

ORIENTATION AND TRANSITION POLICY

1. Purpose

This policy establishes the principles and procedures that underpin orientation and transition activities at Ikon Institute of Australia (Ikon), including the design, conduct and evaluation of orientation programs, to ensure academic quality and industry best practice, and to encourage continuous improvement practice across all Ikon activities.

2. Scope

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

3. Related Documents

This policy should be read in conjunction with the following Ikon policies:

- Student Orientation Handbook
- Student Handbook
- Student Services Policy
- International Student Services Policy

This policy and related documents can be accessed via [Policy and Procedures](#) section of the Ikon website, and the student and staff policy libraries.

4. Definitions

“Domestic Student” is a student enrolled in a course at Ikon who is either an Australian or New Zealand citizen (or dual citizen), an Australian Permanent Resident, or an Australian Permanent Humanitarian visa holder

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

“Orientation Programme” is the scheduled program of activities prior to the beginning of each trimester that provides students with opportunities to meet staff and other students, tour the campus, enrol in academic support workshops and seminars, engage in social activities, learn more about Ikon and the services on offer, learn more about their rights and responsibilities as students, and access other important information.

POLICY

5. Principles

5.1. TEQSA expects a provider to be able to demonstrate that students are not only assisted in their transition into their course of study but also that the arrangements for transition are sensitive to the needs of particular cohorts of students, including:

- students enrolled in different modes of participation (for example, online-only)

- students with special needs
 - international students
- 5.2. Ikon acknowledges that the transition to a new higher education program can be challenging for students and is committed to supporting each student in their transition to studying at Ikon to allow them the best chance to participate fully in their education from the beginning.
 - 5.3. Ikon recognises that orientation programs are essential to the successful transition of students into new courses. They allow new students to familiarise themselves with Ikon, receive information regarding services, facilities, and expectations, in order to confidently commence their study.
 - 5.4. This policy outlines the planning process and the minimum required information that shall be communicated to students, the attendance requirement for orientation, and the process for review and improvement of orientation and transition programs.
 - 5.5. Each orientation program shall be tailored to the needs of student cohorts, to assess the needs and preparedness of individual students and cohorts, and to ensure that students have equivalent opportunities for successful transition into and progression through their course of study, irrespective of their educational background, entry pathway, mode, or place of study, for domestic and international students.
 - 5.6. All information provided to students during orientation shall be up-to-date, accurate, and consistent with all other information disseminated by Ikon.

PROCEDURE

6. Planning

- 6.1. Planning for orientation shall begin three weeks before Orientation. Planning shall occur as follows:
 - Welcome packages for orientation shall be sent to students prior to the beginning of 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, different courses, nationality).
 - The Education Team, seeking advice and assistance from faculty members, shall plan the transitioning to higher education, and academic study components of the orientation program.

7. Orientation Program Content

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

Welcome and Acknowledgement of Country

Formal congratulation on enrolment and welcome.

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
- Ikon facilities
- Available student academic and wellbeing services
- Health and safety on campus, including emergency procedures
- Sexual Assault and Sexual Harassment policies
- Consent
- Safety and security online
- 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 a minimum):

- facilities and resources,
- support services to assist students to help them adjust to study in Australia
- Australian culture and customs
- English language and study assistance programs
- any relevant legal services
- 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
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents
- supporting and maintaining students undertaking online study
- key staff contact details

Academic Preparation Sessions

The Education Team shall compile a series of sessions on academic study success for the students. This shall cover :

- Course induction, including the course learning outcomes
- Orientation to the student learning management system, Canvas
- Assessment, marking and grade
- Academic integrity and misconduct
- Academic reading, researching, and writing

- Referencing systems and protocols
- Key staff contact details
- Time for general questions

Student Access to Further Information

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

- 7.2. Students shall be advised that student support staff are equipped to provide timely and accurate information on any matters relating to their studies at Ikon, as well as referring students to external legal, counselling, accommodation, and welfare services.
- 7.3. Additionally, students shall be directed to the resources detailed in the *Student Services Policy and International Student Services Policy*.

8. Attendance

- 8.1. Attendance at the Orientation Program is compulsory for all new students.
- 8.2. The Student Experience team will keep an attendance record of all students who attend the orientation program, for the face to face and online sessions.

9. Orientation Module

- 9.1. Students who not able to attend the orientation sessions will be able to access the orientation videos in Canvas.
- 9.2. All students are required to complete the Orientation Module in the Student Hub of Canvas.

10. Continual Improvement

- 10.1. At the conclusion of 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 trimesters.

11. Publication

- 11.1. This policy and related documents can be accessed via [Policy and Procedures](#) section of the Ikon website, and the student and staff policy libraries. .

Policy Information & History

Policy Category	Academic, Support
Policy ID	SU02A
Approved by	Academic Board
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Endorsed by	Teaching and Learning Committee
Date of Endorsement	13 October 2021
Previous Versions	New policy
Next Review Date	October 2024
Government Legislation	Tertiary Education Quality and Standards Agency Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Higher Education Support Act 2003 National Code 2018 Australian Qualifications Framework (2013)
Responsible Officer	Dean
Sources:	In developing this policy, the following documents were considered: TEQSA commentary: HESF Domain 1: Student participation and attainment National Code 2018 Factsheet: Standard 6: Overseas Support Services
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information for: Australian College of Applied Business, Kaplan Business School, and the Canberra Institute of Technology.

ORIENTATION PROGRAM FLOWCHART

