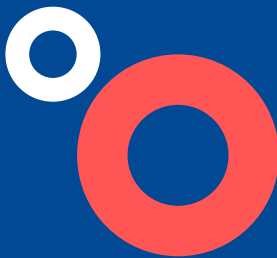


# WELCOME

To the Australian Learning Group



AUSTRALIAN  
LEARNING  
GROUP



# CAMPUS & EXTERNAL FACILITY LOCATIONS

## BRISBANE

Level 4, 243 Edward Street  
Brisbane City QLD 4000

### GYM FACILITY

#### Goodlife Health Clubs

Elizabeth Street, 300  
Elizabeth St, Brisbane City,  
QLD, 4000

### YOGA STUDIO

#### Stretch Yoga Brisbane,

Level 2, 129 Margaret St,  
Brisbane, QLD 4000

## MELBOURNE

### City Campus\*

Level 6, 601 Bourke Street  
Melbourne VIC 3000

### Carlton Campus\*

Level 1, 183 Bouverie Street  
Carlton VIC 3053

### GYM FACILITY

#### Fitness First QV Platinum\*

Corner Lonsdale &, Russell St  
Melbourne VIC 3000

#### Fitness First Melbourne Central Platinum\*

Shop 4m1 Melbourne Central 211  
Latrobe Street  
Melbourne VIC 3000

## SYDNEY

Building 5B, Level 3  
1-59 Quay Street  
Haymarket NSW 2000

### GYM FACILITY

#### Fitness First

Market Street Platinum  
2 Park St, Sydney, NSW 2000

#### Fitness First

Park Street Platinum,  
2 Market St, Sydney, NSW, 2000

# YOUR DEDICATED STUDENT SUPPORT NETWORK

Student Services is the official point of contact for all students on all campuses.

\*except Carlton Campus in Melbourne.



Available 8:30am – 5:00pm (AEST)  
Monday to Friday



1300 254 000  
8:30am – 6:00pm (AEST)



[support@alg.edu.au](mailto:support@alg.edu.au)

Student Experience endeavours to provide our students with a resolution to their enquiry with two (2) business days.



**FITNESS**



**EARLY CHILDHOOD EDUCATION AND CARE**



**YOGA**

# **COURSES OFFERED**



**COMMUNITY SERVICES,  
COUNSELLING & MENTAL HEALTH**



**AGED CARE**



**LEADERSHIP AND MANAGEMENT**



## **STUDENT AREA Website**

[alg.edu.au/studentarea](http://alg.edu.au/studentarea)

- ✓ Connect with your Student Support Team
- ✓ Request forms
- ✓ Student resources
- ✓ Access to the Student and Learning Portals.



## **STUDENT PORTAL RTOM**

[alg.edu.au/studentportal](http://alg.edu.au/studentportal)

- ✓ View your timetable
- ✓ View your final term results
- ✓ Make and view future payments
- ✓ Update personal information



## **LEARNING PORTAL Canvas**

[alg.edu.au/learningportal](http://alg.edu.au/learningportal)

- ✓ View your attendance
- ✓ Access your course materials
- ✓ View and submit your assessments.
- ✓ View your assessment outcomes and feedback from your trainers.
- ✓ Communicate with your trainers.

