



Student Orientation Policy

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1. Purpose

This policy establishes the framework for student orientation at OneGlobe Institute of Higher Education (OneGlobe). The orientation program ensures that domestic, international, and online students are supported in their transition to study, fostering engagement, wellbeing, academic success, and compliance with legislative and regulatory requirements.

2. Scope

This policy applies to:

- All commencing students (domestic, international, and online) at OneGlobe.
- All academic programs and courses delivered by OneGlobe.
- All staff responsible for developing, delivering, or supporting student orientation.

3. Policy Statement

- OneGlobe will provide comprehensive orientation programs to ensure students are prepared for academic study, life in Australia (for international students), and engagement in OneGlobe's learning community.
- Orientation activities will:
 - Be student-centred, inclusive, and accessible.
 - Address both academic and non-academic needs.
 - Comply with the Higher Education Standards Framework (Threshold Standards) 2021, the ESOS Act 2000, and the National Code 2018.
- Programs will be tailored to identified student cohorts (e.g., international, equity groups, online students).
- Orientation is compulsory for all students.

4. Procedures

4.1 Pre-Enrolment Information

Prior to accepting an offer, students will receive clear, accurate information, in plain English, about:

- Admission requirements and conditions (academic and English language).
- Course delivery arrangements (on-campus, blended, online).
- Orientation schedule and expectations.
- IT access requirements and LMS functionality.
- Access to student services, timetables, learning resources, and grievance processes.
- Participation in student decision-making and representation opportunities.

4.2 Orientation Program Content

Orientation will provide detailed information and training on:

- Academic resources, learning support, and progression pathways.
- OneGlobe's Learning Management System (LMS) and IT support.
- Student Code of Conduct and behavioural expectations.
- Academic integrity, including responsible use of AI and digital tools.
- Study load, academic progression requirements, and assessments.
- Health, safety, and emergency procedures (campus and online).
- Cybersecurity, wellbeing, and welfare services.
- Student rights and responsibilities.
- OneGlobe's policies and procedures framework.
- Living in Australia (housing, finance, culture, services).
- Visa compliance (for international students), including OSHC, work rights, and dependent responsibilities.

4.3 Orientation Support Services

At orientation, students will be guided on how to access or be referred to:

- English language and study skills programs.
- Legal, emergency, and health services.
- Internal grievance and appeals processes.
- Academic, welfare, and wellbeing support.
- Information on employment rights, conditions, and the Fair Work Ombudsman.

4.4 Post-Orientation Support

Ongoing support will include:

- Assessment of students' preparedness and specific cohort needs.
- Early diagnostic assessments with formative feedback.
- Timely referral to academic or wellbeing support services.
- Monitoring of orientation effectiveness through student feedback and the Stakeholder Feedback Policy.

5. Responsibilities

Role	Accountability
PEO	Ensures orientation programs meet legislative, regulatory, and institutional requirements.
Dean	Oversees academic orientation activities and progression support.
Course Coordinators	Monitor student engagement and identify students at risk of poor progression.
Student Services Manager	Coordinates delivery of orientation, compiles materials, and collaborates with support staff.
Student Support Officers	Provide frontline support, assist with administrative needs, and refer students to services.

6. Definitions

Term	Definition
Confirmation of	Official form showing enrolment in a registered course, including



Enrolment (CoE)	TEQSA and CRICOS identifiers, start and end dates.
Domestic Student	An Australian or New Zealand citizen, or permanent resident visa holder.
International Student	A student who is not a domestic student.
Letter of Offer	A formal document offering a student a place in a OneGlobe course.
Orientation	A compulsory program of information and induction sessions for commencing students.
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, made under the ESOS Act 2000.

7. Records

All records of orientation programs, materials, attendance, evaluations, and feedback will be maintained securely in accordance with the Records Management Policy.

8. Related Documents

- Academic Integrity Policy and Procedure
- Academic Progression Policy and Procedure
- Assessment Policy and Procedure
- Admission Policy and Procedure
- Health and Safety Policy and Procedure
- Stakeholder Feedback Policy and Procedure
- Student Enrolment and Completion Policy and Procedure
- Student Transfer Policy and Procedure
- Records Management Policy

9. Related Legislation and Standards

- Higher Education Standards Framework (Threshold Standards)
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

- Privacy Act 1988 (Cth)
- Fair Work Act 2009 (Cth)

10. Review

This policy will be reviewed every three years or earlier if required by legislation, regulatory changes, or identified improvements.

11. Version Control

Version	Summary of Changes	Approval Date	Review Date
1.0	Document Established	Board of Directors: 30 May 2025	Jul 2028