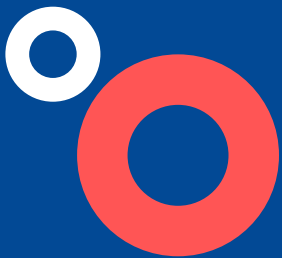


WELCOME

To the Australian Learning Group Orientation Day



AUSTRALIAN
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ACKNOWLEDGMENT OF COUNTRY

An acknowledgement to country is an opportunity for anyone to show respect to Traditional Owners and the continuing connection of Aboriginal and Torres Strait Islander people to Country. It can be given by both non-Indigenous people and Aboriginal and Torres Strait Islander people.

I'd like to begin by acknowledging the Traditional Owners of the land on which we meet today. I would also like to pay my respects to Elders past and present.



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Keeping all the resources you may need handy!



Anytime you see this star,
make sure you take note or
BOOKMARK this resource.



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STARTING YOUR JOURNEY IN AUSTRALIA WITH US!

OUR MISSION

Nurturing and empowering people on their path to more meaningful careers.

WHAT CAN YOU EXPECT?

- Academic staff that is invested in students' success.
- We go above and beyond for our students.
- We have an honest and open culture between students and the college; we genuinely care.



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LOCATIONS AND CAMPUSES



BRISBANE

Level 4, 243 Edward Street
Brisbane City QLD 4000

MELBOURNE

City Campus
Level 6, 601 Bourke Street
Melbourne VIC 3000

Carlton Campus
Level 1, 183 Bouverie
Street
Carlton Vic 3053

PERTH

Lords Recreation Centre
5 Wembley Court
Subiaco WA 6008

SYDNEY

Kent St Campus
Level 1, Kent Street, Sydney
NSW 2000

Clarence St Campus
Level 1, 225 Clarence Street
Sydney NSW 2000

York St Campus
Level 1, 65 York Street Sydney
NSW 2000



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YOUR DEDICATED STUDENT SUPPORT NETWORK

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



Available 8:30am – 5:30pm
Monday to Friday



07 3188 3778



sydney@alg.edu.au
perth@alg.edu.au
brisbane@alg.edu.au
melbourne@alg.edu.au



You need support,
we'll be there!

EMERGENCY INFORMATION



	Staff Name	Staff Contact Number
First Aid and WHS contact Officer	Sydney – Josie Faatoafe	02 9112 4599
	Melbourne – Josie Faatoafe	03 86870648
	Brisbane – Irwin Swinny	07 3188 3778
	Perth – Irwin Swinny	08 9388 3153

CRITICAL INCIDENT REPORTING

For any Critical Incident Reporting, please kindly refer to your Student Handbook – A.12 ALG Work Health and Safety



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**

COURSES OFFERED





YOUR STUDIES TERM 4, 2021



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Staying “COVIDsafe” during Face-to-Face Studies

PHYSICAL DISTANCING

- ✓ Staggered class start times
- ✓ Spacing of classrooms
- ✓ Allocated share spaces

HYGIENE

- ✓ Hand sanitizer available
- ✓ Wipes and disinfectant
- ✓ Increased cleaning schedule

ILLNESS PROTOCOL

- ✓ Alert the college if unwell
- ✓ Facemasks provided if unwell
- ✓ Contact tracing and notifications
- ✓ Closures in event of infection



Student Area

alg.edu.au/studentarea

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



Student Portal

alg.edu.au/studentportal

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



Learning Portal

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.



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STUDENT AREA

alg.edu.au/studentarea



Student Portal

Access your Student Portal to make a payment, view your timetable, check your grades, and much more. Also available on your mobile phone or device.



'ASH'

ALG Support Hub

Have a question? Need support? No worries, we've got you! Search ASH for what you need, when you need it. Dedicated support at your fingertips.



Learning Portal

Access your Learning Portal to view your attendance, online course material, submit your assessments and participate in online classes and webinars.



Forms, Policies & Procedures

Click to access enquiry and request forms, view the Student Handbook, our policies and procedures, international student fact-sheets, and more.




