

EIA Orientation Program



Acknowledgment of Aboriginal People

“I wish to acknowledge and respect the Traditional Owners of the Land, of Elders past and present, on which we gather here today.”

Welcome to Edvantage Institute Australia

EIA aspires to become a respected private provider of higher education in Australia by providing programs founded on academic quality and industry relevance that are supported by a learning environment and student experience aimed to empower students with critical thinking skills, advanced knowledge and applied skills to attain success in their future careers.

Who Are We

- Higher Education provider
- Committed to improving theoretical knowledge and students' practical application abilities and skills
- High quality international education services to better prepare students for the workforce

Policies, procedures and forms

You can access our policies, procedures and forms from **EIA's website**: www.EIA.edu.au

- Student Code of Conduct Policy
- Academic Integrity Policy and Procedure
- Student Progress and At Risk Policy and Procedure
- Student Enrolment Policy and Procedure
- Student Grievance, Complaints and Appeals Policy and Procedure (Academic Matters and Non-Academic Matters)
- Refunds Policy and Procedure
- EIA Student Handbook

Your Rights & Obligations

- **EIA Student Handbook**
 - ❑ Website
- **Student Code of Conduct**
 - ❑ Policy
 - ❑ Website

Your Obligations

Attendance and progress

International students as part of the visa conditions must:

- Remain enrolled in a registered course and maintain satisfactory attendance and/or study progress in your course for each study period as required by EIA
- International students are required to undertake full-time load, which is 46 weeks per academic year including face-to-face and self-guided study time.
- Sick leave: If the absence for more than one day is due to illness, students should inform their lecturers and provide a medical certificate.

- Students wishing to defer the commencement of studies, suspend their studies, cancel their enrolment or take **leave for more than 21 consecutive days or plan to leave Australia** (for a special/urgent reason) during a study period must apply to do so in writing to EIA.

Holiday or defer study

You must apply to EIA if you want to defer your study or having a holiday longer than 3 weeks outside of the scheduled holiday period.

Student Code of Conduct

The rights and expectations listed in the Student Code of Conduct must be respected and adhered to at all times. Speak with your Unit Coordinators or the Welfare Support Officer if you have any concerns.

Dress Code

Neat casual clothes and closed toe shoes.

Check your student e-mail account regularly

All communication from us to you will be via this e-mail address.

Student Visa Conditions

Student visa (subclass 500)

This visa allows you to stay in Australia to study a full-time Higher Education course.

8105

You **can not work more than 40 hours per fortnight** when your course is in session.

8516

Must Maintain eligibility:
The visa holder must continue to satisfy the criteria for grant of their visa.

8202

Meet course requirements:
The visa holder must satisfy the requirements of course enrolment, course level, course progress and course attendance.

Update your contact details and address to EIA within 7 days of change via your student portal.

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

Student Visa Conditions

Working conditions for student visa holders

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law. The Fair Work Ombudsman Pay and Conditions Tool (PACT) (<https://calculate.fairwork.gov.au/>) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

Minimum wages, superannuation

All workers in Australia have rights and protections at work.

The Fair Work Ombudsman (<https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>) can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.

Student Visa Conditions

Working conditions for student visa holders

Your employer CANNOT cancel your visa, even if it's been breached. Only the Department of Home Affairs can grant, refuse or cancel visas

Helpful recordkeeping hints when you start working in Australia

- keep a diary of days and hours worked
- keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

More information can be found at:

<https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

<https://calculate.fairwork.gov.au/>

<https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

Student Grievance and Appeal

- Grievance – A grievance can be defined as a student's expression of dissatisfaction with any aspect of EIA's services and activities.
- Appeal – An appeal is a request by a student for reconsideration of the outcome of a grievance or complaint.
- Please refer to the two policies listed below for further details of the student grievance and appeal process:
 1. Student Grievance, Complaints and Appeals Policy and Procedure for Academic Matters
 2. Student Grievance, Complaints and Appeals Policy and Procedure for Non- Academic Matters

Student Grievance, Complaints and Appeals Policy and Procedure for Academic Matters

- Academic Grievance –This includes but not limited to students' course structure and information, intervention strategies, reviewing academic results, examinations or any other academic decisions and processes.
- The Grievance and Appeals resolution process for academic matters comprises four stages. Every stage represents an increased level of formality. Lodgement of a formal complaint or appeal will not incur a fee. The stages entail:

Stage 1: Informal discussion between the student and Unit Coordinator/Lecturer involved and/or the Course Coordinator involved. (NOTE: if the matter relates to the behaviour or conduct by a staff member, the supervisor is the appropriate person to contact)

Stage 2: Formal Internal Grievance/Appeal to the Course Coordinator of EIA.

