SOUTHERN ACADEMY OF
HIGHER EDUCATION

Southern Academy of Higher Education (SAHE)

Student Orientation Policy

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1. Policy Statement

Southern Academy of Higher Education. ('SAHE' or the 'Academy') Student Orientation Policy (the 'Policy') outlines the mechanism of support for the successful transition of all commencing and newly enrolled students to the Academy's academic, social and administrative aspects.

1.1 Definitions

For definitions, please refer to the '*Dictionary of Terms'*.

2. Scope

This Policy applies to all commencing and newly enrolled students in a program of study at SAHE and the staff involved in the associated activities.

3. Policy Principles

SAHE is committed to adhering to the best practice in teaching and learning standards. The Academy considers comprehensive new student orientation vital to student success. The Academy requires new students to undertake an orientation program that provides them with essential information for their studies.

SAHE's Student Orientation Program supports students' seamless entry into the Academy, and will:

a. introduce students to a learning community based on the values of diversity, pluralism, inclusiveness and global citizenship;

b. create educational teaching and learning that supports participation by Aboriginal and Torres Strait Islander people and are sensitive to Aboriginal and Torres Strait Islander knowledge and cultures;

c. assist students to engage with the Academy and its learning process;

d. be consistent with principles of academic integrity and related Policies and Procedures at SAHE;

e. promote responsible behaviour in a safe community setting;

f. introduce students to the idea that they can and must actively participate in their growth and development.

4. New Student Orientation

4.1 Purpose

The Student Orientation Program is based on the following key areas:

a. Student orientation to SAHE learning and support systems;

b. Student engagement;

c. Academic progression;

d. Learning experience;

e. Students at-risk; and

f. Safety and wellbeing.

4.2 O-Week

a. SAHE O-Week is an integral part of the academic, social, administrative and geographical transition process for all commencing students.

b. SAHE O-Week is recognised as the official start to the academic year for commencing SAHE students and, will normally be scheduled over specific days in the week immediately preceding Week 1 of the teaching semester.

c. O-Week is designed to reach all commencing domestic and international students.

d. All commencing students must attend the Student Orientation Program and any activities undertaken by the Academy during that week.

e. Along with other areas, students will be advised that attendance records will be kept for international students. International students whose attendance falls below 80% will be contacted by the Academy. Students who continually fail to maintain attendance records will be reported through Provider Registration and International Student Management System (PRISMS).

f. Late arriving international students must seek approval from the Program Manager 4 weeks prior to the start of the semester.

g. International students who are not contactable and who do not arrive to commence a program of study will have their enrolment status amended and the Department of Home Affairs (DHA) will be notified of the non-commencement of studies.

4.3 Program

The Student Orientation Program will include:

a. A comprehensive and tailored presentation that addresses the needs of the students and adequately introduces students to their program at SAHE;

b. An introduction to SAHE Student Code of Conduct and the Student Handbook that contains the essential information about the Academy, studies and student life in Australia;

c. Information regarding

i. training, assessment and support services, rights and responsibilities as students and key policies that impact upon student's program progress and completion;

ii. counselling and personal wellbeing services;

iii. information on student visa requirements and conditions;

iv. academic and administrative staff and descriptions of their roles;

v. instructional explanations of computer and resource access and use at the Academy;

vi. details on how to seek assistance for, and report incidents that significantly impacts students' wellbeing, including critical incidents; and

vii. access to IT facilities, hardware and software systems during their course of study.

d. Information on the academic integrity training module to be completed at the start of their study at SAHE. Guidance and assistance to ensure that students recognise the need to uphold academic integrity and are aware that failure to maintain academic integrity constitutes academic misconduct. Students will also be informed of the consequences of not maintaining academic integrity.

e. Campus tour of facilities, safety and security arrangement including emergency evacuation procedure;

f. Comprehensive and structured information on Indigenous culture safety for students including an introduction to:

i. the difference between Welcome to Country and Acknowledgement of Country;

ii. identify the elements of the Aboriginal and the Torres Strait Islander flags and their meanings;

iii. recognise SAHE is situated on the lands of The Gadigal of the Eora Nation and SAHE pays respects to the Elders both past and present;
iv. additional academic and learning support information available to Aboriginal and Torres Strait Islander students.

g. Providing information about the Work Health and Safety Policy and related procedures to the students. The staff must ensure that students are aware of their general responsibilities in terms of this Policy for a safe and healthy environment for themselves and others throughout their course of study.

5. Access to Technical Requirements and Software

Students on campus will have access to the following hardware and software systems:

1.	Computers	Students on campus will have access to computers fitted in the computer lab and the library.
2.	Printer/Scanner	SAHE will provide a secure and sustainable print, scan and photocopy service for all students.
3.	Headphones and Microphones	Students are required to have access to their personal headphones and microphones.
4.	Internet Connection	SAHE campus will be equipped with high-speed, reliable broadband internet connection accessible to students.
5.	Web Browser	Computers will be updated with latest Firefox, Safari, Chrome & Microsoft Edge browsers
6.	Microsoft Office	Students will have access to the full Microsoft Office 365 suite on computers fitted on campus which includes applications such as Word, Excel and PowerPoint to create documents, spreadsheets and presentations
7.	Adobe Reader	Adobe reader will be downloaded and installed on all computers for viewing PDF files such as reading material, journal and ebooks
8.	Virus Protection	Computers will be installed with virus protection software to ensure the computer and data is not vulnerable to viruses and spyware.
9.	Student Email	Students will be provided with a student email account. All direct email contact from the Academy will be via the student email account and through SAHE LMS
10.	Additional specialised software will be provided to students studying particular units that require specilised software.	

6. Additional Support for International Students

The Student Orientation Program is structured to provide information to international students on services such as:

a. support services and English language support available to assist with the transition into life and study in Australia;

b. emergency and health services such as campus facilities and security;

c. information about medical and emergency services, complaints and appeal processes and legal services in NSW;
d. information on visa conditions relating to the progress in the program of study and attendance;
e. employment rights, workplace safety and workplace issue resolution by discussing the role and functions of the Fair Work Ombudsman
f. and how to access the above services.

7. Responsibilities

a. The Dean and the Program Manager(s) review procedures at the beginning of each academic year for the scheduling and planning of the Student Orientation Programs.
b. Staff inputs are sought on the Student Orientation Program and contents.
c. Evaluation and feedback from new students about the orientation activities provided by the Academy is a key process for continuous improvement.
d. Based on the results of the feedback, the Student Orientation Program is continuously modified to remain focused on student needs.

8. Appeals

A student may appeal against a decision made under this Policy. The grounds for appeal are that the decision is inconsistent with this Policy. Appeals will be considered in accordance with the *Student Grievance Management Policy*.

Version Control

Version	v1.3
Review	The Governing Council will review this Policy in accordance with the Southern Academy of Higher Education *Policy Documents Review Schedule*.
Approving Body	Governing Council
Approval and Effective Date	4 May 2023
Policy Custodian	Dean
Policy Contact	Dean
Higher Education Standards Frameworks (Threshold Standard) 2021 (Cth)	B1.1 "Higher Education Provider" Category Standard1.3 Standard 7.2
Benchmarking Institutes	Central Queensland University La Trobe University Monash University
Related Document	Dictionary of Terms Records Management Policy Admissions Policy and Procedure
Related Legislations	Higher Education Standards Frameworks (Threshold Standard) 2021 (Cth) Tertiary Education Quality and Standards Agency Act 2011 Higher Education Support Act 2003 (Cth) Educational Services for Overseas Students Act (ESOS) Education Services for Overseas Students Regulations 2001 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018