



# ORIENTATION PROGRAM POLICY AND PROCEDURES

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## Purpose

Lincoln Education Australia (LEA) recognises that orientation programs are essential to the successful transition of students into new courses. They allow new students to familiarise themselves with LEA, receive information regarding services, facilities and expectations, and confidently commence their study.

This *Orientation Program Policy and Procedures* has been developed so that students are adequately prepared in all aspects for their education at LEA. It outlines the planning process and the minimum required information that shall be communicated during the orientation program. It further outlines the attendance requirement for orientation and the process for review and improvement of orientation programs.

## POLICY

### Scope

This policy applies to all students of LEA, as well as the relevant academic and student-facing support staff.

### Principles

LEA acknowledges that the transition to a new higher education program can be challenging for students. Therefore, it is committed to supporting each student in their transition to studying at LEA to allow them the best chance to participate fully in their education from the beginning.

The Orientation Week aims to equip students with the tools they require to succeed at LEA, including information and social connections.

Each orientation program shall be tailored to the needs of the relevant cohort, with particular attention given to international students.

All information provided to students during orientation shall be up-to-date, accurate, and consistent with all other information disseminated by LEA.

## PROCEDURES

### Planning

Planning for orientation shall begin eight weeks before Orientation. Planning shall occur as follows:



- Welcome packages containing instructions to register for orientation shall be sent to students at least 6 weeks before the beginning of the Orientation Week. For late enrolment, welcome packages shall be sent upon successful completion of enrolment.
- The Student Experience team, seeking advice and assistance from other staff members, shall plan the Orientation Program with close reference to the composition of the incoming student cohort (e.g. ratio of international to domestic students, nationality).
- Course Coordinators shall plan the academic preparation sessions.

## **Content**

The Orientation Program consists of various 'sessions' that cover the areas as outlined below.

### ***CEO's Welcome***

Formal congratulation on enrolment and welcome by the CEO.

### ***General Orientation Sessions***

Orientation sessions for all students shall cover the following information:

- The behaviours expected as a condition of students' enrolment, as outlined in the Student Code of Conduct
- Important dates
- Key locations on campus
- LEA facilities
- Available student academic and wellbeing services
- Health and safety on campus, including emergency procedures
- Sexual Assault and Sexual Harassment policies
- Safety and security online
- Sonder Safe mobile app
- Staff contact details, particularly for Student Administration

Additionally, the Orientation Program shall include:

- Question time
- Social activities
- A tour of the facilities including the library

### ***Orientation Sessions for International Students***

The following information shall be covered (at minimum):

- Key locations off campus
- Australian culture and customs
- How to access emergency and health services
- Health and safety tips for living in Australia
- How to access academic and non-academic support services
- Costs of living in Australia



- How to access accommodation support services
- Internal and external complaints and appeals processes
- Information about course progress and attendance
- Information about visa conditions and maintaining compliance as a visa holder
- Facilities and resources on campus
- Key staff contact details

### ***Academic Preparation Sessions***

Each Course Coordinator at LEA is expected to compile a session on academic success preparation for their students. This shall cover:

- Key learning outcomes
- Academic integrity
- Scholarly writing
- Sourcing literature
- Software and materials required for the course
- Tips for study techniques
- Key staff contact details
- Time for general questions

### ***Student Access to Further Information***

LEA shall ensure that students know where they can find further information.

Students shall be advised that student support staff are equipped to provide timely and accurate information on any matters relating to their studies at LEA, as well as referring students to external legal, counselling, accommodation, and welfare services.

Additionally, students shall be directed to the resources detailed in the *Information for Students Policy and Procedures*.

### **Attendance**

Attendance at the Orientation Program is compulsory for new students, with at least two sessions running throughout each year (preceding each semester).

### **Continual Improvement**

At the conclusion of the Orientation Week, all attendees shall be emailed a short survey. The results of this survey shall be analysed and used to improve orientation programs in subsequent semesters.

### **Compliance**

All students and relevant academic and student support staff members at LEA are required to comply with this policy and its procedures, and with related policies and respective procedures. Non-compliance may result in a disciplinary action.



<b>File Number</b>	LEA-GEN-COR-70045-D
<b>Responsible Officer</b>	Chief Executive Officer
<b>Contact Officer</b>	Student Experience Manager
<b>Legislative Compliance</b>	<ul style="list-style-type: none"> <li>• <i>Higher Education Standards Framework (Threshold Standards) 2015</i></li> <li>• <i>Tertiary Education Quality and Standards Agency Act 2011</i></li> </ul>
<b>Supporting Documents</b>	
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>• <i>Information for Students Policy and Procedures</i></li> <li>• <i>International Student Services Policy and Procedures</i></li> <li>• <i>IT Resources and Online Conduct Policy and Procedures</i></li> </ul>
<b>Superseded Documents</b>	
<b>Effective Date</b>	1 January 2022
<b>Next Review</b>	3 years from the effective date

## Definitions

**International Student:** Individual enrolled in a course at LEA who is not a citizen of Australia or New Zealand, or an Australian Permanent Resident, and has been granted a student visa by the Department of Immigration and Border Protection to study full-time in Australia.

**Orientation:** On-campus scheduled program of activities prior to the beginning of each semester that provides students with opportunities to meet staff and other students, tour the campus, enrol in academic workshops and seminars, engage in social activities, learn more about LEA and the services on offer, learn more about their rights and responsibilities as students, and access other important information.

**Student Handbook:** An important resource for students throughout their time at LEA. The student handbook is available on the LEA website and contains course information and contact details for student support services, identifies student policies and procedures.

## Review Schedule

This policy shall be reviewed by the Academic Board every three years.

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Academic Board	17/12/2020	New policy
1.1	Chief Executive Officer	25/04/2021	Update to section on <i>Academic Preparation Sessions</i>