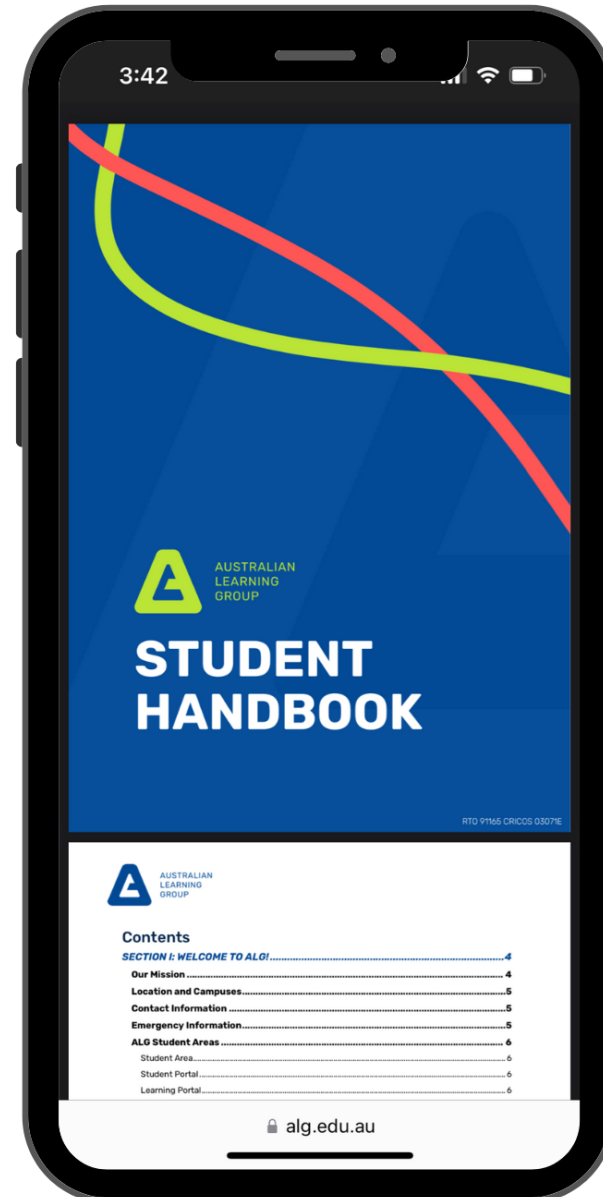


# STUDENT HANDBOOK

[alg.edu.au/docs/studenthandbook.pdf](http://alg.edu.au/docs/studenthandbook.pdf)

ALG may update the college policies from time to time and the student is required to agree and abide by the latest version of policies and procedures within the ALG Student Handbook.

Please refer to the Student Portal to access the ALG Student Handbook.

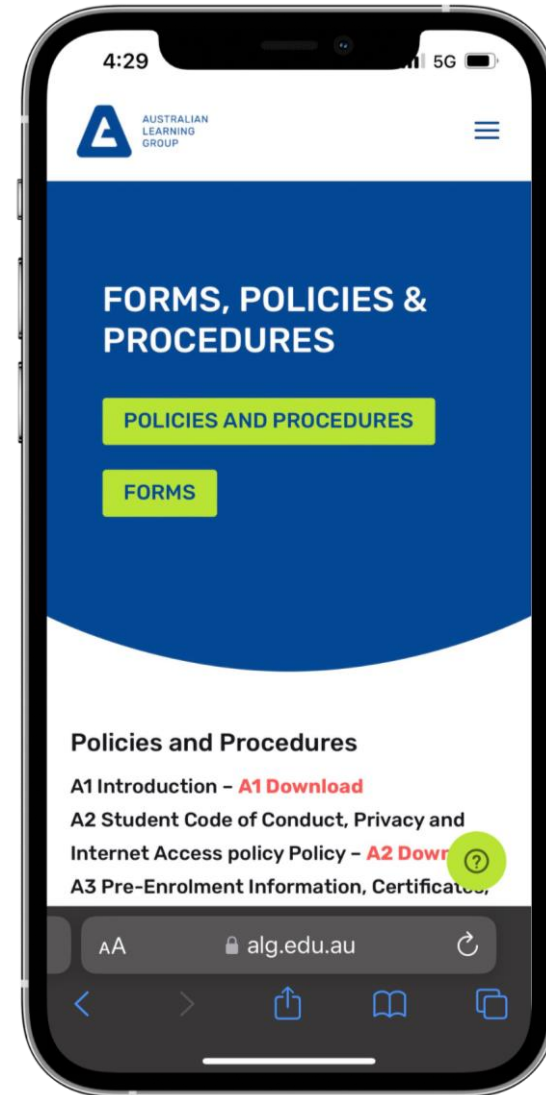


# FORMS, POLICIES & PROCEDURES

[alg.edu.au/studentarea/formsandpolicies/](http://alg.edu.au/studentarea/formsandpolicies/)

It is important to read through and familiarise yourself with ALG's forms, policies and procedures.

|  |   |
|--|---|
| <b>Enquiry and Request Forms</b> <ul style="list-style-type: none"><li><a href="#">Change of Payment Method Request Form</a></li><li><a href="#">Course Deferral Form</a></li><li><a href="#">Course Cancellation Form</a></li><li><a href="#">Course Suspension Request Form</a></li><li><a href="#">Complaints and Appeals Form</a></li><li><a href="#">Document Request Form</a></li><li><a href="#">Returning Student Application Form</a></li><li><a href="#">Reasonable Adjustment Request Form</a></li><li><a href="#">Transfer of Campus Request Form</a></li><li><a href="#">Work Placement Employer Agreement Form</a></li><li><a href="#">Work Placement Induction Confirmation</a></li></ul> | <b>Course Credit Forms</b> <ul style="list-style-type: none"><li><a href="#">Recognition of Prior Learning (RPL) Candidate Application Form</a></li><li><a href="#">Credit Transfer Form</a></li></ul> <b>Student Handbook</b> <p>Click to view our <a href="#">ALG Student Handbook</a>.</p> <b>International Policies (ESOS)</b> <p>The <i>Education Services for Overseas Students Act 2000</i>, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students. You can view the <a href="#">ESOS framework here</a>.</p> <p><a href="#">Return to Student Area</a></p> |
|--|---|



