approach for implementing an orientation program that is tailored to the students' age and cultural backgrounds, in accordance with the principles set forth in Standard 6.1 of the National Code 2018.

Scope

4. This policy applies to students enrolled in a course of study at IHM including:
 - a) All on shore international students, to whom the Education Services for International Students Act 2000 applies.
 - b) All students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.
 - c) All domestic students
 - d) ALL ELICOS students
 - e) All campuses of IHM
 - f) All academic courses and programs in which students are commencing at IHM
 - g) All staff who have contact with commencing students
5. This policy is consistent with:
 - a) Education Services for Overseas Students Act 2000.
 - b) National Code of Practice for Providers of Education and Training to Overseas Student 2018
 - c) Higher Education Standards Framework (HESF) 2021
 - d) ELICOS (English Language Intensive Courses for Overseas Students) Standards 2018

Definitions

6. Definitions for key terms are presented in the Glossary of Terms

Suite Documents

7. This Policy is linked to the following:
 - a) Student Orientation Procedure
 - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 4 below.

SECTION 2

Policy

8. Principles

8.1. Inclusive orientation for student success

- a) IHM is dedicated to offering every enrolled student the chance to participate in an orientation program that is both age and culturally appropriate.
- b) The orientation program aims to empower students with pertinent resources and information that will enhance their overall experience at IHM and support their aspirations as both learners within the institution and newcomers to the country.
- c) The orientation program will establish comprehensive support mechanisms tailored to the unique needs of international students, facilitating their smooth transition into the Australian academic and social environment.

8.2. Comprehensive support and learning excellence

- a) The priority of this policy is to offer a comprehensive support structure to all IHM students, addressing their academic, social, and well-being needs.
- b) IHM's orientation program is designed to empower students by providing them with essential resources and comprehensive information.
- c) This policy underscores the commitment to fostering an environment where IHM students can excel academically, achieving both individual learning goals and broader program objectives.

8.3. Welfare-focused information dissemination

- a) IHM places special emphasis on conveying information through the orientation program that addresses currently identified welfare concerns, particularly those related to best practices in student safety.
- b) This approach ensures that students receive information crucial to their well-being and safety during their time at the institution and in the country.
- c) The orientation program ensures that students receive guidance on housing and essential wellbeing services, while also familiarizing them with cultural practices conducive to adapting to their educational journey within a new society.

8.4. Accessible orientation materials

- a) To cater to students who are unable to attend the scheduled orientation session, IHM make available all recordings of the student orientation presentations/sessions in the learning management system to ensure that all students have access to the same information and resources, promoting inclusivity.

8.5. Essential information distribution

- a) All commencing student will be provided with a Student Code of Conduct and a Student Handbook upon enrolment that contains essential information about IHM, study programs and life in Australia.

8.6. Transparency

- a) IHM aims to provide accurate and comprehensive information to students regarding their rights, responsibilities, and services available to them.

8.7. Equity

- a) IHM ensures equal access to educational opportunities and support services for all international students, regardless of their background.

9. Policy Provisions

- 9.1. The orientation program offers students the chance to connect with fellow peers, IHM academic staff, non-academic staff, student support services, and acquaints them with their course surroundings. This initiative facilitates students' integration into the IHM community and ensures that they know and are aware of available support services throughout their enrolment and academic journey.
- 9.2. Mandatory for all students, the orientation session is a crucial component of their initial experience at IHM. In addition to introducing general orientation activities, the program caters to individual requirements or concerns that students might have, necessitating individualised targeted support and interventions. To accommodate these needs, designated question and answer sessions are incorporated.
- 9.3. The orientation sessions are conducted in Week “O” prior to the commencement of the semester and encompass information regarding:
 - a) The student support services and staff assisting in their adjustment to a new academic and living environment.
 - b) English language and study assistance programs.
 - c) Legal services.
 - d) Emergency and health services.
 - e) Facilities and resources.
 - f) Complaints and appeals processes.
 - g) Any student visa condition relating to course progress and/or attendance as appropriate (applicable to international students)
 - h) Support services available to assist students with academic, personal or general circumstances that are adversely affecting their education in Australia.

10. Feedback

- 10.1 The orientation program acknowledges that fostering a conducive learning environment goes beyond imparting information. Recognising the profound impact of students' emotional well-being on their motivation, this is especially pertinent for international students adapting to a new culture and environment while enhancing their academic and English language skills. Therefore, it is vital to provide avenues for students to voice their concerns and fears, offer constructive feedback, and promptly address any issues they may encounter.

SECTION 3

Associated Information

Related Internal Documents	Access and Equity Policy and Procedure Accessibility Policy and Procedure ATSI Education and Support Policy and Guidelines Domestic Student Handbook International Student Handbook Student Code of Conduct and Implementation Guidelines Student Complaints and Appeals Policy and Procedure Student Orientation Procedure Admission and Enrolment Procedure Student Support Services Policy and Procedure and Framework
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Related Legislation, Standards, Codes	Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 Higher Education Support Act 2003 and Guidelines Australian Qualifications Framework (AQF) Education Services for Overseas Student (ESOS) Act 2000 and National Code 2018 Department of Home Affairs - Student Visa requirements Privacy legislation: https://www.oaic.gov.au/privacy/the-privacy-act/HESF (2021): Higher Education Standard Framework Domain 1: Student participation and attainment Equal Opportunity Act (1995) The Australian Consumer Law (2011)
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IHM Doc ID	IHM-SOP1-1.2

Change History

Version Control		Version 1.2
Change Summary	Date	Short description of the change, incl version number, changes, who considered, approved etc
	18/08/2023 Version 1.0	New Policy
	27/11/2023 Version 1.1	<ul style="list-style-type: none"> • Transfer into new template • Definitions linked to Glossary of Terms • Minor editorial changes have been made
	07/02/2024 Version 1.2 (Minor revision)	<ul style="list-style-type: none"> • Minor revision • Added update on cultural, language and student feedback (section 8.1c, 8.3c, 10.1)