Stage 3: Formal Internal Appeal to the Academic Director

Stage 4: External Appeal normally to a person/body nominated by EIA as the External Reviewer or, for the international students, the Commonwealth Ombudsman.

Student Grievance, Complaints and Appeals Policy and Procedure for Non-Academic Matters

- Non-Academic Grievance –This includes but not limited to admission processes, enrolment processes, treatment from EIA students, staff, EIA’s agents or any related party that EIA has an arrangement to deliver its services to EIA’s students.
- The Grievance and Appeals resolution process for non- academic matters comprises four stages. Every stage represents an increased level of formality. Lodgement of a formal complaint or appeal will not incur a fee. The stages entail:

Stage 1: Informal discussion/negotiation between the student and staff member involved and/or the supervisor of the staff member involved. (NOTE: if the matter relates to the behaviour or conduct by a staff member, the supervisor is the appropriate person to contact);

Stage 2: Formal Internal Grievance/Appeal to the Welfare Support Officer of EIA;

Stage 3: Formal Internal Appeal to the Registrar;

Stage 4: External Appeal normally to a person/body nominated by EIA as the External Review or the applicable higher education regulatory authority, or for the international student the Commonwealth Ombudsman.

Study Progress Requirements

- International students are required to **maintain satisfactory course progress**.
- Student course progress will be continuously monitored and recorded by academic staff.
- Students with unsatisfactory course progress may be reported to DET and DoHA via PRISMS, which might result in visa cancellation.
- Students who are identified as demonstrating 'unsatisfactory academic progress' will be provided with advice and assistance to support successful course completion.
- Students must meet and maintain minimum academic standards to complete within specified time limits and maintain satisfactory course progress. This is to ensure the currency of knowledge and skills is maintained in the qualification awarded.
- The specified time limits or the number of years allowed to complete the requirements of a higher education course is seven years from the first enrolment by a student in a unit of the course. The standard period for completion is three years.
- Refer to Academic Progress Monitoring and Student At Risk Policy and Procedure for more details.

Study Progress Requirements

Attendance

Students should attend all classes as per the schedule. Attendance will be taken during each class by the lecturer. The attendance records will be saved on the attendance log of RTOManager.

Unsatisfactory Academic Progress

A student who is deemed to be demonstrating unsatisfactory academic progress during a course of study if they satisfy any one of the following conditions:

- Fails more than 50% of the units in which the student has enrolled.
- Fails same course or unit in a subsequent time.
- A Fail has resulted in a student no longer being able to complete their course within the current duration of their existing Confirmation of Enrolment (CoE).

Academic Progress Monitoring (APM) program

EIA implements an ongoing formal Academic Progress Monitoring (APM) program for monitoring students academic progress.

Study Progress Requirements

The APM program has 3 stages:

APM Stage 1: A student who is identified as demonstrating unsatisfactory academic progress is placed at APM Stage 1.

Students who have achieved satisfactory academic progress for two consecutive terms after they have been placed at APM Stage 1 are removed from the APM program.

APM Stage 2: A student is identified at APM Stage 2 if:

- that student has been previously identified at APM Stage 1;
- that student does not achieve two consecutive terms of satisfactory academic progress after they have been placed at APM Stage 1.

Students who have achieved satisfactory academic progress for two consecutive terms after they have been placed at APM Stage 2 are removed from the APM program.

Students who are identified as demonstrating unsatisfactory academic progress again after they have been removed from the APM program will be placed at APM Stage 1.

APM Stage 3: A student is identified at APM Stage 3 if:

- that student has been previously identified at APM Stage 2;
- that student does not achieve two consecutive terms of satisfactory academic progress after they have been placed at APM Stage 2.

If a student proceeds through two stages of APM, they may have their enrolment cancelled.

Academic Integrity

- EIA requires all students to adhere to the principles of academic integrity in their work.
- Refer to Academic Integrity Policy and Procedure for further information.
- Students must attach a declaration form acknowledging the originality and authenticity for every assessment submitted in a unit of study.
- All written assessments will be checked via a text-matching software.
- Notify the lecturer if you require any special guidance and support to complete the assessments.

