

MITP40 Student Orientation Policy and Procedure

Quick Reference Guide

Purpose

This policy ensures all students receive comprehensive, accessible, and inclusive orientation to support successful transitions into their studies. We provide essential information about academic requirements, support services, campus life, and wellbeing resources while fostering an inclusive and culturally safe learning environment for all students including First Nations peoples, students with disability, and those from diverse backgrounds.

Key Sections

Orientation Attendance: All students must attend orientation (or alternative format) before commencing classes. Pre-orientation needs assessments identify support requirements. Late arrivals or special circumstances require approval from Student Administration Manager with alternative arrangements provided.

Comprehensive Content: Orientation covers academic information (course structure, attendance, progress requirements, assessment), administrative processes (systems, fees, certification), student support services (welfare, disability support, counselling, academic assistance), and wellbeing resources.

Cultural Safety and Inclusion: Dedicated support for First Nations students including cultural safety information, connection to Elders and community, and culturally appropriate services. Disability support includes reasonable adjustments, assistive technology, and individual support planning. Diverse student needs addressed through multilingual support and cultural accommodations.

Course-Specific Orientation: Additional specialized sessions for each course area covering industry requirements, professional expectations, practical and clinical components, safety procedures, and course-specific support resources.

Orientation Process

- **Step 1: Pre-Orientation Assessment**
Complete needs assessment survey identifying support requirements, accessibility needs, language support, and personal circumstances. Student Services Officers review assessments and develop individual support plans where needed.
- **Step 2: Attend Orientation Session**
Participate in comprehensive orientation program (face-to-face, online, or hybrid format). Receive orientation materials including Student Handbook, policies, campus maps, and support service information. Meet Student Services Officers, course coordinators, and support staff.
- **Step 3: System Access and Setup**
Activate student management system account, set up email and online learning platforms, familiarize yourself with official communication channels, and complete required regulatory documentation (USI, PRISMS for international students).
- **Step 4: Connect with Support Services**
Meet with identified support providers as needed, arrange reasonable adjustments if required, connect with peer mentors where available, and understand how to access ongoing support throughout your studies.
- **Step 5: Post-Orientation Follow-Up**
Receive follow-up contact within first two weeks, attend course-specific orientation for your program area, participate in early course progress check at four weeks, and maintain connection with Student Services for ongoing support.

Key Points to Remember

Attendance Required: Orientation attendance is mandatory before class commencement. If you cannot attend standard orientation due to compassionate circumstances, approved late arrivals receive individual orientation sessions with comprehensive materials and ongoing support.

Support Available: Extensive support services including disability support, counselling and mental health services, academic skills assistance, English language support, financial advice, accommodation assistance, and cultural safety programs. Don't hesitate to ask for help.

International Students: Additional requirements including CoE confirmation, visa obligations understanding, ESOS Act and National Code rights and responsibilities, accommodation support, and cultural adjustment resources.

Ongoing Connection: Orientation is your first step. Stay connected through regular Student Services check-ins, course coordinator meetings, support service access as needed, and participation in student activities and peer support programs.

Additional Information

Orientation Formats: Available in multiple formats to suit student needs - face-to-face sessions, online modules, hybrid programs, and individual sessions for special circumstances. All formats cover essential content with equivalent information and support access.

Special Circumstances: Late arrivals due to visa delays, medical reasons, family emergencies, or other compassionate circumstances receive tailored orientation with extended support during first month and priority access to services.

First Nations Support: Culturally safe orientation includes acknowledgment of Country, connection to local First Nations community, introduction to First Nations support services, and culturally appropriate communication and learning support.

Evaluation and Improvement: We continuously improve orientation through student feedback surveys, support service utilization monitoring, retention data analysis, and consultation with diverse student cohorts.

Contact Information

Student Services: 1300 244 002, academics@menzies.vic.edu.au

Related Policies

MITP11 Admissions | MITP28 Student Support Services and Welfare | MITP83 Reasonable Adjustment | MITP53 Fair Treatment and Equal Benefits | MITP07 Complaints and Appeals
This is a summary only. The complete policy is available from Student Services.