



STUDENT INDUCTION AND ORIENTATION
POLICY AND PROCEDURES

Document ID	Student Induction and Orientation Policy and Procedures
Related Documents	<ul style="list-style-type: none"> - Student Code of Conduct; - Privacy and Data Protection Policy and Procedures; - Student Selection and Enrolment Policy and Procedures; - Access and Equity Policy and Procedures; - Disability and Special Needs Policy and Procedures; - Student Plagiarism Policy and Procedures; - Academic Systems Integrity Framework;
Date	April 2022
Approved / Authorised by	Principal
Version	1.0
References and Legislation	<ul style="list-style-type: none"> - Education Services for Overseas Students Act 2000 (Cth); - Education Services for Overseas Students Regulations 2001; - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. - Standards for Registered Training Organisations (RTOs) 2015 - Health and Safety Act 2011 No 10

CONTENTS

1	Purpose	4
2	Scope	4
3	Policy Statement.....	4
4	General Student Induction and Orientation Principles	4
5	Policy	5
6	Procedure	6
7	Roles and Responsibilities.....	7
8	Confidentiality	7
9	Appeals.....	8
10	Further Information and Assistance	8

STUDENT INDUCTION AND ORIENTATION POLICY AND PROCEDURES

1 Purpose

The purpose of the Student Induction and Orientation Policy and Procedures is to fully inform new students at Hallmark Institute ('the Institute') of most aspects of life at the Institute and to introduce studying, Sydney's cost of living, transportation, facilities, banking, and accommodation. In addition, a tour of the Institute and its surrounding local areas will be undertaken. The students will be encouraged to ask any questions to make themselves at ease with the Institute and its surroundings. It is essential that the students attend the induction and orientation session/s otherwise they may miss out on important information which may affect their studies, visa, or enjoyment opportunities during their stay in Australia, in compliance with:

- a) The relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
- b) The relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2 Scope

- 2.1 This policy and procedures apply to all students enrolling at the Institute.
- 2.2 This policy and procedures apply to all staff members associated with the enrolment process at the Institute.
- 2.3 It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
- 2.4 This document should be read in conjunction with other related policies.

3 Policy Statement

- 3.1 The Institute is responsible for ensuring that all students enrolled at the Institute complete an orientation process and, where appropriate, course-specific induction, including WHS issues.
- 3.2 Students undertake learning transitions over time which may involve large-scale academic, social, and environmental change. The Institute aims to facilitate a positive and successful transition for all commencing students to their program of study and campus through induction and orientation processes which provide academic, social, administrative, and geographic familiarisation with the Institute.

4 General Student Induction and Orientation Principles

- 4.1 The Institute will provide an induction to student life providing valuable information relating to academic, administrative, and social activities in order to assist students to make a successful transition into their course and to the Institute.
- 4.2 Students are expected to participate in orientation activities to identify and be familiar with relevant academic, administrative, and social support facilities.
- 4.3 The needs of a wide range of participants should be considered. This includes students entering courses as international students; students admitted to later points of their courses with Recognition of Prior

Learning; students switching courses; students admitted from known "at-risk" demographic backgrounds including equity target groups and other groups that may be identified from time to time; and re-enrolling students.

4.4 At the student induction and orientation session/s students receive:

- a) A Student Orientation Pack;
- b) Orientation presentations from a variety of speakers including the relevant managers;
- c) A Campus Tour;
- d) Other course specific information including, but not limited to, course milestones and dates, course withdrawal procedures, academic integrity and student conduct expectations, student support services, emergency services information etc.

4.5 The broad goals of student induction and orientation programs are:

- a) **Student Development:** assisting new students to participate comprehensively in the Institute life. This will include appropriate intellectual, emotional, social, ethical, physical, and spiritual development during the course of the student's enrolment;
- b) **Academic Achievement:** equipping students to achieve at least satisfactory levels of academic performance, with a clear preference for the highest possible standard;
- c) **Student Retention and Persistence:** encouraging students to remain enrolled and persist through the remainder of their studies with the Institute;
- d) **Valuing the new student:** demonstrating to new students that they are welcomed and valued by the Institute;
- e) **Communicating Self-Efficacy:** assisting students to develop a belief that their own efforts significantly affect their chances of future success;
- f) **Delivering a Meaningful Experience:** relevance to the subsequent student experience and the student's future goals;
- g) **Effective Delivery of Information:** sufficient and timely information for the student to begin study in their course, and timely delivery of other information during their first period of study;
- h) **Making Connections:** assisting all new students to become part of the Institute community. The program should link new students with peers, senior students and staff. In particular, new students should be made aware of who to approach for assistance.

5 Policy

- 5.1** International students must organise their travel to ensure they are in the country in good time to attend the student induction and orientation program.
- 5.2** Students arriving after the commencement of starting study term must advise the Institute of an expected date of arrival.
- 5.3** Prior to the commencement of a course of study, students must attend a student induction and orientation program designed to assist them with their transition to study in Australia and with the Institute.
- 5.4** The student induction and orientation program will welcome students to the Institute Life and introduce them to the important aspects of the Institute's operations, activities, regulations, and the expectations from students.
- 5.5** The student induction and orientation program are conducted through a series of short sessions presented by key staff of the Institute. These sessions will cover course related matters, key policies

and procedures, IT services, administrative matters, student services, learning services (Moodle) and a tour of campus facilities.

