



ZENITH INNOVATION INSTITUTE
UNPARALLELED EXCELLENCE

Student Orientation Policy and Procedure

Approving body	Governing Board
Date approved	Endorsed by AB – 12 August 2026; Approved by GB – 17 August 2026
Date of effect	Commencement of operation
Next scheduled review	Three years from when policy commences
Policy owner	Chief Executive Officer (CEO)
Policy contact	Chief Executive Officer (CEO)
Related Documents	Student Academic Integrity Policy and Procedure Academic Progression and Student at Risk Policy and Procedure Assessment Policy and Procedure Admission Policy and Procedure Health and Safety Policy and Procedure Stakeholder Feedback Policy and Procedure Student Enrolment and Completion Policy and Procedure Student Transfer Policy and Procedure
Higher Education Standards Framework (HESF) 2021 (Cth)	Standard 1.1 Standard 1.3 Standard 7.2 <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)</i> <i>Education Services for Overseas Students Regulations 2001 (Cth)</i>

Purpose

1. The purpose of this policy and procedure is to support the orientation of new students at **Zenith Innovation Institute (Zenith / the Institute)**.

Scope

2. This Policy applies to:
 - (a) all students enrolled at the Institute or intending to enrol at the Institute;
 - (b) all academic units and courses in which students are commencing at Zenith ; and
 - (c) all staff who support or oversee the orientation of commencing students.

Policy

Statement

3. Zenith will develop and implement student orientation programs to support all students' successful entry and ongoing participation in the academic, administrative and social aspects of the Institute.
4. Orientation programs will be consistent and comprehensive and where relevant, tailored for identified student cohorts.
5. Orientation programs at Zenith will be compliant with legislative and regulatory requirements, including the *Higher Education Standards Framework (Threshold Standards) 2021 (HESF)*, and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*.

Procedure

Information prior to enrolment

6. Information for students will be made available prior to acceptance of an offer, written in plain English accompanied by an explanation of any technical or specialised terms as outlined in the *Admission Policy and Procedure* and in accordance with Standards 1.1 of the HESF.
7. The information for students will include:
 - (a) information to assist in planning for educational and other activities at Zenith;
 - (b) key contact points for students to interact effectively with the Institute;
 - (c) advice about orientation;
 - (d) course delivery arrangements;
 - (e) technical requirements for access to IT systems for online activities;
 - (f) timetables;
 - (g) access to learning resources;
 - (h) information about students rights, access to information and the right to lodge complaints and appeals in a confidential manner without reprisals, and
 - (i) avenues to participate in decision making and opportunities to participate in student representative bodies.

Orientation Information

8. Once enrolled, each student will be required to attend an orientation program as part of their induction to Zenith.
9. Orientation programs will provide detailed information in the following areas:
 - (a) resources to support learning and academic progression at Zenith;
 - (b) training on Zenith's Learning Management System (**LMS**) and technical support;
 - (c) behavioural expectations and student code of conduct;
 - (d) academic integrity including the risks and opportunities of artificial intelligence (**AI**) and automation tools as outlined in the *Student Academic Integrity Policy and Procedure*;

- (e) academic progression;
 - (f) study load requirements and working in Australia;
 - (g) health and safety, including emergency procedures, as outlined in the *Health and Safety Policy and Procedure*, mental and physical wellbeing and student support systems including SASH prevention, and how to access them;
 - (h) online (including cyber security) and offline safety;
 - (i) students' rights and responsibilities including their rights to complain and appeal;
 - (j) key contacts at Zenith and externally and costs information if relevant;
 - (k) Zenith's policy framework;
 - (l) living in Australia and adjusting to life in Sydney and around the campus' location;
 - (m) personal accountability for their learning and growth at Zenith; and
 - (n) key visa requirements relating to Overseas Student Health Cover (**OSHC**), work and potential costs associated with accompanying spouses and children.
10. At Orientation, students will be given information on how to access the following and will be provided referrals if required to no cost to the student for:
- (a) English language and study assistance programs at Zenith;
 - (b) relevant legal services outside of Zenith and costs;
 - (c) emergency and health services;
 - (d) Zenith's facilities and resources;
 - (e) the Institute's processes for internal and external grievances and appeals;
 - (f) the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia; and
 - (g) information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman; and
 - (h) cultural support programs to support Aboriginal and Torres Strait Islander students, and other culturally specific supports where relevant, in their academic journey.
11. Following the orientation program, further support to all students will be provided by Zenith including:
- (a) an assessment of the needs and preparedness of individual students and cohorts for their studies;
 - (b) provision of early assessments in individual units with formative feedback on academic progress, where concerns regarding progress or performance are addressed in accordance with the *Academic Progression Policy and Procedure*;
 - (c) access to informed advice and timely referral to academic or other support; and
 - (d) monitoring of student feedback and relevant student supporting services in accordance with the *Stakeholder Feedback Policy and Procedure*.
12. Post-Orientation Needs Assessment
- a) Within two weeks of the commencement of each teaching period, Student Services conducts a structured needs assessment with all commencing students. The assessment identifies any academic, personal, or logistical challenges encountered in the first weeks of study and connects students with appropriate support services.

