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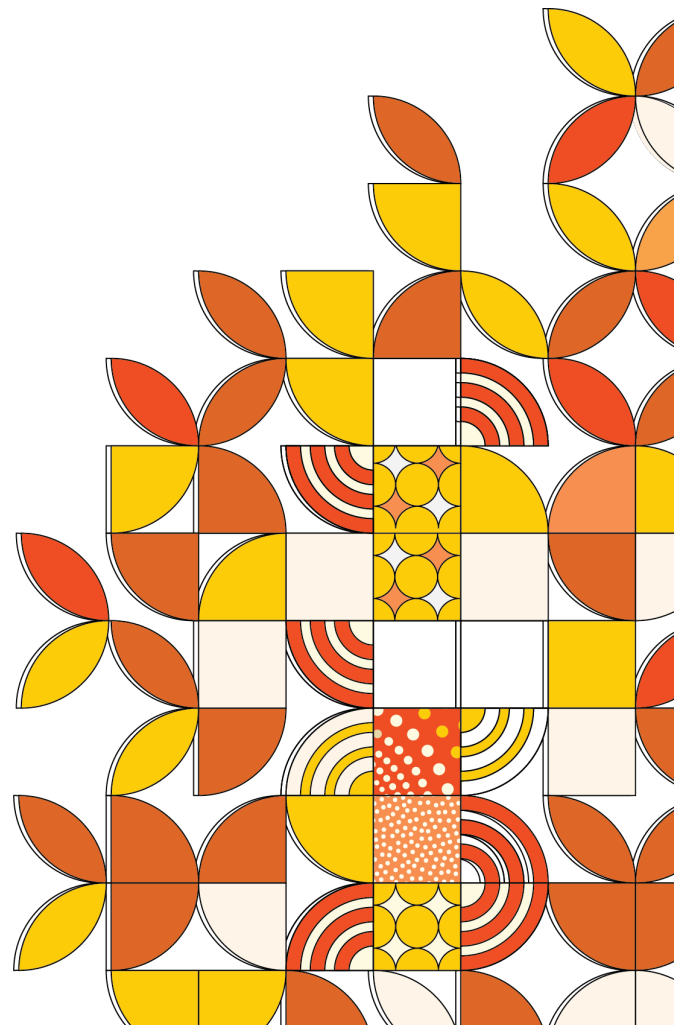
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# Student Orientation Procedure

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## SECTION 1

### Purpose

1. The purpose of the Student Orientation and Induction Procedure is to ensure that all IHM students have a seamless and well-supported transition to studying at IHM and adjust their life in Australia.
2. This procedure is designed to provide comprehensive information, guidance and assistance to IHM students, enabling them to navigate the challenges of a new academic and cultural environment.
3. The aim of this procedure is to provide culturally and age-appropriate 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 procedure 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 Procedure is linked to the following:
  - a) Student Orientation Policy
  - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

## SECTION 2

### 8. Responsibilities

- 8.1. IHM has overall responsibility for the management of student orientation for all courses.
- 8.2. Students are responsible for actively participating in the orientation sessions to gain a comprehensive understanding of the available support services and resources.
- 8.3. Course Coordinators assume operational responsibilities for the management of the course specific orientation and are delegated to assign tasks relevant to the administration of this procedure.

- 8.4. Course Coordinators will be responsible for developing course specific orientation timetable/planner and organising/facilitating the orientation programs.
- 8.5. The Student Support Officers will be responsible for providing prior relevant information regarding the scheduled orientation sessions via email. Student Support Officers serve as the official point of contact for students, addressing their queries and concerns.
- 8.6. The Course Coordinators, Student Support Services, Campus Managers will generally cover all information pertaining to studying and living in Australia as well as academic and IHM specific topics and information.
- 8.7. The Student Support Officers will be responsible for outlining non-academic support services, and introducing students to the Students' Management System (Knowledge Hub – KH).
- 8.8. The E-learning Support team and Librarian will be responsible for outlining academic support services and introducing students to the Learning Management System (LMS) and IHM library.
- 8.9. Learning and Teaching Committee is responsible for reviewing the orientation sessions student feedback and for overseeing and implementing continuous improvement processes to improve the orientation sessions and processes, and the student experience for future sessions.

## Procedure

### 9. Student orientation requirements (all students)

- 9.1. Orientation attendance is mandatory for all students, as these sessions provide essential foundation and valuable information for successful progression in the course.
- 9.2. Orientation week occurs in the week "O" prior to the commencement of formal teaching.
- 9.3. International students are required to arrange their travel plans to ensure they are in the country and attend the orientation week.
- 9.4. All students are required to provide their current address, phone number, contact details, emergency contact details etc. to the student support officers on or before commencement of orientation.
- 9.5. International students may be asked to bring their documents (example: passports, signed offer letters, Confirmation of Enrolment (CoE), next of kin details, Overseas Student Health Covers, etc.) on the day of orientation for verification at the campus.
- 9.6. In case international students are uncontactable or fail to commence their enrolled program, their enrolment status will be revised. Department of Home Affairs will be notified of the non-commencement of studies via Provider Registration and International Student Management System (PRISMS) and their CoE will be cancelled.
- 9.7. In cases domestic or online students are not contactable, or do not commence a program by the census date, their enrolment will be cancelled.
- 9.8. All onshore students are required to provide IHM with their valid Unique Student Identifier (USI) number. Students can visit the [Unique Student Identifier](#) page.
- 9.9. At the completion of orientation week, all students will be instructed to complete an Orientation Evaluation Survey via LMS.
- 9.10. All students are required to undergo various orientation sessions covering a range of academic and non-academic topics. The list of topics is mentioned below.