Where a student is suspected of academic misconduct

- The course coordinator will conduct a preliminary investigation and review evidences to establish the case.
- A formal review meeting will be set up to investigate alleged academic misconduct.
- Students will be notified with the outcome in writing. If the investigations has found that the student has committed academic misconduct, relevant penalties will be applied.

What is Academic Misconduct?

@ Academic Integrity Policy and Procedure



What is Academic Misconduct?



What are the penalties?

First offence

receive guidance and training by the academic integrity policy

re-submit assessment task

receive 'Failed' for the relevant assessment task

receive 'Failed' for unit(s) of study and re-enrolment is required

undertake study skills and/or English language workshops and meet satisfactor academic requirements

Subsequent offence

undertake study skills and/or English language workshops and meet satisfactor academic requirements

Suspension of the student's enrolment for one semester

Termination of the student's enrolment at EIA

Tuition Payment

Tuition Fees:

Tuition fees are compulsory fees for the delivery of the enrolled course, payable by the student to undertake the course. Students are responsible for the tuition fees specified in the Letter of Offer. **Upon signing a student written agreement, students thereby accept payment for tuition fees.** Students must pay their fees before commencing their studies.

How to pay tuition fees:

- Pay fee directly to EIA in person to Level One 337 La Trobe Street, Melbourne VIC 3000, or
- Transfer of fund to EIA's account (as indicated on the letter of offer)
- **DO NOT** pay tuition fee to a third party. EIA will **not** be responsible for tuition fee paying to a third party.

Refund of Tuition

Refund of Tuition:

- Each student acknowledges and agrees to the terms and conditions of the Refund Policy and Procedures upon signing the Student Acceptance Agreement.
- The terms and conditions set out in Refund Policy and Procedures apply equally to commencing and continuing students, unless otherwise specified.
- The process starts when a student withdraws or cancels his/her enrolled course(s) by submitting the cancellation form and the Fee Refund Application Form

EIA academic and learning support

The **Academic Learning Support Officer** is your first point of contact to assist you with English, academic skill and other welfare support services.

Your **Academic Learning Support Officer** can help if you need supports such as:

- Support services to assist students to transition into study in Australia
- Introduction to Academic Skills Workshops
- English Language Ability Self-Testing
- Language Support Materials
- Dictionaries/Thesauruses

Cheating Awareness

- Need help to avoid cheating?
 - ☐ Go to our Academic Learning Support Officer
 - ☐ Ask Your Lecturers, Unit Coordinators & Course Coordinator

- Know the Policy:
 - ☐ Academic Integrity Policy and Procedure

EIA Library

Level 1, 338 Queen Street

www.eia.edu.au

Library Catalogue

- Books, magazines, newspapers, online resources
- Visit the library or enquire with the librarian any time if you need assistance
- Enter your course code or name or unit

EIA Library

<http://eia.edu.au/library/>

About the library

Library Services

❖ **Library Guidelines**

✓ **Borrowing**

✓ **Renewing**

✓ **Reserving**

Research and Resources

Library A-Z

Library Services Guide

❖ **Monday – Friday 9am – 5pm**

EIA Library

Library Catalogue Searching

- Title
- Author
- Subject
- Unit Name
- Unit Code
- Catalogue Searching Help <http://gbca.edu.au/library/library-services-and-facilities/>
- Business