Student Resources & Information

We are proud to offer a wide range of support strategies and international student information to help and guide our students through their journey in Australia with us!



Student Newsletter

Our Student Newsletter, ALG Connect, has been introduced to keep in touch with students as often as possible. These student newsletters provide important updates and announcements as well as student profiles, stories and any exciting events coming up.

 Need help?



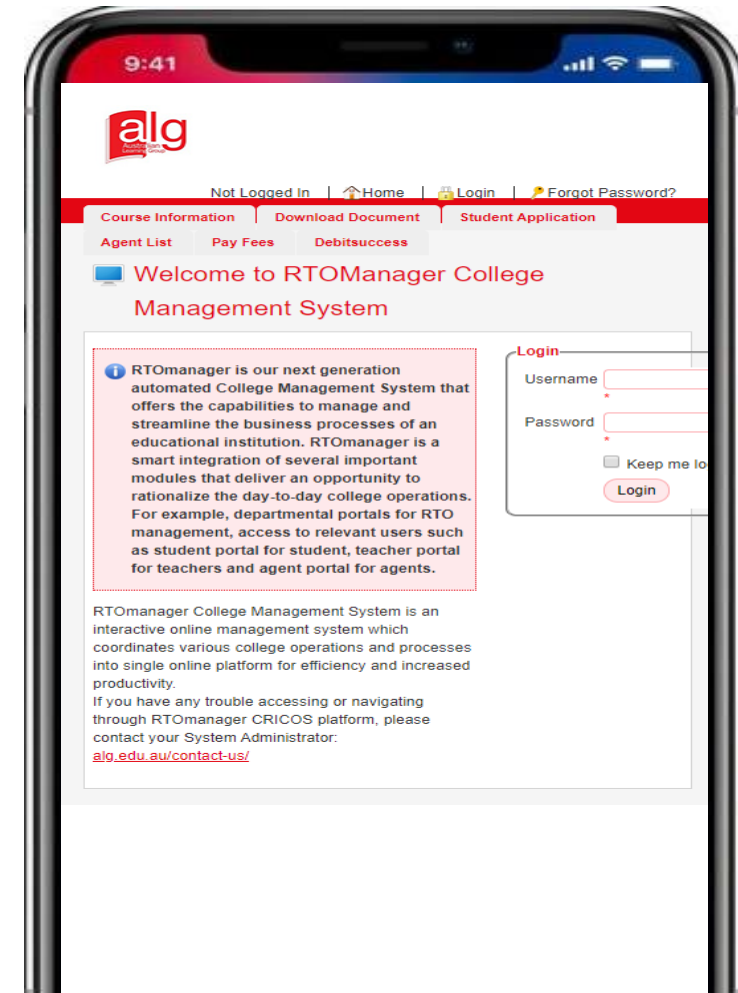
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STUDENT PORTAL

alg.edu.au/studentportal



- ✓ View your timetable for the upcoming term
- ✓ Keep emergency contact details and personal information up to date
- ✓ You should have received your login details via email, if not please notify one of the student services team
- ✓ You can access the student portal by navigating to the URL alg.edu.au/studentportal