- b) The assessment includes a brief self-assessment tool distributed by Student Services in the first week of the teaching period. Students are asked to identify their current confidence in understanding course requirements, any academic skills support needs, any personal or health needs affecting their studies, and any disability or other circumstance for which they may require a reasonable adjustment.
 - c) Student Services reviews all responses within five business days of receipt. Where a student identifies a specific need, Student Services contacts the student directly, initiates referrals to appropriate internal support services, and for students requiring reasonable adjustments, initiates the process under the Reasonable Adjustments Policy and Procedure within two weeks of identifying the need.
 - d) Results from the needs assessment are aggregated and reported to the Academic Board annually as part of student experience and outcomes data.
13. The Student Services Manager reports to the CEO at the end of each teaching period on the outcomes of the post-orientation needs assessment, including response rates, types of needs identified, and referrals made. An annual summary is provided to the Governing Board as part of the compliance attestation report.

Accountability

Accountability	Description
CEO	The CEO is accountable for ensuring that orientation programs: • meet regulatory and legislative requirements; • are sufficiently supported by Zenith to meet students' needs.
Academic Dean	The Academic Dean is accountable for: • the coordination of orientation activities relating to a student's studies and academic progression.
Course Coordinators	The Course Coordinators are accountable for: • the oversight of students as they progress through their course of study and identifying students in need of assistance as per the Assessment Policy and Procedure and the Academic Progression Policy and Procedure.
Student Services Manager	The Student Services Manager is accountable for: • preparing and distributing orientation material with input from other staff (i.e. the Academic Registrar, Course Coordinators, Student Support) as required.
Student Support Officers	Student Support Officers are accountable for: • assisting students with administrative issues relating to Zenith and directing students to internal avenues of support • Organising and conducting the student orientation program, ensuring that students are familiar with Zenith's policies, support services, and academic expectations.

Definitions

14. For the purposes of this policy, the following terms are defined as follows:

Term	Definition
Confirmation of Enrolment (CoE)	An official form that shows that a student is enrolled in a registered course and has paid relevant enrolment fees, listing the course's identification number from TEQSA, and the expected starting and end dates of the course.
Domestic student	A student who is an Australian or New Zealand citizen or holds an Australian permanent visa.
International Student	A student who is not a domestic student.
Letter of Offer	A document issued by Zenith / the Institute to offer a student a place in a course at the Institute.
National Code	Legislative instrument under the <i>Education Services for Overseas Students Act 2000 (ESOS Act)</i> : <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> .
Orientation	A compulsory information day/week or set of sessions that all students attend when commencing their study.

Version history

Version	Changes	Approval Body	Approval Date
1.0	Original	Governing Board (GB)	
1.1	Title added	Governing Board (GB)	21 Nov 2024
1.2	Under Higher Education standards framework added "<i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> (Cth) <i>Education Services for Overseas Students Regulations 2001</i> (Cth)" Point 7 h) added "information about students rights, access to information and the right to lodge complaints and appeals in a confidential manner without reprisals" Point 9 g) added "mental and physical wellbeing and student support systems including SASH prevention, and how to access them" Point 9 i) added "including their rights to complain and appeal"	GB	27 Feb 2025



Version	Changes	Approval Body	Approval Date
	Point 9 j) added “at Zenith and externally and costs information if relevant” Point 10 b) added “outside of Zenith and costs” Point 10 f) deleted “requirements for course attendance and progress, as appropriate.” Point 11 a) replaced “through the completion of the orientation program” with “for their studies” Under Accountability for Student Support Officers added “Organising and conducting the student orientation program, ensuring that students are familiar with Zenith’s policies, support services, and academic expectations”		
1.3	Added Post-Orientation Needs Assessment section per HESF 1.3.2(a) including structured check-in, self-assessment tool, and referral pathways; added TPS as mandatory orientation topic per HESF 1.1.2(c) with provider default and Ombudsman information.	Governing Board	
1.4	Restructured V1.3 orphaned section. Post-Orientation Needs Assessment and TPS Mandatory Orientation content moved into Procedure section immediately after the existing ‘Following orientation program’ paragraph — the natural home for post-orientation activities. Self-assurance reporting obligation placed after Definitions. HESF citation headings removed; content rewritten in plain policy voice consistent with the remainder of the document.	Governing Board	
1.5	Added reference to cultural support programs for Aboriginal and Torres Strait Islander students under point 10 (referral pathways provided at orientation), in response to TEQSA Statement of Reasons para. 19a.	Governing Board	



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Version	Changes	Approval Body	Approval Date
1.6	Deleted "TPS mandatory orientation topic section expanded to full three-paragraph treatment. TPS section updated to match the three-paragraph standard established across the Institute's policy suite: paragraph 1 defines the TPS and provider default; paragraph 2 sets out specific entitlements for domestic students (HECS-HELP/FEE-HELP re-credit or upfront refund) and international students (alternative placement or refund of unspent fees under the ESOS framework); paragraph 3 confirms Letter of Offer disclosure obligations. Consistent with the Credit and Recognition of Prior Learning Policy and Procedure V1.5."	Governing Board	17 August 2026