EIA Library

Returned items

- Number of copies
- Shelf location

Course Resources

- Links to unit resources
- Information about resource
- Subject links

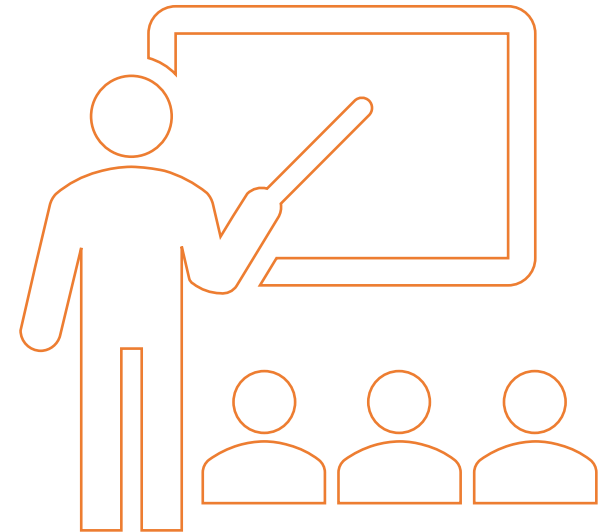
Borrowing

- Up to 7 items for 21 days
 - Renew up to 3 times
-

EIA Library

Study Skills for Success Workshops

- The library will host several different workshops bases around academic skills.
- No prior book required, simply come to the library at the beginning of the workshop. (SSS workshops will be held online via zoom in S2, 2020)
- Topics include: Referencing, exam preparation, report writing and time management.



EIA Library

Printing/Copying Services

- Available in the library.
- To create a printing account see your librarian
- Students can print in colour and black and white
- A2 and A3 sizes available

Printing / Photocopying Costs

	Colour one side	Black & white one side	Two-sided colour	Two-sided black & white
A4	25 cents	10 cents	19 cents a side	9 cents a side
A3	25 cents	10 cents	19 cents a side	9 cents a side
Other	25 cents	10 cents	19 cents a side	9 cents a side

Need Library Assistance?

Book an appointment: Library@eia.edu.au

Assistance provided:

- ❖ Using the GBCA library
- ❖ Understanding assessment tasks
- ❖ Researching
- ❖ Referencing
- ❖ Using Microsoft Office suite
- ❖ Printing, scanning and copying

Questions?

EIA Support Services

The Student Support Officer is your first point of contact to assist you with adjusting to college life and to help resolve any issues that may be affecting your studies and lives.

Your **Welfare Support Officer** can help if you need supports such as:

- Support services to assist students to transition into study and living in Australia
 - Welfare related support services
 - Professional counselling
 - Sexual harassment
 - Bullying
 - Financial assistance
 - Industrial relations
-

EIA Support Services

SPECIAL LEARNING NEEDS?

- English: running in conjunction with GBCA ELICOS
- Health conditions
- Vision/hearing
- Others.....

Please discuss your needs with our Welfare Support Officer and/or Academic Learning Support Officer or any staff privately after the orientation or any time during your study.

EIA IT Services

The IT Support Officer will provide the following service to EIA students

- EIA student email account which is used for communication for all study period in EIA.
- EIA Learning Management System account which is used access the EIA Moodle

For IT support requests and issues, please contact itsupport@eia.edu.au

EIA Learning Management System

Moodle has been used as the Learning Management System in EIA for the delivery of EIA courses including teaching administration, documentation distribution, progress tracking, assessment submitting, and reporting etc.

- Moodle login account will be provided to all EIA students when enrolment confirmed.
- Moodle URL: lms.eia.edu.au

EIA Moodle support contact: itsupport@eia.edu.au

Key Contacts

Accommodation, Logistics, Suspension, Withdrawal, Deferral & General Enquiries	Studentservices@EIA.edu.au +613 9041 3050
After-hour Emergency Contact	+61 478 151 051
Course Application & Enquiry	Application@EIA.edu.au
Course Admissions, and Termination	Admissions@EIA.edu.au
Library Learning Resources	Library@EIA.edu.au
Academic Learning, Study Skills and English Language Support Services	Learning.Support@EIA.edu.au
OHS, Wellbeing, Grievances & Complaints	Welfare.Support@EIA.edu.au
IT facilities and Support Services	ITSupport@EIA.edu.au
Academic Administration, Special Consideration, Graduation & Academic Records	HedAdmin@EIA.edu.au
Fees and Charges	Accountsreceivable@eia.edu.au
General Feedback	Feedback@EIA.edu.au

Emergency and health services

- Emergencies (police, fire, ambulance) – Dial 000
- Nearest police station: 226 Flinders Lane, Melbourne East 3000, Tel: (03) 96371100
- Lifeline centres: 13 11 14
- Poison Information Line 131 126
- Kids Help Line 1800 55 1800
- Drug Information Hotline 1300 85 85 84
- EIA 24/7 emergency contact number: 0478 151 051
- Royal Melbourne Hospital: 300 Grattan St, Parkville VIC 3050
- More information in [EIA Student Handbook](#)

Legal services

- Obeying the law
- Legal Services and Advice: <http://www.australia.gov.au/content/legal-aid>
- Personal safety
- Road rules: keep left
- More information: [EIA Student handbook](#)

