



# **Student Orientation Policy and Procedures**

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## 1. PURPOSE

This policy and these procedures establish the practices and guidelines for delivery of orientation programs at Barton Business School ("BBS") to ensure that commencing students receive transitional support on commencing their course of study.

Both the policy and procedures comply with the requirements specified in Standard 1.3 of the [\*Higher Education Standards Framework \(Threshold Standards\) 2021\*](#) and Standard 6 of the [\*National Code of Practice for Providers of Education and Training to Overseas Students 2018\*](#).

## 2. SCOPE

This policy and these procedures apply to all students enrolled in, or intending to enrol in, accredited BBS courses.

They also apply to all BBS staff involved in student orientation programs.

## 3. DEFINITIONS

Refer to BBS's *Glossary of Terms*.

## 4. POLICY

Orientation is an imperative for all students as a basis for assisting them to achieve their learning goals and make satisfactory progress toward meeting the learning outcomes of their course at BBS. Therefore, all commencing students must ensure they are on campus for orientation.

BBS must ensure that all commencing students are systematically and adequately informed about a course and context of their studies, which includes familiarising them with campus life and providing them with relevant information about studying at BBS, such as various transition-support services.

### 4.1. PRINCIPLES

- a. BBS is committed to facilitating a successful, positive transition for all commencing students through an orientation program that provides academic, social, and administrative familiarisation with BBS.
- b. An orientation program must:
  - i. be scheduled throughout the week before the commencement of each semester and must include a range of activities to ensure student participation.

- ii. be tailored to the characteristics of a student cohort, including reasonable adjustments for students with special needs.
- iii. be age and culturally sensitive, creating an atmosphere to minimise anxiety and promote positive attitudes.
- iv. provide a welcoming atmosphere for commencing students to meet academics, administrative staff, existing students, and other new students.
- v. assist students in understanding critical academic and administrative processes, policies, and services to prepare for successful learning.
- vi. provide a tour of the campus and all its facilities.
- vii. provide an introduction to the IT and online learning portal, library facilities, all student resources, and campus surroundings.
- viii. provide basic transition support through interactive information sessions, academic workshops, and social activities during their orientation.
- ix. provide information about a student's rights and responsibilities, support services available to students, the significance of academic integrity, and wellbeing and safety guidance.
- x. provide leadership and learning opportunities for existing students as mentors and guest speakers.

#### 4.2. CONTINUOUS IMPROVEMENT OF ORIENTATION PROGRAMS

- a. BBS must seek to continuously improve its student orientation programs by seeking feedback from students, staff, and other stakeholders. Where appropriate, timely action must be taken based on feedback received.
- b. All students must complete a questionnaire at the end of their orientation program that will provide feedback on what they have learned and what areas of the orientation program can be improved.
- c. Orientation activities must be designed to not only provide important information to students but also to facilitate engagement. Therefore, BBS must ensure that orientation activities are enjoyable and tailored to suit student needs by taking into account their background, mode of study, course, and location.
- d. An evaluation of orientation programs must be conducted by the Dean at least once each year. All data collected must be collated at the end of each orientation program for analysis and evaluation. The results must be used to improve orientation activities (*refer to Feedback Policy*).

### 4.3. PROCEDURE RELATING TO ALL STUDENTS

- a. Orientation must take place during the first week of a semester (called “Orientation Week”).
- b. Orientation must consist of coordinated activities that help students become academically and socially ready for student life.
- c. Orientation activities must provide students with social, academic, and virtual connections and information on services available to them at BBS.
- d. Students must be:
  - i. advised of the dates and times of their orientation program through the enrolment notification;
  - ii. advised that attendance at their orientation program is compulsory, that records of attendance are kept, and that non-attendance might affect their ability to engage effectively with BBS at some time in the future (e.g., during student complaints and appeals processes);
  - iii. emailed with details of their orientation program at least one week before enrolment and commencement of their program.
- e. Details of student orientation programs must be advertised on the BBS website at least one week before commencement of a program.

### 4.4. ORIENTATION PROGRAM TOPICS

A student orientation program must address the following topics:

- a. Emergency, health, and legal services.
- b. BBS student emails account, log-in details, and address and phone number in Australia.
- c. Campus facilities, support services, and resources available.
- d. Enrolment information.
- e. Academic progress requirements, policies, and processes.
- f. Deferring, suspending, or cancelling enrolment by a student or by BBS.
- g. Library rules.
- h. Assessment requirements, policies, and processes.
- i. Student clubs, social activities, and safety information.
- j. Counselling and personal wellbeing services.
- k. Academic Integrity.