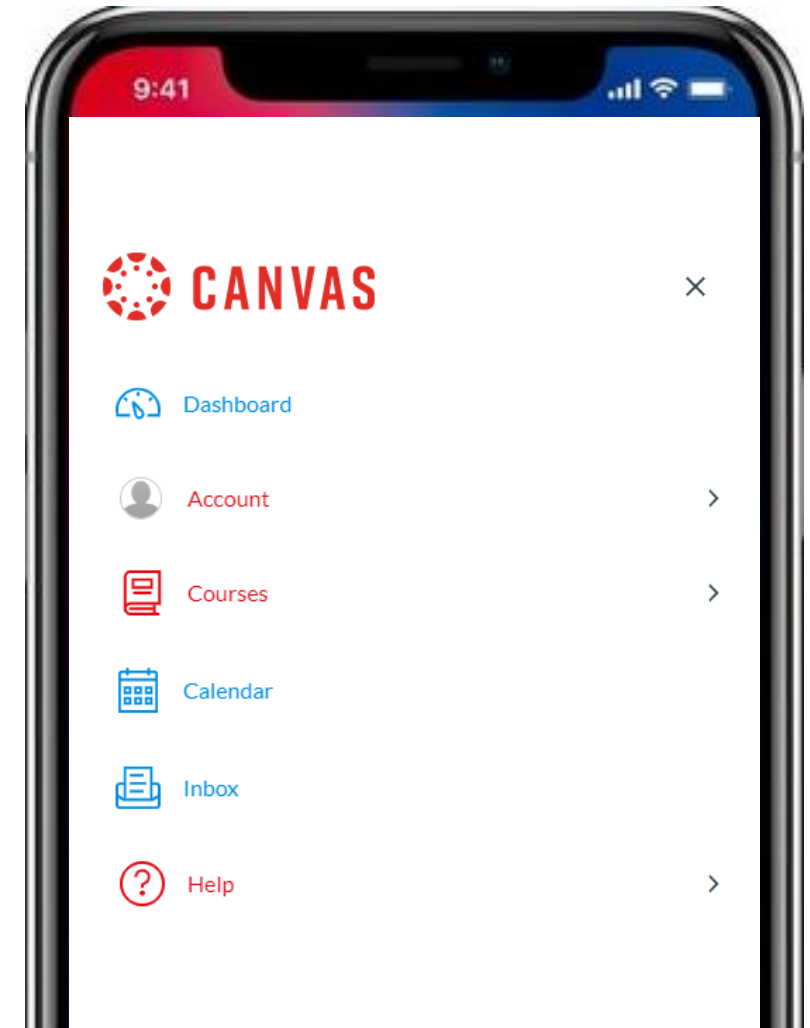
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LEARNING PORTAL

alg.edu.au/learningportal



- ✓ View your academic calendar
- ✓ Access your course material
- ✓ View and submit your assessments
- ✓ Communicate with your trainers
- ✓ Participate in class discussions
- ✓ View your attendance for the term
- ✓ You can access the student portal by navigating to the URL alg.instructure.com or via the student area.
- ✓ Your login details are as follows:
Username – Student ID e.g. 202012345
Password – first Name DOB DDMMYYYY anne01102020



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ACCESS AND NAVIGATION

alg.edu.au/learningportal



Dashboard



Account



Dashboard



Courses



Calendar



eBooks

eBooks 2021



eBooks

eBooks 2020



LLN Support

LLN



Student Orientation

STUDENT ORIENTATION



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ORIENTATION MODULE

A how-to on everything about the portal

Student Orientation



Welcome

Introduction

Hello and welcome to the Student Orientation.

Please read all information related to your course with ALG by clicking on the tiles below.

Please upload your Current/Student Visa by clicking on the tile "Current Visa".

You can also upload your photo for your student ID by clicking on the "Student ID" tile below.

Dashboard

To access information, click the images on the Dashboard below. You can return to the Dashboard at anytime by clicking the 'Home' button at the top left of the screen.

ORIENTATION
POWERPOINT

STUDENT
ID

CANVAS
RESOURCES

COVID
POLICY

CURRENT
VISA

ACADEMIC
CALENDAR

RTOM
STUDENT
PORTAL

CREATE
A USI

EXTERNAL
VENUES

USEFUL
LINKS

ASSESSMENT GUIDELINES



- ✓ To move to a new qualification, you must be Satisfactory in your lower qualification first
- ✓ Student have 3 (three) attempts for assessments due prior to week 9 and 2 attempts for assessments due in week 10 to successfully complete an assessment task of a subject/UOC.
- ✓ ALG does not provide another opportunity to resit/resubmit for students who have chosen not to utilize a scheduled resit/resubmission opportunity
- ✓ For more details of the Assessment Submission and Academic Integrity Guidelines please visit alg.edu.au