Adjusting to life in Australia

- Listen, observe and ask questions
- Become involved
- Try to maintain a sense of perspective
- Maintain some of the routines and rituals you may have had in your home country.
- Keep lines of communication open with those at home
- Sense of humour
- Ask for help – EIA Student Engagement officers are always available to help you.
- OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.
- How do I use my OSHC card? If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Adjusting to life in Australia

Sun safety In Australia:

Protect yourself from Australia's strong sun in a few easy steps:

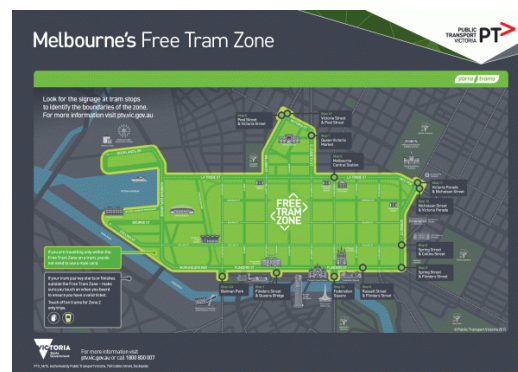
- Slip on sun protective clothing
- Slop on SPF 30+ broad spectrum sunscreen, at least 20 minutes before sun exposure, and reapply every two hours outdoors
- Slap on a wide-brimmed hat that shades your face, neck and ears
- Seek shade
- Slide on sunglasses Wear sunscreen, a hat, and goggles or sunglasses to block UV light and sun reflected off snow.

Beach safety The beach is one of Australia's most recognisable and enjoyable features. To make sure you are safe when swimming at the beach remember the acronym **FLAGS**:

- Find the red and yellow flags and swim between them.
 - Look at, understand and obey the safety signs.
 - Ask a lifeguard or lifesaver for advice before you enter the water.
 - Get a friend to swim with you.
 - Stick your hand up, stay calm, and call for help if you get into trouble
-

Public Transport Victoria (PTV)

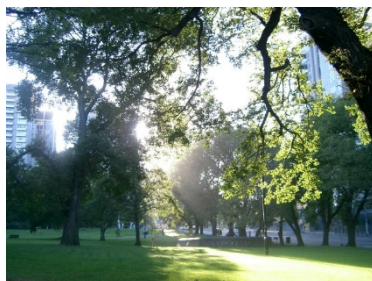
- Buy a **Myki card** as your ticket for public transport including train, tram and bus services
- Cost up to \$9 daily (price adjusted annually), or buy a myki pass
- Access tram service for free within Free Tram Zone
- Plan your journey by using PTV application on your mobile
- For more information: <https://www.ptv.vic.gov.au/>



