

Welcome



GRENFELL

**Institute of Technology
Australia**

Grenfell Institute of Technology Australia RTO No 45979 | CRICOS CODE 04103E



Orientation Details

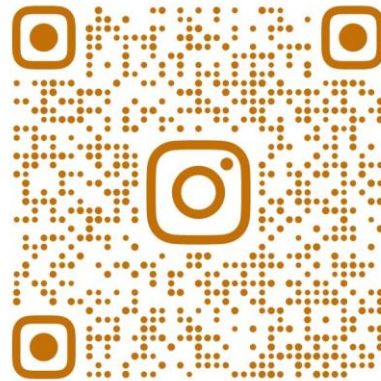
- ▶ The purpose of this orientation is to:
 - ▶ Welcome you to Grenfell Institute of Technology Australia as your education provider
 - ▶ Provide information to you to help you settle into your studies and life in Australia
 - ▶ Provide information to you about about student life and what to expect
 - ▶ Tell you about the academic expectations of this course
 - ▶ Tell you about our support services
 - ▶ Assist you to embrace the new experience of international study
- ▶ If you are unsure of anything, please ask us during this orientation or afterwards if you prefer to ask in private.

About Us

- ▶ We are a Registered Training Organisation and CRICOS Provider.
- ▶ Our RTO ID is 45979. Our CRICOS ID is 04103E.
- ▶ Our key staff members include:
 - ▶ Our CEO: Harjeet Singh Panesar
 - ▶ Our Administration and Student Support Officers: Clemence Payet/Janesh Kumar
 - ▶ Marketing Manager: Taniya Sharma
- ▶ Contact details for the staff members above can be found in the International Student Handbook.
- ▶ Your trainer and assessor will provide you with their contact details at class.

Contact Us

- ▶ **Address:** Level 17, 45 Grenfell Street, Adelaide
5000 South Australia
- ▶ **Phone:** 08 8552 6677
- ▶ **Email:** info@gita.edu.au / marketing@gita.edu.au
- ▶ **Website:** www.gita.edu.au



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Getting here

- ▶ You're already here! However, if you need any more information about reaching our campus by public transport, visit the following website for all public transport options:
 - ▶ <https://www.adelaidemetro.com.au>
- ▶ If you wish to travel to and from the campus by car, you should check out the local area for costs associated with parking, as well as availability.

Facilities and equipment

- ▶ Our campus includes a range of facilities and equipment. Let's go on a tour!

Our Expectations of You



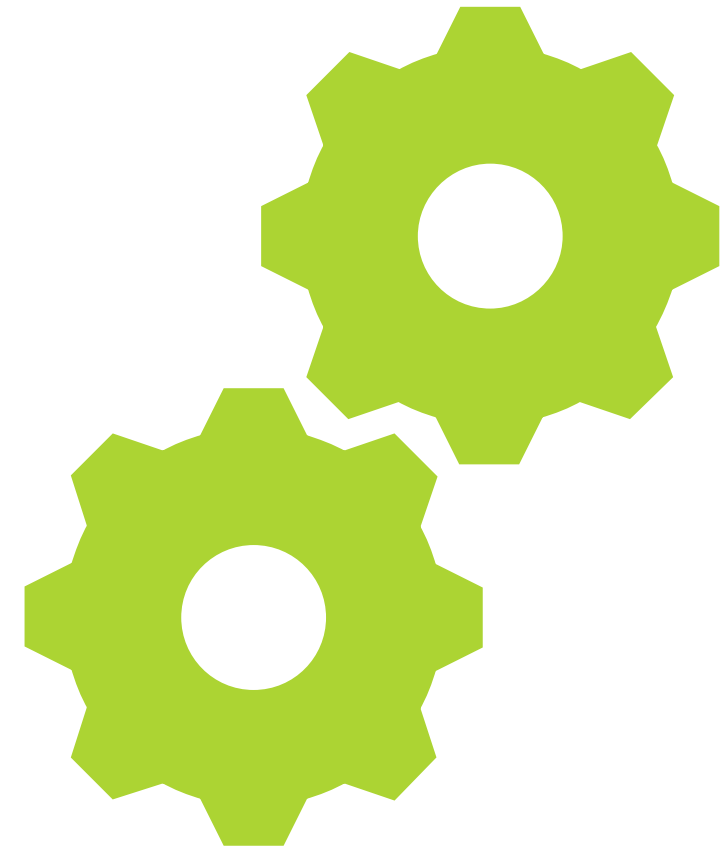
You have both rights and responsibilities as a student.



These are documented in the Student Code of Conduct which you must follow at all times.

Your course

- ▶ Once you start your course, we will give you detailed information at the start of the course and as relevant to your particular course. For example, if you're studying a hospitality course all the information you need about your uniform or a work placement.



USI

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

For information about USIs including how to create one visit <https://www.usi.gov.au/>

Health and safety

- ▶ We have a Health and Safety Policy and Associated Procedures to ensure your health and safety at all times.
- ▶ If you see anything that you think could be a hazard, please report it to a member of staff.
- ▶ We also have a Critical Incident Policy And Associated Procedures to cover very serious events such as natural disasters. In the event of such an incident, you will need to follow all instructions given to you.
- ▶ Please review the information about health and safety and critical incidents in your Student Handbook.

Student Support

We want everyone to excel in their studies. As a first step, please speak to your trainer and assessor if you require any support.

Your trainer and assessor may refer you to another member of staff to further discuss your needs.

We can develop a Student Support Plan for you.

We can also refer you to external support services as listed in the International Student Handbook. If we do refer to another organization, we will not charge you for the referral.

Student Welfare

- ▶ If you feel stressed or upset, please come and see us. We are happy to listen to your personal problems and try and help to come up with solutions.
- ▶ If we can't help, we can refer you to a counselling service. We will not charge you for the referral but you will be required to meet the costs of the counselling.

