



ZENITH INNOVATION INSTITUTE
UNPARALLELED EXCELLENCE

Student Orientation

Zenith Innovation Institute

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Welcome and Acknowledgement of Country

Welcome to **Zenith Innovation Institute**.

Zenith Innovation Institute ('**Zenith / the Institute**') acknowledges the Wangal people of the Eora nation as the traditional custodians of the lands where Zenith's campus is situated, and pay our respect to elders past and present.

About Zenith

1. Zenith is a TEQSA approved Institute of Higher Education (PRV TBA) approved to deliver courses to overseas students in Australia studying on a student visa (CRICOS Code: TBA).
2. Zenith / the Institute delivers accredited courses in:
 - (a) Bachelor of Information Technology (Cybersecurity)
 - (b) Master of Business Administration (Cybersecurity Management)
3. All classes will be face to face, on campus in **Level 7, 451 Pitt Street, Sydney 2000 NSW**
4. Our key staff are:
 - (a) Zenith / the Institute CEO – Mr Vivian Lobo;
 - (b) Academic Dean – Prof Harvinder Singh
 - (c) Course Coordinator – TBC;
 - (d) Student Services Manager – TBC;
5. All contact details are in your Student Handbook.

Living and Studying in Sydney, Australia

Indicative Cost of Living

1. The Australian government estimates that it costs around \$21,000 per year, excluding tuition fees and insurance to live in Australia.
2. Students are encouraged to calculate their cost of living by going to the Australian government's website:
<https://www.studyaustralia.gov.au/english/live/living-costs>.
3. Your accommodation options include:
 - (a) privately managed student accommodations;
 - (b) private rental;
 - (c) homestay;
4. You can read more information about alternative accommodation at:
<https://insiderguides.com.au/student-accommodation-in-australia/>.

Visa Conditions

1. While you are studying in Australia on a student visa (sub-class 500), you must comply with certain rules and visa obligations.
2. Critical information will be presented during this orientation session, and all students are required to check the Department of Home Affairs website for the full conditions of your visa:
<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>.
3. You are allowed to work while on a student visa, but there is a limit on how much you work.
4. Remember you cannot work more than 40 hours per fortnight.
5. And don't forget you have rights while working in Australia. The Fair Work Ombudsman website will be helpful: <https://www.fairwork.gov.au/>.
6. Also while studying on a student visa:
 - (a) you have to remain enrolled in a CRICOS registered course as your visa is attached to the course CRICOS code;
 - (b) you have to attend and progress in your course. You are expected to complete your course within the expected duration stated on your Confirmation of Enrolment (**CoE**).
7. Zenith / the Institute provides a range of support programs to assist your progress towards course completion.
8. As a student visa holder, you must maintain Overseas Student Health Cover (**OSHC**) during your stay in Australia.
9. Insurance will help cover some of the cost of your visits to doctors and (depending on your level of cover) hospital treatment, ambulance and medicines.
10. You can find out more about OSHC, who it's for and what it covers, by visiting the Australian government website:
<https://www.studyaustralia.gov.au/english/live/insurance>.
11. You must comply with Australian laws, and avoid activities that threaten harm to others.
12. If you move while you are studying with us, you must always keep us informed of your residential address. If you move, advise Student Services in writing of your new address within 7 days of your move.
13. If you are bringing school-aged dependents with you, you will need to arrange for them to attend school and pay for their school fees.

Our Facilities and Resources

1. Student services and administration is located at: Level 7, 451 Pitt Street, Sydney 2000, NSW
2. Zenith's campus has 5 learning and teaching rooms, a library and student learning area, computer lab, private counselling room, student common room, an outdoor balcony, student administration area, vending machine, kitchen and access to quiet learning spaces.
3. All rooms are equipped with modern facilities to facilitate your learning.
4. There is an on campus library available to Zenith's students.
5. As a student you have free internet access. Connection is wireless throughout the campus.