- 5.6** Students will be provided with a comprehensive Student Orientation Pack that includes all the required administrative and organisational information and documentation relating to the students' enrolment.
- 5.7** The student induction and orientation program also provide an opportunity for students to meet other students and staff members of the Institute.
- 5.8** Student induction and orientation is compulsory and students who do not attend will be required to contact the Student Support Officer to make arrangements for an alternative orientation session.
- 5.9** Students will be made aware of their responsibilities in relation to their programs.
- 5.10** The student induction and orientation process will be reviewed at least once per year.

6 Procedure

- 6.1** The Institute aims to conduct the student induction and orientation process the week prior to course commencement.
- 6.2** Details of the orientation program including an agenda and what students should bring to the induction and orientation session/s are provided to students following acceptance of the Offer of Enrolment.
- 6.3** The student induction and orientation program will include the following activities:

- a) Support services available to assist with the transition into life and study in Australia;
- b) Emergency and health services;
- c) Identifying relevant staff and locations;
- d) Introduction to the course (content, qualification gained, pathways);
- e) Completing and signing Enrolment Forms;
- f) Completing and signing Behavioural Standards Agreement;
- g) Completing and signing Excursion Form (if applicable);
- h) Distributing Training Program and Term Dates;
- i) International Student Handbook is issued and explained;
- j) Advising on RPL and Credit Transfer;
- k) Policies and procedures will also be explained relating to:

- I. Attendance requirements and process regarding non-attendance;
- II. Course Progress and Intervention Policy and procedures;
- III. Disability and Special Needs Policy and Procedures;
- IV. Student Plagiarism Policy and Procedures;
- V. Advise on legal services available to students;
- VI. Complaint and appeal process;
- VII. Assessment (including variation and re-assessment);
- VIII. Delivery options (if applicable);
- IX. Disciplinary action;
- X. Dress (where applicable);
- XI. WHS (including evacuation procedures and location);
- XII. Issuance of qualifications and Statements of Attainment;
- XIII. Refund policy;
- XIV. All legislation that may affect students.

- l) Student Visa obligations;
- m) ESOS rights and responsibilities;

- n) Explanation of books and learning material required and associated cost;
 - o) Student welfare services;
 - p) Role of student support team;
 - q) How to access staff;
 - r) Campus Tour (explaining facilities and resources available to students).
- 6.4** The student induction and orientation program will include provision for students to complete Language Literacy and Numeracy (LLN) test if they have not already done so.
- 6.5** Students who have yet to provide their USI to the Institute for verification are able to apply for their USI and have their USI verified during the student induction and orientation process.
- 6.6** Where students are unable to attend the scheduled induction and orientation session/s and have notified the Institute prior, late induction and orientation session/s and details will be provided to students prior to their course commencement.
- 6.7** Attendance records will be kept for international students attending the student induction and orientation session/s.
- 6.8** Late arriving students will be provided with all of the above information in structured small group or one on one sessions.

7 Roles and Responsibilities

7.1 Student responsibilities

The student is responsible for:

- a) Organising travel arrangements in good time to attend the student induction and orientation session/s.
- b) Informing the Institute if unable to attend a scheduled student induction and orientation session/s.
- c) Arranging with the Institute to re-schedule a student induction and orientation session prior to commencing study.

7.2 Student Support Manager responsibilities

The Student Support Manager is responsible for:

- a) Ensuring the student induction and orientation program is compliant with relevant legislation, codes, and standards.
- b) Ensuring that this Student Induction and Orientation Policy and procedures are implemented.
- c) Ensuring that all student induction and orientation documentation are maintained.

8 Confidentiality

- 8.1** All information relating to students regarding student induction and orientation will be treated as confidential and in accordance with the Institute's Privacy and Data Protection Policy and Procedures.
- 8.2** The Institute will maintain confidentiality to ensure that:
- a) No information will be released without the agreement of the individual or group involved.

9 Appeals

- 9.1** If the student is not satisfied with any decision relating to student induction and orientation, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the Institute will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- 9.2** An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.
- 9.3** The appeal should include the following details:
- a) the student's full name (family/surname and first name), student number and contact details,
 - b) the nature of the decision or matter being appealed,
 - c) the basis for the appeal,
 - d) details of the specific outcome sought by the student, and
 - e) copies of all relevant documents.
- 9.4** An appeal may not proceed if:
- a) no reasonable grounds are stated for the appeal,
 - b) no new or different grounds are stated for the appeal from those already considered by the principal, or nominee,
 - c) the student has not ensured that they are in a position to receive all notifications from the Institute. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the Institute, or
 - d) the appeal is lodged outside the 20-working day timeline specified above.

10 Further Information and Assistance

- 10.1** Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the Institute.
- 10.2** Student assistance is available by contacting Institute Reception or Student Support.
- 10.3** Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.
- 10.4** Contact details for the Institute are outlined as follows:

Phone: +61 2 9066 6903

Address: Suite 603, Level 6
2 Meredith Street,
BANKSTOWN NSW 2200

Email: admin@hallmarkinstitute.edu.au

NOTE: For definitions and explanation of the terms used in this policy and procedures, please refer to the document titled '*Glossary of Terms.*'