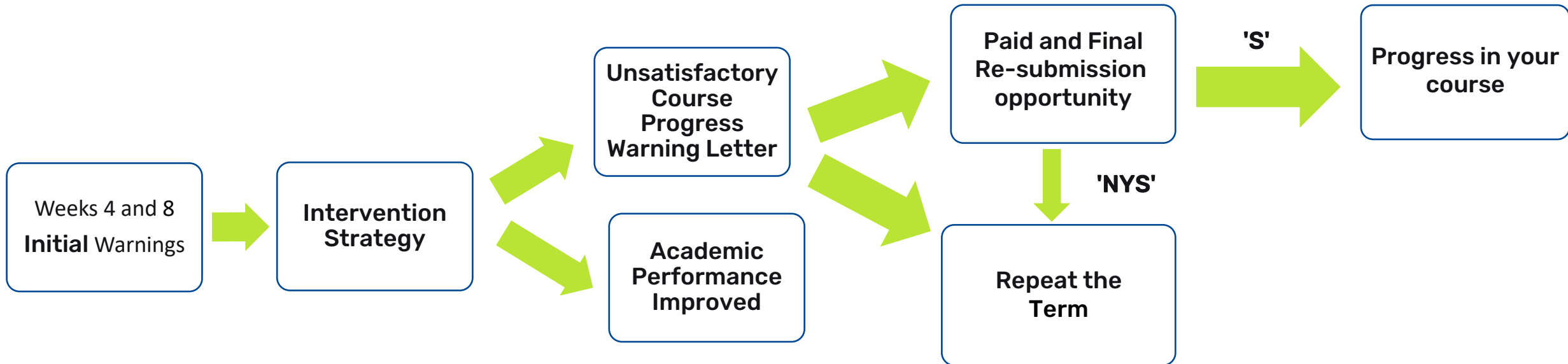
PREVENTING PLAGIARISM



Presenting someone else's work as you own.

- ✓ Its unethical and dishonest. The author own their words and ideas, when you research the writings of others, you must acknowledge the fact that you have used them.
- ✓ Using material directly without acknowledging the source.
- ✓ Using another students work or submitted someone's work as your own.
- ✓ Copying from a previous assessment submission.
- ✓ For more information visit Section 20 – Student Guideline on Preventing Plagiarism in the Student Handbook.

ACADEMIC AND ATTENDANCE COURSE PROGRESS



STUDENT REQUIREMENTS



**Practicing the belief and values
that ALG holds at its core.**



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RESPECT FOR YOURSELF AND ONE ANOTHER