Safety on Campus and Online

1. Zenith maintains a safe learning environment, on campus and online, for students, staff and visitors:
 - (a) clearly signposted entry and exit;
 - (b) security cameras positioned inside and just outside the campus but we will not breach your privacy.
2. Sexual assault and sexual harassment, including through emails or social media, is **NOT TOLERATED** at Zenith.
3. Penalties apply under our *Sexual Assault and Sexual Harassment Prevention Policy and Procedure*.
4. Sexual assault is a serious offence. If you see it happening to someone else, or you are the victim:

Contact police on 000 as soon as you can.

They are available 24 hours a day, 7 days a week.
5. Our *Sexual Assault and Sexual Harassment Prevention Policy and Procedure* explains how Zenith / the Institute deals with these types of incidents.
6. Diversity and equity is embraced at Zenith.
7. Zenith also does not tolerate discrimination, bullying or victimisation.
8. If you see a fellow student being discriminated against, bullied or victimised, or if you are experiencing it yourself, please contact Student Services.
9. Our *Student Equity and Diversity Policy and Procedure* describes:
 - (a) how we create an environment that is inclusive and welcoming;
 - (b) what happens when these incidences are reported.
10. Online safety is also important at Zenith.
11. As a Zenith student, you have access to our IT systems and resources, including:
 - (a) up to date software and anti-virus software installed on our devices;
 - (b) firewall set up to protect software and hardware;
 - (c) access to free Wi-Fi.

In making this available, you should:

- limit use for personal reasons;
- not damage or interfere with our IT systems and resources. If they are not working, report this to Student Services. Do not try to fix it yourself;
- be respectful and protect your privacy and those of others;
- not share your login details and password. Zenith uses multi-factor authentication to login to your Zenith email.
- not download, upload or publish illegal content, including illegally sourced software or content.

Who to Contact for Support

1. If you need support with your studies you make an appointment with the following staff:
 - (a) The Dean – Prof Harvinder Singh on [**insert phone number and email**].
 - (b) The Course Coordinator – TBC.
 - (c) Your Lecturer.
 - (d) Your Tutor.
2. Your Tutor and Lecturer are available for student consultation 2 hours a week during semester.
3. If you need other types of support (for example, adjusting to Australia, personal issues or questions about your enrolment) you can contact the following staff to make an appointment:
 - (a) The Dean – Prof Harvinder Singh on [**insert phone number and email**].
 - (b) The Student Services Manager – TBC.
 - (c) The Student Learning Support Officer – TBC.
 - (d) The Student Administration Officer – TBC.
4. If you are experiencing mental health issues, you can contact the following organisations for free, confidential and immediate support:
 - (a) Lifeline on 13 11 14 (<https://www.lifeline.org.au/>).
 - (b) Beyond Blue on 1300 224 636 (<https://www.beyondblue.org.au/>).

What Support Services are Available

1. Support (personal or academic) can be one-on-one including confidential consultations.
2. Formal English language proficiency workshops or classes.
3. Counselling services from Associated Counsellors & Psychologists [subject to TEQSA registration]. The Student Services Manager can organise this for you, but keep in mind that there may be a charge for this service.
4. Information technology support if you have trouble connecting with our Wi-Fi or LMS.
5. Formal training is provided to ensure understanding and familiarity with the use of the LMS.
6. Post-Orientation Check-In
 - a) Within the first two weeks of your studies, Student Services will check in with all new students to see how you are settling in and whether you need any support. A brief survey will also be sent to you through the LMS and email asking about any support you might need with your studies, technology, health, or personal matters.
 - b) Student Services reviews all responses and will contact you directly if you have indicated a need for support. Everything you share is treated confidentially. If you have a disability or health condition that may affect your studies, Student Services will connect you with the Reasonable Adjustments process.
7. Technical assistance is available by contacting IT Manager on [**insert phone number**].

Academic Integrity

1. Students are encouraged to be honest in preparing their assignment and sitting their exams.
2. When using the work of others in your assignment, properly referencing or attributing their work.
3. When you are in an exam, listen to the invigilator and follow the rules.
4. A breach of academic integrity is academic misconduct.
5. Common examples of academic misconduct include:
 - (a) cheating – dishonest, fraudulent or deceitful conduct;
 - (b) contract cheating – paying someone else or a company to provide content for assessment;
 - (c) plagiarism – using the work or ideas of someone else without appropriately acknowledging their work;
 - (d) communicating with other students during an exam
 - (e) attempting to read the work of another student during an exam.
6. If, after investigation, you are found to have breached academic integrity rules at Zenith / the Institute, you may:
 - (a) be referred to learning support staff for more education about academic integrity;
 - (b) have the opportunity to redo and resubmit your assessment with a penalty applied;
 - (c) receive a warning.
7. If you are found to have committed major academic misconduct, you may:
 - (a) receive a Fail grade; or
 - (b) suspended or excluded from your studies.

