

Institution	Universal Higher Education (UHE)
Policy name	Student Transition and Orientation Program
Policy Governance	Academic Board

1. Purpose

- 1.1 This policy provides guidelines for the UHE’s approach to enabling students’ successful transition to tertiary study. This is particularly articulated through its student transition and orientation program.
- 1.2 The orientation program is delivered at the commencement of the study period with the aim to prepare students for UHE by outlining the academic, administrative, and social services that are available to them.

2. Responsibilities

- 2.1 UHE recognises the important role it plays in supporting students’ educational and personal transition to tertiary study.
- 2.2 The Institute is committed to ensuring regular support for students through regular contact with professional and academic staff to assist and guide them with specific course advice.
- 2.3 The Student Transition and Orientation Program for new students will be delivered by the Student Services team but developed with the Deans and Academic Registrar so that it encompasses academic matters and important information for students about services.
- 2.4 Student Services has a key role in delivering services to ensure the process of admission and enrolment proceeds as effectively as possible.
- 2.5 UHE’s encourages all student to participate in orientation activities to identify relevant academic, administrative, and social support facilities to ensure the highest quality student experience.

3. Information and Activities

- 3.1 The Student Transition and Orientation Program shall include a formal welcome from the Dean (Chief Academic Officer, Academic Registrar and the Executive Manager, UHE).
- 3.2 The Orientation program shall include access to information on student equity, the UHE's value and academic integrity, assessment and student progression policy, relevant Occupational Health and Safety matters, and information on UHE student services.

3.3 The Student Transition and Orientation Program will be underpinned by two primary academic support areas. The Program will include details of the services, contact details and location of services based on:

A. Academic Support

- Academic advising- tailored appointments detailing course structure
- Academic liaison-consultation with lecturers and tutors about course content and academic integrity issues such as plagiarism.
- English language proficiency is also an important issue for international students and will be monitored by academic staff.

B. Transition Support

- Course advisors- a key role of the course advisors is to provide accurate advice to students about their enrolment and their obligations as a student. In addition, course advisers will play an integral role in identifying students who may be struggling with the transition to UHE for a range of personal and cultural issues and will refer students to third parties where services are not available in-house e.g., accommodation.
- Information provided at orientation on student services who offer English language and study assistance.
- Information provided to international students at orientation on their employment rights and conditions.
- International students will be provided with a tailored information session that focusses on out legal services emergency and health services, facilities and resources complaints and appeals processes, information on visa conditions relating to course progress and, if applicable, attendance.

3.4 After the completion of Student Transition and Orientation Program online resources will be made available to support students who were unable to attend. This will be available on the website, via the LMS and in the Course Outlines. It is emphasised that such online resources are not to be seen as an alternative to attendance for students.

4. Quality Management

4.1 Student Services will conduct formal evaluation of Student Transition and Orientation Program each academic year to enable quality management and enhancement for the following year.

5. Related Policies and Procedures

- Admission and Enrolment Policy
- Assessment and Student Progression Policy
- Awards and Graduation Policy