BE COURTEOUS



BE CONSIDERATE



BE PUNCTUAL

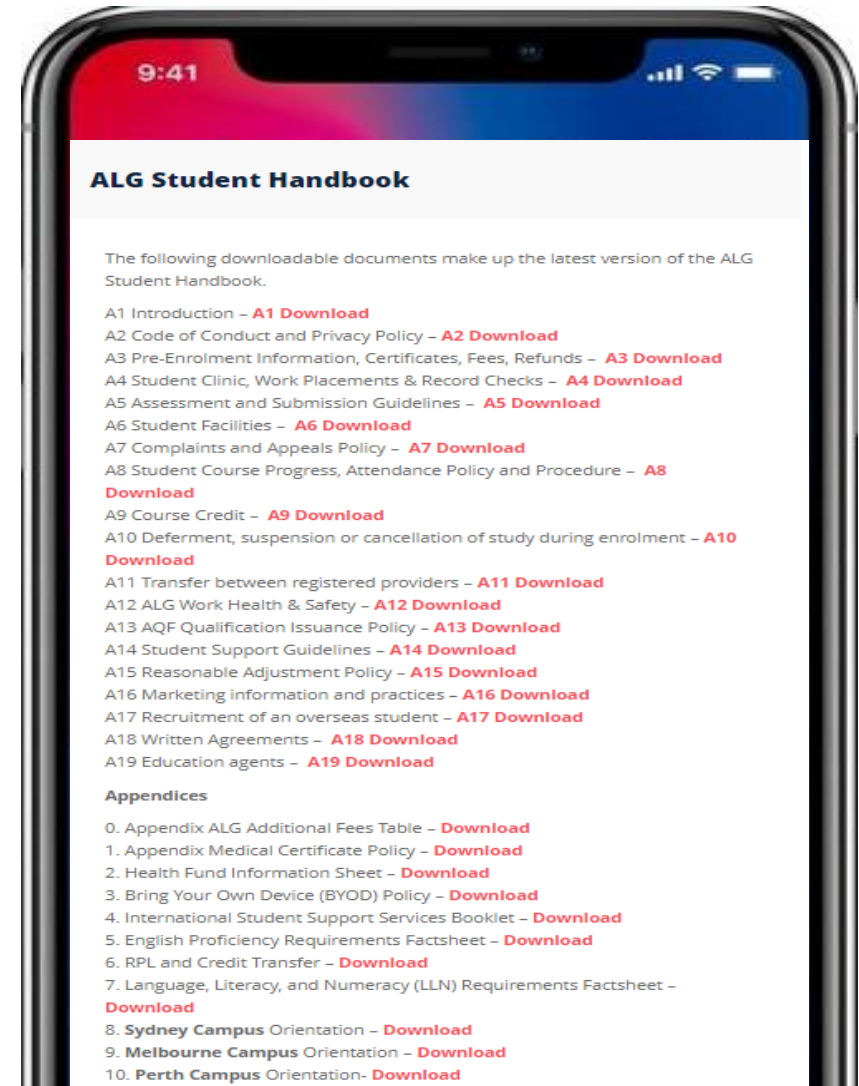


STUDENT HANDBOOK



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.



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VISA REQUIREMENTS



- ✓ Maintain satisfactory course progress and attendance.
- ✓ Keep your contact details up to date in the student portal. Please take the time to update now.
- ✓ Pay your outstanding fees on time.
- ✓ Inform ALG if you wish to cancel your enrolment from your current course. Requests before six months of the principal course of study can be refused and will be subject to approval.
- ✓ It is a requirement that you have health insurance: Overseas Student Health (OSHC) during your stay in Australia.

Need migration advice?

You may want to visit the Migration Agents Registration Authority (MARA) government website for more information and assistance on immigration and migration.

VISA REQUIREMENTS



Is it legal for me to work?

YES - Under The Conditions below:

- ✓ After my course start date
- ✓ 40 hours every 2-week period
- ✓ **Unlimited hours during holidays**
- ✓ For more information, click [here](#).

To resolve workplace issues you can contact
the Fair Work Ombudsman Info-line
13 13 94 or visit **www.fairwork.gov.au**.

STUDENT ID CARD

Navigate to the **Orientation** course on your **Learning Portal** and click **Student ID**.

Welcome

Introduction

Hello and welcome to Term 4, 2021.

First thing to do is organising you Student ID.

Follow the guide example.



Student ID

Click on the tile below for the campus you are enrolled in

SYDNEY

MELBOURNE

BRISBANE

PERTH



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ATTENDANCE POLICY



All student visa holders have a mandatory visa condition (8202) imposed on their student visa which states that you must:

- ✓ *maintain enrolment in a registered course;*
- ✓ *maintain satisfactory attendance in your course and course progress for each study period as required by your education provider*

Please note that Standard 8 of the National Code, requires ALG to monitor and assess student's course progress.

Considering all the above, ALG is obligated to report any students who is not meeting course progress and/or attendance.

All modules require a minimum of 80% attendance. Some modules have special conditions. For further details, please refer to ALG Student Course Progress and Attendance Policy and Procedure available [here](#).