### 10. Orientation session

- 10.1 IHM conducts a one week face -to-face orientation for on-campus students and a live orientation for online students on week "O".

- 10.2 The course specific orientation modules are also covered in the LMS which will help students to learn important study skills, navigate the LMS and gain important insight into their expectations as students.
- 10.3 IHM will conduct a survey, interviews, and focus groups to identify the specific challenges and requirements of international students adjusting to Australian academic and social environment.
- 10.4 IHM will identify resources and services available to support the students including academic support programs, language support, housing assistance, mental health services, and cultural orientation workshops.
- 10.5 IHM will develop a tailored support plan based on the identified needs and available resources, ensuring alignment with the principles of inclusivity and cultural sensitivity. This will establish clear objectives and action steps for each aspect of the support plan, delineating responsibilities among relevant stakeholders.

## 11. Orientation topics

11.1. The information provided to students during the orientation session will cover a range of academic and non-academic topics. This includes, but is not restricted to, the following:

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| <p>a) Non-academic</p> <ul style="list-style-type: none"><li>I. Campus and facility tour (for on-campus students)</li><li>II. Emergency evacuation plan (for on-campus students)</li><li>III. Emergency protocols, services and contacts</li><li>IV. Transportation and travel</li><li>V. Banking services</li><li>VI. Accommodation</li><li>VII. Legal requirements and services</li><li>VIII. Support agencies</li><li>IX. Sexual Assault Sexual Harassment Training</li></ul> | <p>b) Academic</p> <ul style="list-style-type: none"><li>I. Introduction to the course and units</li><li>II. Student Management System</li><li>III. Learning Management System</li><li>IV. Academic writing, assessments, academic integrity</li><li>V. Introduction to Policies and Procedures</li><li>VI. Student code of conduct</li><li>VII. Complaints and appeals</li><li>VIII. Critical incident overview</li><li>IX. Course progress and attendance requirements overview</li><li>X. Timetable study period and important dates</li><li>XI. Fees and refunds</li><li>XII. Communication</li></ul> |
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## 12. Late and non-arrivals

### 12.1 Late arrivals

- a) Students intending to arrive after the semester commencement must obtain approval from the Head of the Admission Department before their arrival.
- b) Approval will be granted to students upon demonstrating the existence of compassionate and compelling circumstances.
- c) Students arriving after the semester commencement must inform IHM of their expected arrival date.
- d) IHM will arrange an equivalent orientation program for late arrivals and students who are not commencing at the beginning of the course.
- e) Students will not be permitted to commence the course after the census date.

### 12.2 Non-arrivals (International students)

- a) Students who are uncontactable or fail to arrive to commence their course of study will have their enrollment status amended through PRISMS, and the Department of Home Affairs will be notified of their non-commencement.
- b) In line with Changes to Enrolment Policy and Procedure, students who wish to defer their program of study to the next available semester will be issued an amended Letter of Offer and Confirmation of Enrolment (CoE).

### SECTION 3

#### Associated Information

<b>Related Internal Documents</b>	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 Policy Admission and Enrolment Procedure Student Support Services Policy and Procedure and Framework
<b>Related Legislation, Standards, Codes</b>	<a href="#">Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</a> <a href="#">Higher Education Support Act 2003 and Guidelines</a> <a href="#">Australian Qualifications Framework (AQF)</a> <a href="#">Education Services for Overseas Student (ESOS) Act 2000 and National Code 2018</a> <a href="#">Department of Home Affairs - Student Visa requirements</a> Privacy legislation: <a href="https://www.oaic.gov.au/privacy/the-privacy-act/">https://www.oaic.gov.au/privacy/the-privacy-act/</a> HESF (2021): <a href="#">Higher Education Standard Framework Domain 1: Student participation and attainment</a> <a href="#">Equal Opportunity Act (1995)</a> <a href="#">The Australian Consumer Law (2011)</a>
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#### Change History

<b>Version Control</b>		Version 1.2
<b>Change Summary</b>	<b>Date</b>	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"><li>• Transfer into new template</li><li>• Definitions linked to Glossary of Terms</li><li>• Minor editorial changes have been made</li></ul>
	07/02/2024 Version 1.2 (Minor revision)	<ul style="list-style-type: none"><li>• Minor revision</li><li>• Added update on cultural, language and student feedback (section 10.3, 10.4, 10.5, 12)</li></ul>