Metavision Institute Pty Ltd
A.C.N 102 838 844

Student Orientation Policy

Purpose

This policy articulates Metavision Institute's approach to supporting new students via the Student Orientation Program, designed to ensure a successful transition into their respective courses of study.

Scope

This policy applies to all students commencing a course of study at Metavision Institute.

Relevant TEQSA Threshold Standards

This policy aligns with the requirements of sections:

Related HESF Domain	Section	Standard
Domain 1: Student Participation and Attainment	1.3 Orientation and Progression	1.3.1 – 1.3.6

1. Principles

The following principles underpin this policy:

1.1 Metavision Institute is committed to providing effective support for students transitioning into academic life.

1.2 Metavision Institute values and addresses the diverse needs of its student population.

1.3 Metavision Institute is committed to equity and inclusivity in its support for students.

1.4 Metavision Institute prioritises a safe, respectful, and inclusive learning environment for all students.

1.5 Metavision Institute proactively identifies and responds to students' needs for support.

1.6 Metavision Institute is committed to continuous improvement in its student support program Implementation

2. Orientation Program Design and Delivery

2.1 The Orientation Program is held for commencing students within one (1) month before the commencement of the semester.

2.2 The Orientation Program is designed to:

2.2.1 Provide comprehensive information about academic expectations, policies, and procedures,

2.2.2 Introduce students to campus facilities, support services, and student life,

2.2.3 Facilitate social integration and peer networking,

2.2.4 Clearly explain students' rights and obligations, including but not limited to:

2.2.4.1 Student Code of Conduct,

2.2.4.2 All charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies,

2.2.4.3 Policies on enrolment, progression, completion and course variations,

2.2.4.4 Policies on assessments, academic integrity, grievance and complaints, equal opportunity and diversity, IT acceptable usage,

2.2.4.5 Policies, arrangements and potential eligibility for credit for prior learning,

2.2.4.6 Policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection and refunds of charges,

2.2.4.7 Critical incident and emergency procedures, personal safety and wellbeing.

2.2.5 Inform students of any specific requirements related to their course of study, that may not apply to other courses more generally, such as, requirements for security checks and particular requirements of work placements.

2.3 Additionally, for international students, the Orientation Program must include, but is not limited to, the following mandatory information as required by the National Code 2018:

2.3.1 Living in Australia: Advice on key aspects of living in Australia, including accommodation options, estimated cost of living, local transport, and personal safety.

2.3.2 Support Services: Contact details for emergency and support services (including those for legal services and health), specifically tailored to assisting international students' adjustment to life in Australia.

2.3.3 Visa Conditions: Clear explanation of student visa conditions, particularly those related to course progress and attendance, and the implications of non-compliance.

2.3.4 Course Progress and Attendance: Detailed instruction on Metavision Institute's policy and procedures for monitoring course progress and attendance, including the requirements for achieving satisfactory performance.

2.4 The Orientation Program will be delivered through a variety of methods, including:

2.4.1 Interactive workshops and presentations,

2.4.2 Online resources and platforms,

2.4.3 Peer mentoring and support program.

2.5 All mandatory orientation information will be made readily accessible to students through the online resources and platforms and maintained as a continuing reference point throughout their studies.

2.6 Academic Board will monitor the effectiveness of the Orientation Program through regular review of student feedback, data on student progression and success, and reports from relevant stakeholders, to ensure alignment with the policy's principles and objectives and to drive continuous improvement.

3. Student Support and Early Intervention

3.1 Students' needs and preparedness will be assessed prior to or during orientation through mechanisms such as referral to the Student Liaison Officer or Dean for counselling (where applicable).

3.2 The Orientation Program will include information on early and formative assessment practices, their role in providing timely feedback, and their relationship to key academic dates such as the census date.

3.3 Early assessments will provide formative feedback on students' academic progress and identify those requiring additional support.

3.4 The Orientation Program will provide information on support services, ensuring students have access to informed advice and timely referral to relevant services.