ATTENDANCE POLICY



Weeks 4 and 8



Intention to Report (ITR)



Appeal



Cancel enrolment



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SICKNESS

We understand that from time to time, people can become sick and won't be able to attend classes

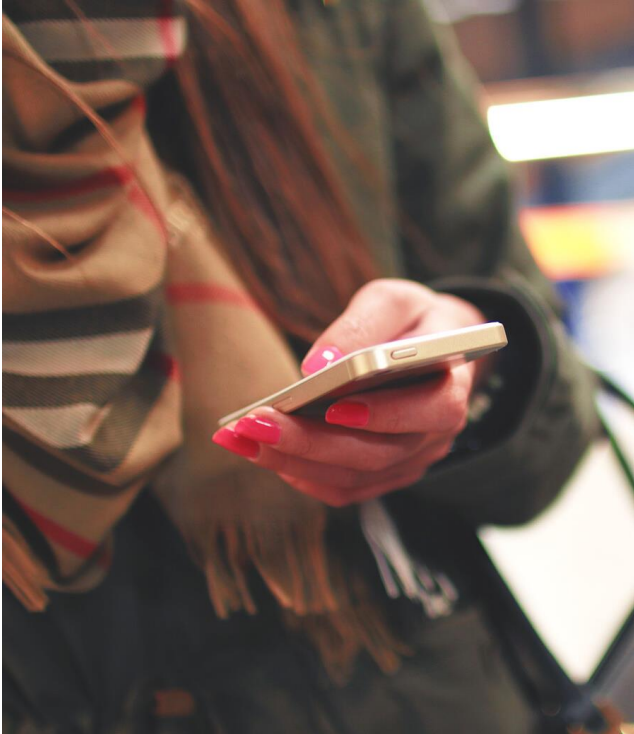
- ✓ Please provide a medical certificate if you are sick and absent (especially if it puts your attendance at risk)
- ✓ We are obligated to monitor attendance regardless of the reason, so an absence supported by a medical certificate is still counted towards your total absences.



COVID SICKNESS PROTOCOL

Situation	Actions	When can I return to class?	What should I do in case my COVID test is positive?
You have been in close contact with someone who has been diagnosed with COVID- 19.	You must visit a COVID testing location and get Tested.	You will have to have to self-isolate for 14 days after being tested. You are NOT allowed to attend class during this period.	Inform the College <u>immediately</u> , as we need to take further measures to protect any staff and students that have been in close contact.
You have NOT been in close contact with someone who has been diagnosed with COVID- 19, but you are experiencing symptoms.	You should visit a COVID testing location and get tested.	Do not attend class until you receive your test results. Only if you receive a NEGATIVE test result, you can return to class.	
You develop symptoms during the isolation period.	You must be assessed and tested again.	Do not attend class until you receive your test results . Only if you receive a NEGATIVE test result, you can return to class.	

STUDENT SUPPORT



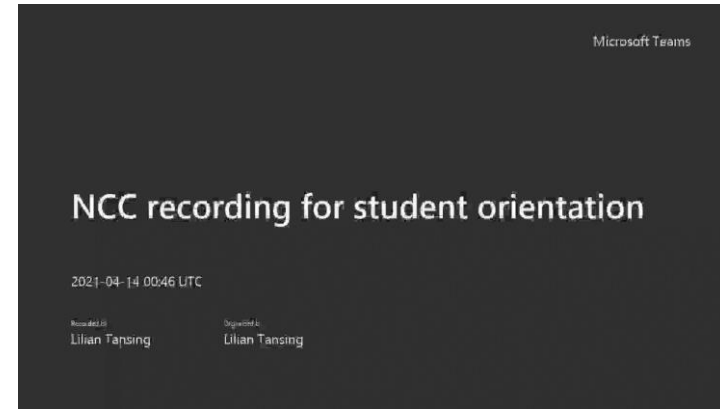
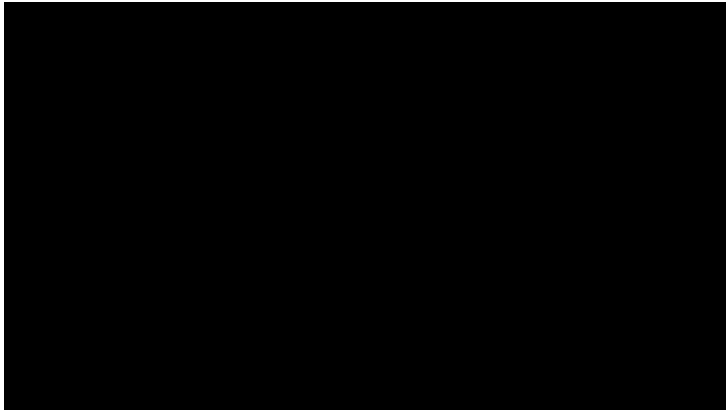
When you need support, We'll be there!