Life in Australia

- ▶ You can find out a lot about living and studying in Australia at the following web site: <https://www.studyinaustralia.gov.au>
- ▶ Make sure you save this link as you will be able to find out a lot of information.

Accommodation

- ▶ If you don't already have accommodation, find out information about accommodation that suits your needs and budget by visiting the following link:
- ▶ <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation>
- ▶ You can also visit any of the following websites to search specific accommodation:
 - ▶ <https://www.realestate.com.au/share>
 - ▶ <http://australianstudentaccommodation.com.au>
 - ▶ <https://flatmates.com.au/student-accommodation>
- ▶ Please speak to us if you are having any trouble organising accommodation.

Local library



YOU CAN VISIT THE LOCAL LIBRARY WHICH HOUSES AN EXCELLENT RANGE OF BOOKS AND MULTIMEDIA RESOURCES RELEVANT TO YOUR COURSE:



LOCAL LIBRARY DETAILS ARE:



ADELAIDE CITY LIBRARY:
[HTTPS://WWW.CITYOFADELAIDE.COM.AU/COMMUNITY/LIBRARY-SERVICES/](https://www.cityofadelaide.com.au/community/library-services/)

Free English Classes

It's possible to access free English classes.
See the following website for details:

[https://www.eventbrite.com.au/d/australia--
adelaide/free-english-class/](https://www.eventbrite.com.au/d/australia--adelaide/free-english-class/)

Legal services

- ▶ Read the information about legal rights and protections at:
- ▶ <https://www.studyinaustralia.gov.au/English/Australian-Education/Legal-rights-protections/legal-rights-and-protections>
- ▶ If you need to seek legal advice, you may also access the following service:
- ▶ <https://law.adelaide.edu.au/free-legal-clinics/> or
- ▶ https://lsc.sa.gov.au/cb_pages/legal_advice.php

Health services and emergencies

- ▶ We hope you stay well and healthy throughout your studies with us.
- ▶ However, if you do feel unwell or have health concerns you may need to visit the Doctor. Nearby medical centres include:
 - ▶ St Andrews Medical Centre: 321 South Tce, Adelaide SA 5000, Australia
 - ▶ Tel: (08) 8408 2111
 - ▶ Website: <https://www.stand.org.au/>
- ▶ For more serious injuries or illnesses, you should visit your local hospital, which is located at:
 - ▶ Calvary Adelaide Hospital: 120 Angas St, Adelaide SA 5000, Australia
 - ▶ Tel: (08) 8227 7000
 - ▶ Website: <https://www.calvarycare.org.au/adelaide-hospital/>
- ▶ In the case of a life-threatening emergency, call 000. An operator will answer and will ask which of the following services you need:

Health services and emergencies

- ▶ In the case of a life-threatening emergency, you should call 000.
- ▶ An operator will answer and will ask which service you need (Police, Fire or Ambulance)
- ▶ Examples of reasons for calling 000 can include:
 - ▶ Someone (including yourself) has been seriously injured or is in urgent need of medical help.
 - ▶ If yours or someone else's life or property is being threatened.
 - ▶ If you have just witnessed a serious accident or crime.

Employment information

You may decide while you are studying to find work.

It is important to understand that you have the same rights as any other Australian worker.

Important information about work rights is included at the following link:

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/Work/Your-work-rights-explained/your-work-rights-explained>

Employment information

The Fair Work Ombudsman (FWO) can provide you with more information about work rights, as well as help you to resolve any workplace issues or difficulties you are having.

Visit FWO
at www.fairwork.gov.au/internationalstudents or
call them on 13 13 94.

Safety

Australia is a safe country to live and study, but it is still important to understand risks.

Information about safety can be found at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/Health-and-safety>

This also covers specific safety issues including transport, home safety, fire, sun and water and emergencies.

Visa Conditions

There are a range of conditions associated with your visa which you must follow. We will review information about conditions at the following link:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

Course progress and attendance



You are required to complete your studies with the duration indicated on your Confirmation of Enrolment (CoE).



This means you must meet course progress and attendance requirements.



Course progress and attendance is monitored weekly during each term:

By checking that you have satisfactorily completed all of the assessment tasks required.

By checking your attendance record. As a minimum you are expected to attend a minimum of 80% of their scheduled classes. You must not miss more than 5 consecutive days without approval for a leave of absence.

By assessing your participation in class activities.

Course transfer

International students must complete a minimum of six months with us before you can transfer to another institution except in a number of circumstances.

You can find out more about course transfer in the International Student Handbook and by reading the Course Transfer Policy and Associated Procedures.

Deferral, suspension and cancellation



You can defer or suspend their course because of a range of compassionate or compelling circumstances.



Your enrolment may be suspended or cancelled by us if:

- You fail to pay your fees
- You misbehave
- You breach course progress or attendance requirements.



You can find out more about deferral, suspension and cancellation in the International Student Handbook and by reading the Deferral, Suspension and Cancellation Policy and Associated Procedures

Complaints and Appeals

- ▶ You have the right to access our complaints and appeals process.
- ▶ Complaints may be made against Grenfell Institute of Technology Australia, its trainers and assessors and other staff, a learner of Grenfell Institute of Technology Australia, as well as any third party providing services on our behalf, including education agents.
- ▶ Complaints can be in relation to any aspect of Grenfell Institute of Technology Australia's services provided.
- ▶ An appeal is a request for Grenfell Institute of Technology Australia's decision to be reviewed in relation to a matter, including assessment appeals.
- ▶ You can find out more about complaints and appeals in the International Student Handbook and read our Complaints and Appeals Policy and Associated Procedures on our official website.