Facilities around EIA



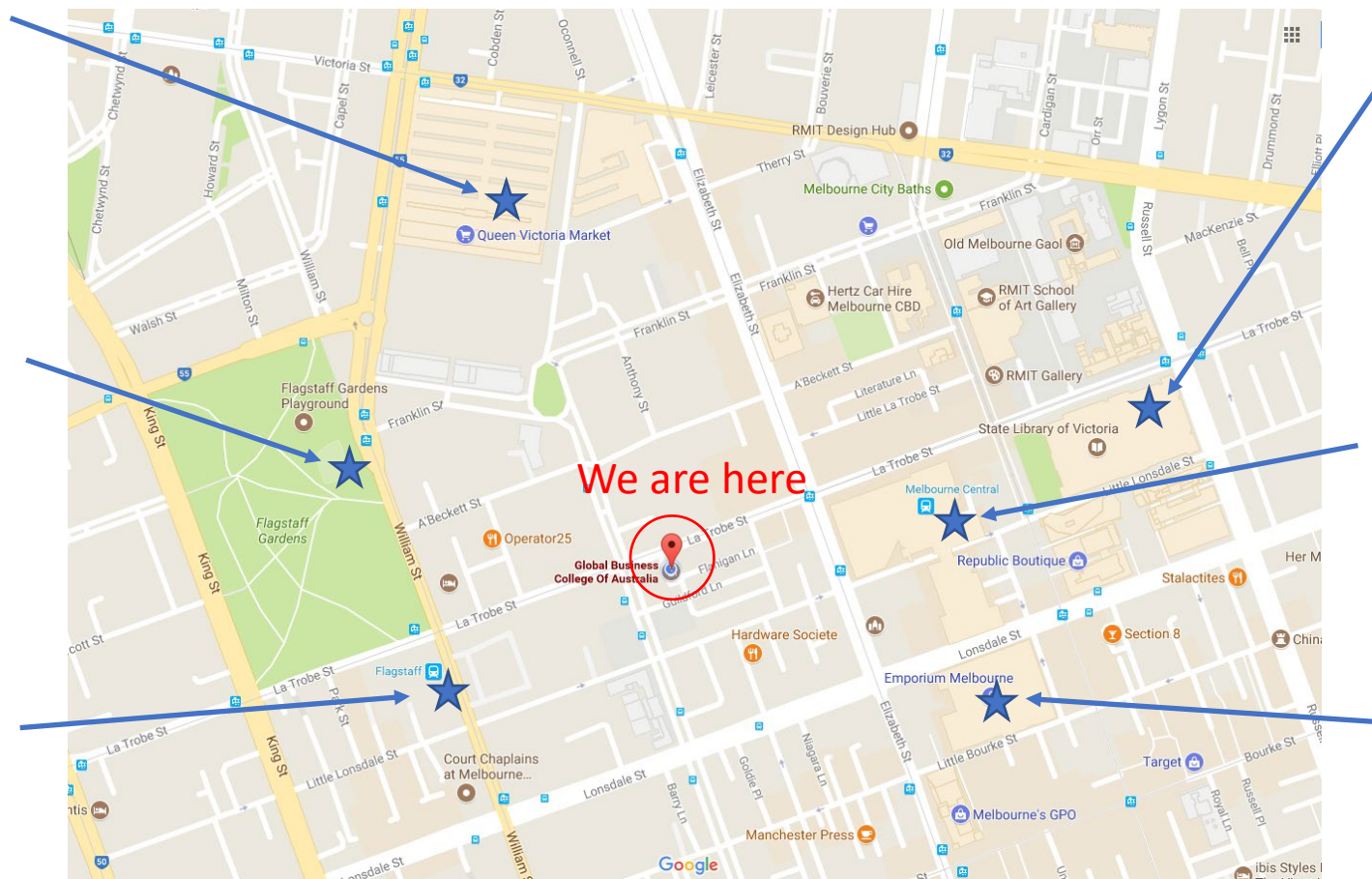
Queen Victoria Market



Flagstaff Garden



Flagstaff Station



State Library



Melbourne Central



Emporium

Useful Links for Newly Arrived Students

- Gumtree (<https://www.gumtree.com.au/>)
Various information about Aussie life including part-time job seeking, second hand stuff market, etc.
- Australian Taxation Office (<https://www.ato.gov.au/>)
Apply for a Tax File Number (TFN) to ensure you work in Australia legally.
- Study Melbourne (<https://www.studymelbourne.vic.gov.au/>)
Victorian Government initiative providing support for international students.

About Your Study Here

Bring Your Own Laptop

- You are advised to bring your own laptop with Microsoft Office 2007 or a later version installed for face to face classes. Free wifi internet.

Facilities and resources available to students

- Classroom
- Student lounge & pantry
- IT Support
- Library



Providing Feedback

- We are ready to listen to your feedback:
 - ❑ Student feedback on education agent (at orientation)
 - ❑ Unit completion survey (at the end of each unit)
- Just reach out to us any time you need!



Providing POSITIVE Feedback

- If you have any positive feedback for us, please drop your happy words to HAPPY@EIA.edu.au
- We will continue to improve on what we do well.

Survey on your agent's service

- We would like to hear your feedback about your education agent.
- Anonymous and confidential information for EIA's agent performance management
- <https://www.surveymonkey.com/r/3BXPYYK>