When you speak, we listen!



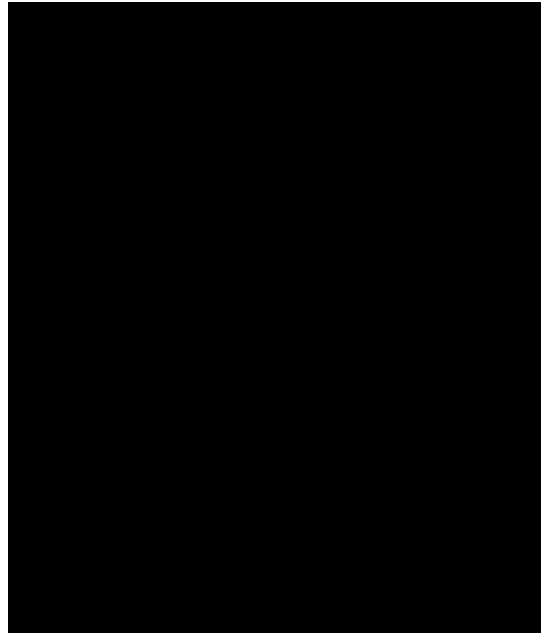
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ACADEMIC TEAM MEMBER WELCOME



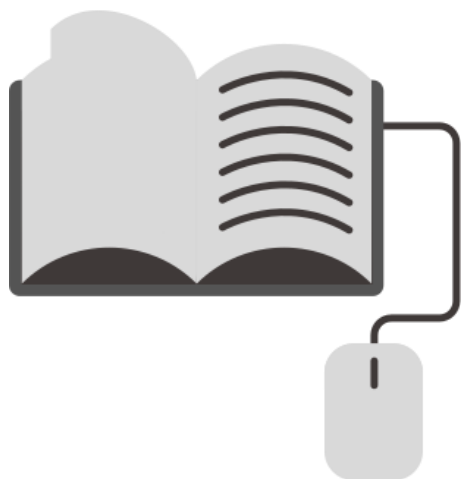
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ACADEMIC TEAM MEMBER WELCOME



STUDENT SUPPORT

ACADEMIC SUPPORT



GENERAL SUPPORT



REASONABLE ADJUSTMENT



STUDENT SUPPORT

Language, literacy and numeracy

Wanting to improve on your language, literacy or numeracy proficiency?

ALG offers LLN classes online for all enrolled students.

These sessions are free of charge and are designed help students with their literacy and communication skills.

Visit alg.edu.au/llnsupport to make a booking

STUDENT COUNSELLING

Feeling down, stressed, frustrated? Are you wanting to talk to someone about it?

ALG offers student counselling sessions online (Interstate) on Mondays and Thursdays.

Make a booking to see our Student Counsellor, free of charge.

Visit alg.edu.au/counsellingservice to make a booking



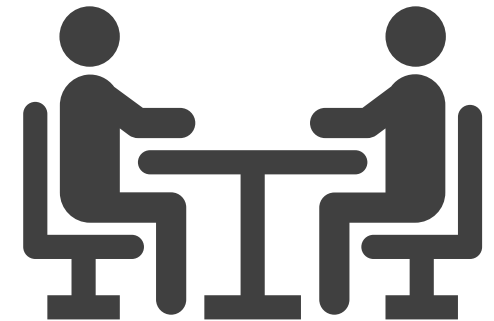
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COMPLAINTS AND APPEALS PROCESS

Have you attempted to resolve your issue informally with the relevant staff/person(s) involved or via the appropriate channels?

Has your informal complaint been lodged, and the matter is still not resolved?