All students must be provided with a Student Handbook, which includes crucial information covered during their orientation.

#### 4.5. PROCEDURES RELATING TO INTERNATIONAL STUDENTS

- a. In the letter of Confirmation of Enrolment (CoE), international students must be informed of the expectation that they:
  - i. attend a registration session at the commencement of orientation;
  - ii. bring all documents required to complete confirmation of enrolment.
- b. International students who cannot arrive before orientation must notify an Administration Officer before arrival and alternative arrangements might be considered.
- c. Enrolment status must be changed for international students who could not be contacted or did not arrive to commence their course of study.
  - i. Their Confirmation of Enrolment (CoE) must be cancelled.
  - ii. The Department of Home Affairs (Immigration and Citizenship) must be informed about their non-arrival.
- d. A new Letter of Offer and CoE must be issued to international students who want to defer their commencement to the next available study period.
- e. Additional orientation activities must be organised for international students to:
  - i. familiarise them with life in Australia as a higher-education student;
  - ii. provide information concerning their visa requirements and student obligations under their visa conditions, including their course progression requirements.
  - iii. explain the nature of and requirements pertaining to Overseas Student Health Cover (OSHC).
  - iv. indicate any specific areas that require their attention as a result of differences between international and domestic students.

#### 5. ROLES AND RESPONSIBILITIES

- a. A Student Administration team must plan, prepare, and conduct orientation programs.
- b. In collaboration with a Course Coordinator, the Dean must oversee the development and implementation of orientation programs.
- c. The Dean must ensure that Student Administration team members are aware of this policy and these procedures.
- d. As part of its governance and accountability functions, the Academic Board (AB) will receive a report from the Dean/ CEO and then AB will raise issues with the Board of Directors (BoD) if necessary.

#### 6. COMPLAINTS AND APPEALS

Students may access the *Student Complaints and Appeals Policy and Procedures* to appeal against any decisions made under this policy and these procedures.

## 7. VERSION CONTROL

Document title	Student Orientation Policy and Procedures	
Approved By	Academic Board	
Date of Review	This document is to be reviewed every two years at a minimum from the date of final approval.	
Related Documents	<ul style="list-style-type: none"> <li>• Student Academic Integrity Policy and Procedures</li> <li>• Academic Progression and Student At Risk Policy and Procedures</li> <li>• Admission Policy and Procedures</li> <li>• Assessment Policy and Procedures</li> <li>• Discrimination, Bullying, Harassment, and Sexual Misconduct Policy</li> <li>• Diversity, Equity, and Inclusion Policy</li> <li>• Enrolment Policy and Procedures</li> <li>• Feedback Policy and Procedures</li> <li>• First Nations Peoples Policy</li> <li>• Student Deferment, Suspension, and Cancellation of Enrolment Policy and Procedures</li> <li>• International Student Transfer Between Registered Providers Policy and Procedures</li> <li>• Library Policy</li> <li>• Sexual Assault and Sexual Harassment Policy and Procedures</li> <li>• Student Complaints and Appeals Policy and Procedures</li> <li>• Student Fees and Refund Policy and Procedures</li> <li>• Student Handbook</li> <li>• Student Letter of Offer and Student Offer Acceptance Form</li> <li>• Student Agreement Template</li> <li>• Student Wellbeing and Support Policy and Procedures</li> </ul>	
Related Legislation and References	<ul style="list-style-type: none"> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000</a></li> <li>• <a href="#">Higher Education Support Act 2003</a></li> <li>• <a href="#">Higher Education Provider Guidelines 2023</a></li> </ul>	
Version	Notes	Date Approved
1.0	<ul style="list-style-type: none"> <li>• Minor changes were made by the LTC in section 4.</li> </ul>	
2.0	<ul style="list-style-type: none"> <li>• Document approved subject to changes in sections 4.c, 5.2.a, 5.3.b, 5.3.i, 6.d and 6.e.</li> </ul>	31/03/2023

2.1	<ul style="list-style-type: none"> <li>Document approved with minor editorial revisions. Additional inclusion of the First Nation Policy, Sexual Assault and Sexual Harassment Policy and Procedures, as well as the Higher Education Support Act and related guidelines in the sections for related documents and legislation.</li> </ul>	21/03/2025
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