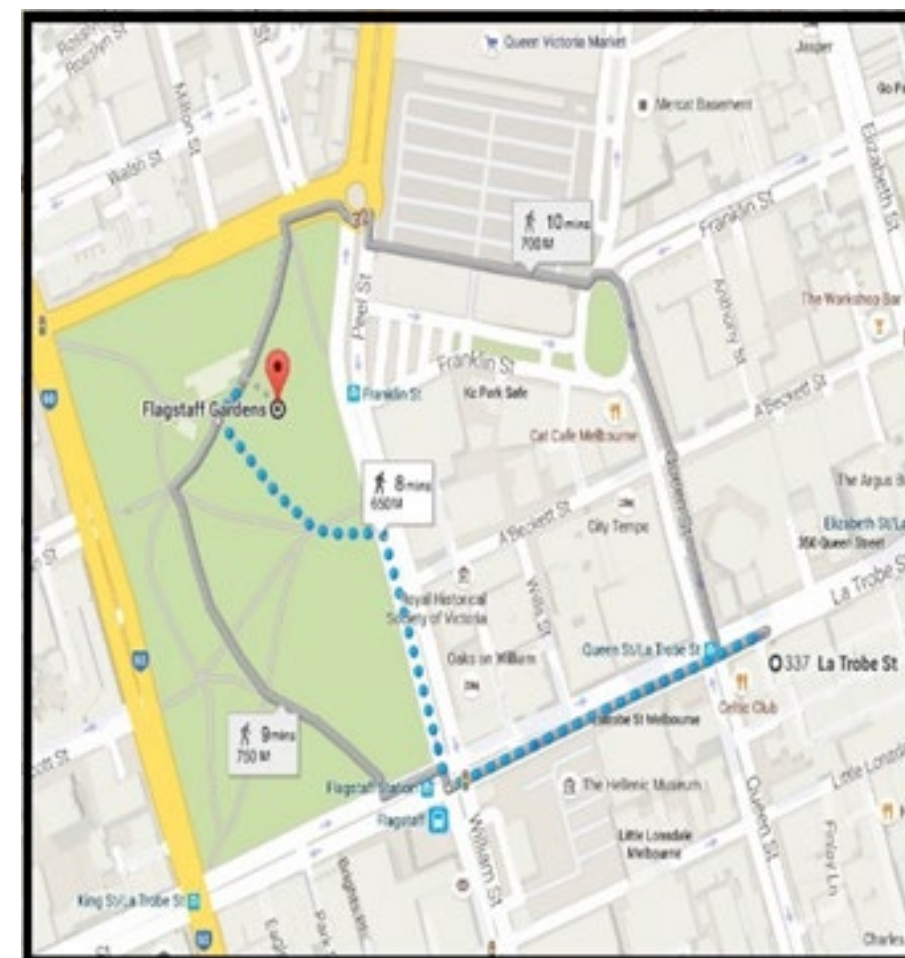
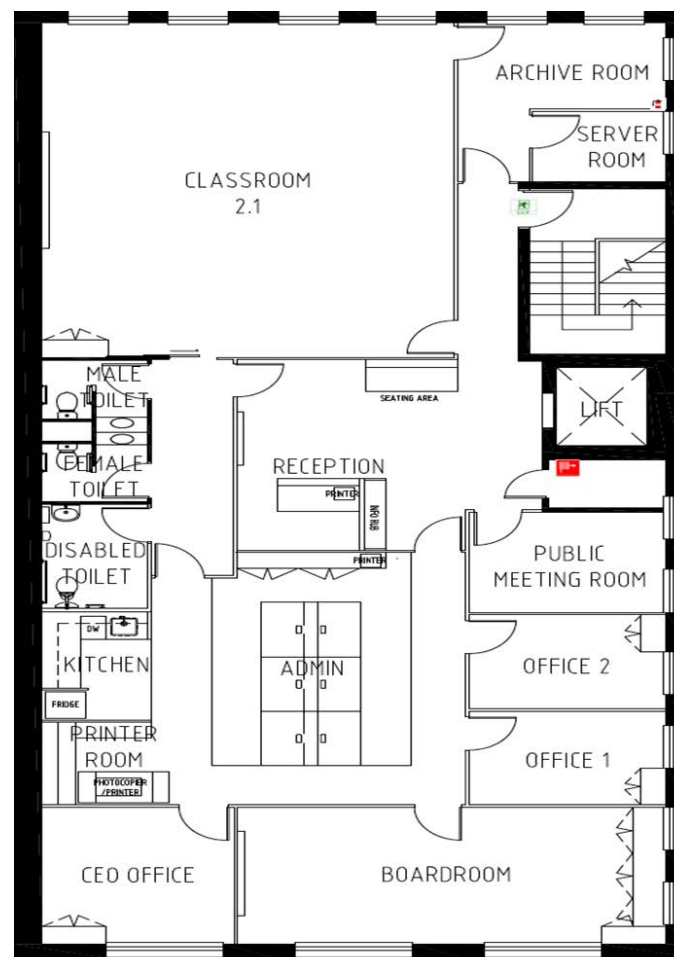