4. Responsibilities

4.1 Academic Board:

4.1.1 Approves the policy and any subsequent revisions.

4.1.2 Ensures the policy aligns with Metavision Institute's strategic goals and Academic Quality Assurance Framework.

4.1.3 Monitors the effectiveness of the Orientation Program in meeting Metavision Institute's goals and HESF requirements.

4.2 Dean (Education):

4.2.1 Develops the Orientation Program.

4.2.2 Monitors the quality and effectiveness of the Orientation Program .

4.2.3 Reports to the Academic Board on the effectiveness of the Orientation Program , including data on student feedback, student progression, and relevant stakeholder input.

4.3 Administration Manager:

4.3.1 Leads and runs the Orientation Program, including coordinating the logistical aspects of the Orientation Program, such as scheduling, venue booking, and resource allocation.

4.3.2 Coordinates the development and distribution of orientation materials.

4.3.3 Manages the budget for the Orientation Program .

4.3.4 Manages the collection and storage of student data related to orientation.

4.3.5 Provides administrative support to the Dean (Education), Course Coordinators, and Student Liaison Officer in the delivery of the Orientation Program .

4.4 Student Liaison Officer:

4.4.1 Acts as a primary point of contact for student enquiries related to orientation.

4.4.2 Provides support and guidance to students during the orientation period.

4.4.3 Organises and facilitates peer support activities.

4.4.4 Gathers and reports student feedback on the Orientation Program .

4.4.5 Works to ensure cohort specific needs are being met.

4.4.6 Advocates for student needs and concerns related to orientation.

4.4.7 Represents student perspectives in the development and review of the Orientation Program .

4.5 Course Coordinators:

4.5.1 Develops and delivers course-specific orientation sessions.

4.5.2 Provides students with information about course requirements, learning outcomes, and assessment tasks.

4.5.3 Introduces students to academic staff and resources within their course of study.

4.5.4 Works with the Dean (Education) to ensure course specific information is accurate and up to date.

4.5.5 Provides initial academic guidance and support to students.

4.5.6 Identifies students who may require additional academic support.

4.6 Academic Teaching Staff

4.6.1 Participates in orientation activities as required.

4.6.2 Contributes to the development of orientation materials.

4.6.3 Provides a welcoming and supportive environment for new students.

4.6.4 Provides information about how to access academic support.

4.6.5 Conducts early assessments and provides timely feedback to students.

4.6.6 Identifies and refers students who may require additional support.

4.7 Students:

4.7.1 Actively participate in all scheduled orientation activities.

4.7.2 Seek information and support from staff and peers.

4.7.3 Provide feedback on the Orientation Program.

4.7.4 Read and understand all materials provided during orientation.

4.7.5 Understand and adhere to the student code of conduct, and all institutional policies and procedures.

4.7.6 Take responsibility for their own learning and transition into the institution.

4.7.7 Seek help when needed.

Definitions

Term	Definition
Academic Progress	Students' ongoing development and achievement of learning outcomes within their course of study, as measured by academic performance, attendance, and engagement.
Early Assessment	Assessments conducted early in students' course of study to provide formative feedback on their academic progress and identify any potential learning needs.
Formative Feedback	Feedback provided to students during their learning process to help them understand their progress, identify areas for improvement, and enhance their learning outcomes.
Orientation Program	A structured program designed to facilitate the successful transition of new students into their course of study and the institution's learning environment.
Student Support Services	A range of services provided by the institution to assist students with their academic, personal, and social needs, including academic advising, counselling, and disability support.

Related Documents

Category	Documents
Policies	Student Information and Communication Policy

Version Control

Field	Detail
Document Title	Student Orientation Policy
Approved by	Academic Board
Version No.	v1.1.1, Reviewed: July 2026
Date approved	V1.1 approved 4 November 2025
Replaces Version No.	V1.0
Next review due	3 years from approval
Custodian	Chief Executive Officer