The *Student Academic Integrity Policy and Procedure* has more details, including how to appeal a finding of academic misconduct.

8. The Zenith Innovation Institute Artificial Intelligence Framework (AI Framework) proactively ensures the quality of course delivery amidst AI's growing impact on education. This Framework supports corporate and academic governance, risk management, policy development, and ongoing enhancements in areas influenced by AI. ZII aligns this framework with the Tertiary Education Quality and Standards Agency's (TEQSA) principles to safeguard student interests and uphold the standards of Australian higher education.

Academic Freedom

1. The right to academic freedom is central to teaching, learning and scholarship.
2. Therefore, Zenith / the Institute is committed to upholding and protecting freedom of academic expression. This means:
 - (a) staff and students being able to engage in intellectual inquiry, to express opinions and beliefs, and to contribute to public debate without fear or favour;
 - (b) being able to make statements on political and social matters, including on policies affecting higher education, and to express opinions concerning Zenith / the Institute;
 - (c) academic staff can participate in professional or representative academic bodies;
 - (d) academic staff are able to teach, discuss and research, and to disseminate and publish the results of their research;
 - (e) students are free to participate in student societies and associations.



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3. In exercising your freedom of academic expression:
 - (a) respect the laws of Australia, the state of NSW and the City of Sydney. Your action should not be prohibited;
 - (b) respect that others also have the right and freedom to express themselves.The *Academic Freedom Policy* on our website contains more information.

Our Policies and Procedures

1. In the previous pages, we mentioned the:
 - (a) *Academic Freedom Policy.*
 - (b) *Sexual Assault and Sexual Harassment Prevention Policy and Procedure.*
 - (c) *Student Equity and Diversity Policy and Procedure.*
 - (d) *Student Academic Integrity Policy and Procedure.*
2. Other important Zenith policies and procedures to be aware of, and which is available on Zenith's website, include:
 - (a) *Student Code of Conduct.*
 - (b) *Student Grievance Policy and Procedure.*
 - (c) *Student Appeals Policy and Procedure.*
 - (d) *Student Code of Conduct.*
 - (e) *Student Enrolment and Completion Policy and Procedure.*
 - (f) *Assessment Policy and Procedure.*
 - (g) *Assessment Review Policy and Procedure.*
 - (h) *Student Fee Policy and Procedure.*
 - (i) *Student Fee Refunds Policy and Procedure.*
 - (j) *Student Transfer Policy and Procedure.*

Closing remarks

We are looking forward to an academic enriching and rewarding semester with you.

Any questions, do not hesitate to raise now, or talk to one of our friendly staff, including the CEO, who are here to help you enjoy and succeed in your studies.

Finally, enjoy your campus tour!

Version history

Version	Changes	Approval Body	Approval Date
1.0	Original	Governing Board (GB)	
1.1	Deleted bilingual institute	Governing Board (GB)	21 Nov 2024



Version	Changes	Approval Body	Approval Date
V1.2	Added post-orientation needs assessment (HESF s.1.3.2(a)) and TPS mandatory orientation topic (HESF s.1.1.2(c)).	Academic Board	May 2026
1.3	Restructured V1.2 orphaned sections. Tuition Protection Service information moved into the Visa Conditions section in plain student-friendly language. Post-Orientation Needs Assessment moved into the What Support Services Are Available section. Monitoring and Self-Assurance section removed entirely (internal governance reporting is not appropriate student-facing content in an orientation booklet). HESF citation headings and prescriptive language removed; content rewritten in accessible student voice.	Academic Board	
1.4	Deleted "TPS section expanded to full three-paragraph treatment in plain student-accessible language. 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. Content adapted for student-facing tone."	Academic Board	12 August 2026