EIA Tour

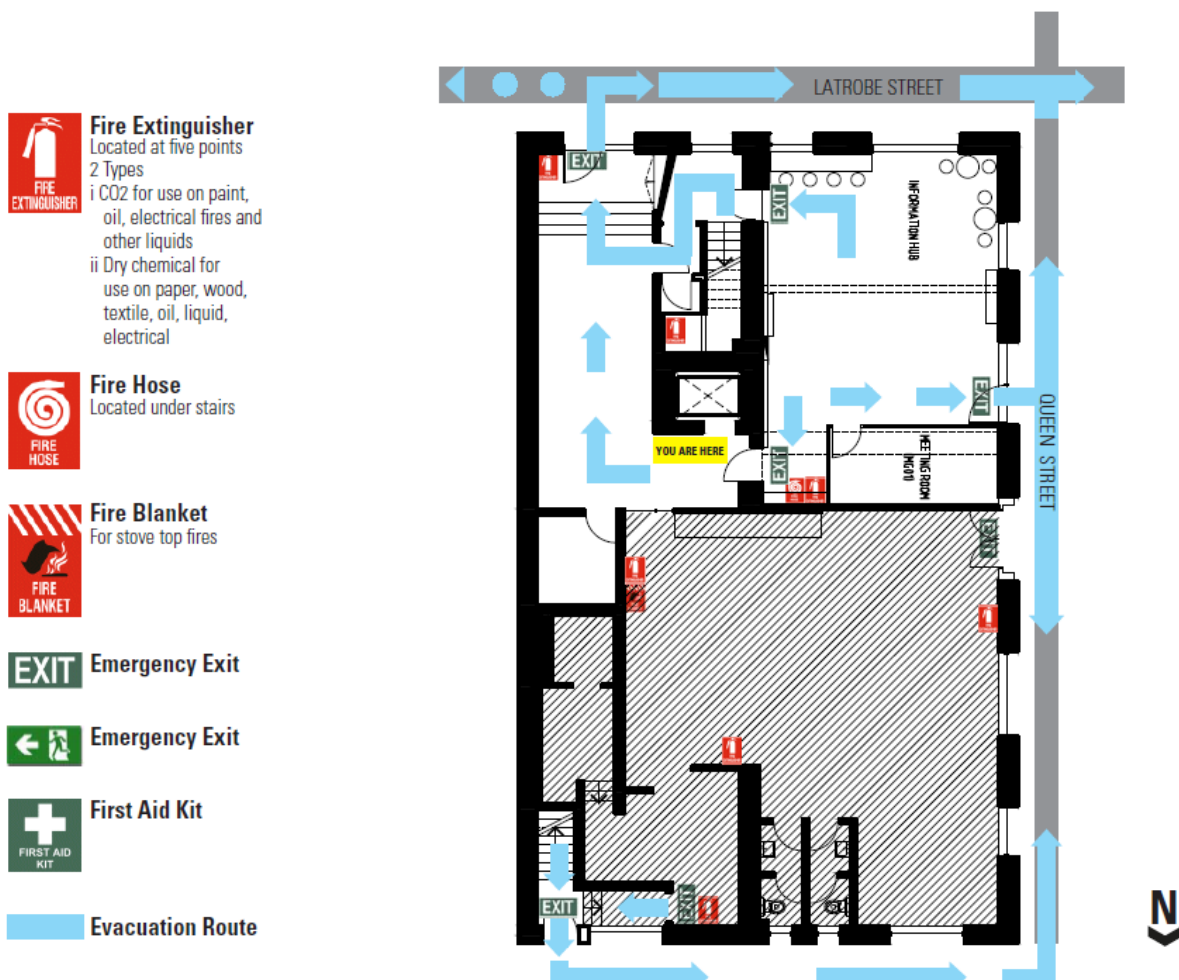
The Welfare Support Officer will now take you on a tour of the college and you will be shown the following:

- What to do in an emergency, the emergency evacuation plan and meeting point
- The college amenities – the library and study space, bathrooms, student kitchen, meeting rooms and classrooms
- You will be introduced to staff members of the EIA who will be able to assist you throughout your time at the EIA

Fire Evacuation Plan



Fire Evacuation Plan





Thank You