# VOCATIONAL EDUCATION

Vocational Education Training (VET) offers both theoretical and practical training to provide students with real life, job ready skills that prepare them for the industry within their chosen field.

ALG's courses are designed within strict guidelines governed by the Australian Skills Quality Authority (ASQA) and each course is made up of a selection of units of competency (UoCs).

Some UoCs may require practical components within a workplace or simulated environment. Work placement and practical classes may be conducted in a separate term later in the course.

Without the successful completion of all practical components the UoC is not yet complete even if all theory components (classroom and online) may be complete. All work placement or practical components must also be deemed Satisfactory before the UoC is complete and a qualification or statement of attainment (SoA) can be issued.



# HOW ALG COMMUNICATES WITH YOU

Throughout your studies, ALG may need to send important information to you regarding various topics including, but not limited to:

- Course and Timetable Changes,
- Payment reminders,
- Course Progress
- Attendance.

ALG's preferred method of communication is via email.

It is important that you have access to your email account throughout your studies and that you regularly check your inbox and SPAM folders.

ALG may also communicate to you via SMS or CANVAS notifications/messaging.

# STUDENT COUNSELLING

At Australian Learning Group, we truly understand that life can present challenges that can weigh heavily on your mental health and well-being. That's why we are here to offer a helping hand through our free Counselling Service, which is run through AccessEAP.

Our program provides a safe space where you can talk to a qualified professional counsellor who will provide short-term, solution-based counselling and coaching.

We understand that seeking counselling can be a daunting prospect, but we assure you that it's okay to ask for help.

Whether you're feeling overwhelmed, uncertain or simply need someone to talk to, these counsellors are here to listen and help you navigate your way forward.

So, we strongly encourage all students to take advantage of this service, don't hesitate to reach out to us if you need support during your studies and time in Australia. Remember, we're here to support you.

Visit [www.accesseap.com.au](http://www.accesseap.com.au) or call **1800 959 192** to make a booking.



# ALG GRADUATION CEREMONY

Australian Learning Group endeavours to organise two Graduation Ceremonies across four terms of Graduates every year.

- Students graduating in Term 1 or 2 of that year will be invited to attend a Graduation Ceremony in Term 3 of the same year,
- Students graduating in Term 3 or 4 of that year will be invited to attend a Graduation Ceremony in Term 1 of the next year,
- Keep an eye out for your save the dates and Graduation invites sent to your email,
- If you are enrolled in a package course, you will be invited to attend a Graduation Ceremony for your final course!
- Please feel free to invite your family and close friends to witness this special occasion.



# LIVING AND WORKING IN AUSTRALIA

Download the free international student guides [here](#) or access this via your **Student Area**.

Insider Guides: International Student Guides are full of unique, engaging, easy-to-read content sourced from both local and international students covering all that you need to know about studying and living in Australia.

You can also find out more information accessing the International Student Support Services Booklet [here](#) or access this via your **Student Area**.

# INTERNATIONAL STUDENT INFORMATION AND RESOURCES

[alg.edu.au/studentarea/studentsupport/](http://alg.edu.au/studentarea/studentsupport/)

- ✓ Cost of living calculator
- ✓ Public transport
- ✓ Your guide to studying in Australia
- ✓ Student accommodation options
- ✓ Timetables and tuition fees
- ✓ What is overseas student health cover (OSHC)
- ✓ Living and working in Australia, beach safety and smoking laws.
- ✓ Transport, banking and emergency services
- ✓ Legal advice and library services
- ✓ Tax File Number and Drivers License
- ✓ Emergency and health services

# FOLLOW US



[@alg91165](https://www.facebook.com/alg91165)



[@australianlearninggroup](https://www.instagram.com/australianlearninggroup)

# THANK YOU

Time to begin your journey!



AUSTRALIAN  
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