Then the next step of the complaints and appeals process will apply. ALG consider all complaints and appeals seriously, which you can lodge directly to us using the [Complaints and Appeals Request Form](#)



WE ARE ALWAYS HERE TO HELP, BUT OTHERS ARE HERE TOO

Give us a chance to address your concerns by talking to Student Experience Team before engaging Ombudsman

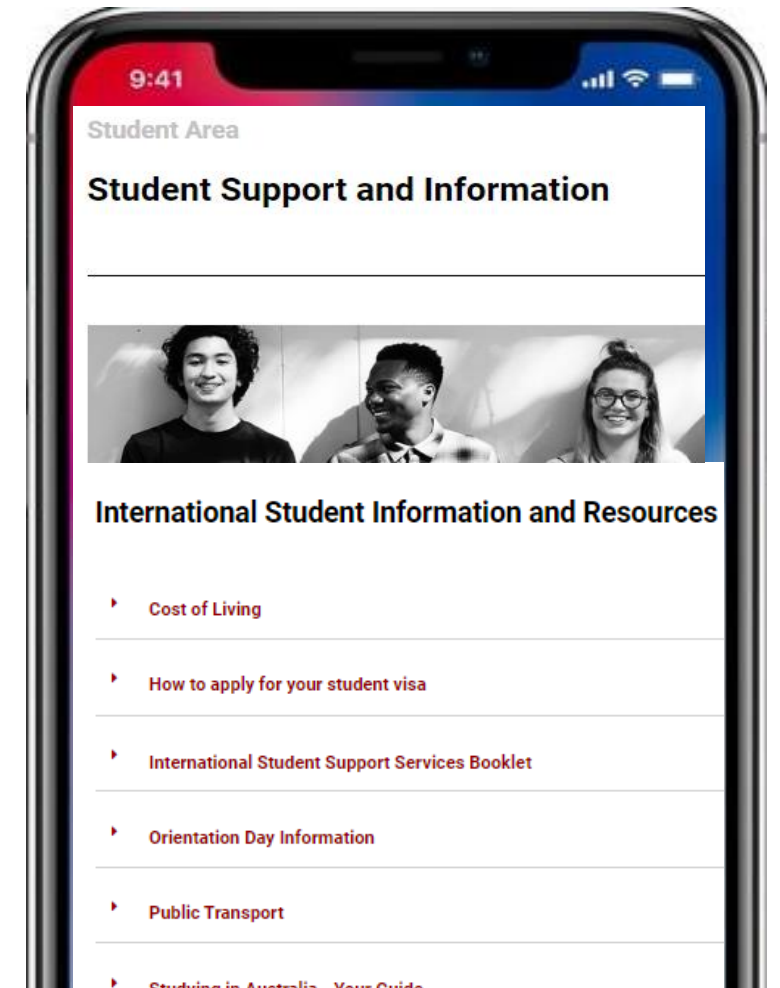
During an Appeals Process (internal and external), the College must offer to maintain your enrolment.

- ✓ At any point in time the Student Services team in all campuses are more than happy to help you with your query and try find an amicable, fair and timely solution to your problem.
- ✓ If you feel you need external support services, or need to discuss an issue with an external party, you are able to utilise the external appeals process by approaching an Overseas Student Ombudsman. **Visit www.oso.gov.au or phone 1300 362 072 for more information.**
- ✓ Please be sure to notify us in writing if you have chosen to lodge an appeal with an external mediator, and we will do our best to ensure we are able to assist the process when required

INTERNATIONAL STUDENT INFORMATION AND RESOURCES

alg.edu.au/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)



INTERNATIONAL STUDENT SUPPORT SERVICES BOOKLET



alg.edu.au/support-services-booklet

- ✓ 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



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NEW STUDENT SURVEY

We welcome all students to take part in our new student survey. You can navigate to the survey via the email sent to you.

All feedback is considered important and is highly valued by our team. We use this information to continue to provide the best student experience with ALG

FOLLOW US



@alg91165



@australianlearninggroup



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THANK YOU!

Time to begin your journey!



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