



Student Orientation Information

2017

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IMPORTANT AITI CONTACTS

Website: www.aiti.edu.au

	Melbourne	Adelaide
Student Administration Department	+61 3 9620 1618 info@aiti.edu.au	+61 8 70882778 adelaide@aiti.edu.au adelaide2@aiti.edu.au
24 hour emergency contact Fire Warden	Eric Pan eric.pan@aiti.edu.au 0413 165 668	Kristy Li compliance@aiti.edu.au 0403 163 658
Training Administrators	Iris Ni iris.ni@aiti.edu.au Benjamin Law traningadmin@aiti.edu.au Effy Xia effy.xia@aiti.edu.au	Iris Ni iris.ni@aiti.edu.au Benjamin Law traningadmin@aiti.edu.au Effy Xia effy.xia@aiti.edu.au
Administration Officer	Nada aitiadmin@aiti.edu.au	Vicky Duan adelaide@aiti.edu.au Sophia Mao adelaide2@aiti.edu.au
Compliance Officer Complaints and Appeals	Kristy Li compliance@aiti.edu.au	Kristy Li compliance@aiti.edu.au
Student Support	Nada aitiadmin@aiti.edu.au Iris Ni iris.ni@aiti.edu.au	Kristy Li compliance@aiti.edu.au Iris Ni iris.ni@aiti.edu.au



WELCOME!

Welcome to AITI. The following information has been developed to aid your integration into your new study environment. The purpose of this handbook is to introduce you to the services available to you at AITI. If you have any further questions please do not hesitate to contact us.

Student Identification Number

Each Student will be issued with a unique identifying Student Number. Students should make sure that they record and remember their student number for use throughout their stay at AITI. The student number is very important, and must be included along with the student’s name when handing in any assessments to trainers or submitting any documentation to Student Administration.

Change of Personal Information

All enrolled students are advised to immediately notify Student Administration of any change to your personal details.

International students with a CoE issued by AITI and holding a student visa are required to notify AITI of their address in Australia five days after arrival and to keep AITI informed of their current address on an ongoing basis. AITI must be notified of any change of address within seven days of relocating. Failure to provide an up-to-date address (even if it is only temporary) may affect your visa status (for further detailed information, please contact DIBP directly at the website www.immi.gov.au or call 131 881).*

Unique Student Identifier(USI)

From 1 January 2015 it is now a requirement that all students require a USI (Unique Student Identifier) number for all studies. Please note that if you do not supply your Training Organisation with a USI number, the Training Organisation is not legally able to issue you with your Statement of Attainment or qualification certificate. Step by step Instructions of how to create USI can be found on AITI’s notice board, and a soft copy will be emailed to you after course commencement. The USI you provide to AITI will be recorded into the Student Management System and will be controlled and stored securely.

FACILITIES AND RESOURCES

Classrooms

AITI’s air-conditioned classrooms are bright and spacious, with comfortable seating and table arrangements. Wireless broadband access and audio-visual equipment (including data projectors) enable AITI’s trainers and students to harness a range of technologies within the classroom.

Library

AITI has a library dedicated to translating/interpreting and language studies which directly contributes to the student’s training and assessment progress by providing resources in an environment conducive to training, learning and research. The collection includes but not limited to:

- Monolingual and bilingual dictionaries
- Monolingual books (either in English or LOTE)
- Bilingual books (in both English and LOTE)
- Monolingual and bilingual magazines
- Monolingual and bilingual CDs, VCDs and DVDs (many with subtitles)

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All students are welcomed and encouraged to borrow resources from AITI’s library. Simply follow these procedures:

- 1) Leave a (refundable) deposit of \$50 into AITI’s account
- 2) Give the receipt to the Administration Officer - You are now a proud AITI Library Member!
- 3) You may borrow up to **three** books/magazines/CDs per fortnight
- 4) Items **must** be returned by the **due date** (14 days from the date they were borrowed), or you may wish to return your borrowed resources earlier and exchange them for others (to be returned on the original due date)

Please note that a **late** return of items may occur in the cancellation of your library membership.

Computer Lab

There are sufficient student computers networked together in AITI’s Campuses. All computers are installed with Microsoft Office Suite software, specialized translating/interpreting software and have Broadband Internet access. Wireless Broadband Internet access is also available to students for access from personal laptop and notebook devices. A technician is available for trouble shooting and technical support.

Student Facilities

The AITI Student Breakout areas provide lounge areas for students with kitchenette meal preparation area which includes microwave ovens, refrigerators, sink area, and chilled drinking water. Male and Female bathroom facilities are also available.

Location of Fire and Emergency Exits

In the unlikely event that AITI needs to evacuate the building, you must exit the building safely by following the AITI *Fire and Emergency Policy and Procedure*.

Students should ensure that they are familiar with the location of the emergency exits located at AITI’s Campus (see the Campus Layout provided on next page). Students should also make sure they carefully read the fire evacuation instructions located near the lifts.

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FIRE AND EMERGENCY POLICY AND PROCEDURE

IF YOU DISCOVER A FIRE EMERGENCY:

- DO NOT ATTEMPT TO FIGHT THE FIRE!
- AITI Staff will only attempt to fight a fire if it is small (no larger than a wastebasket) and they have the correct equipment to handle it and have been trained how to use it.
- Activate the nearest fire alarm if safe to do so
- Notify Student Administration immediately
- Notify the Fire Department by calling 000

UPON BEING NOTIFIED ABOUT A FIRE EMERGENCY:

- A Fire Alarm will sound
- DO NOT USE LIFTS!
- The AITI Fire Warden will instruct staff to direct students to a safe designated escape route
- Students must calmly leave the building using the designated escape routes
- Once outside, students will be directed by staff to the designated assembly area
- All AITI staff and students must remain together
- Remain outside until the AITI Fire Warden announces that it is safe to re-enter the building

REMBER: UNLESS YOU HAVE BEEN TOLD BEFORE HAND THAT A FIRE ALARM IS BEING TESTED, ALWAYS ASSUME THE ALERT IS REAL!

EMERGENCY FIRE HINTS:

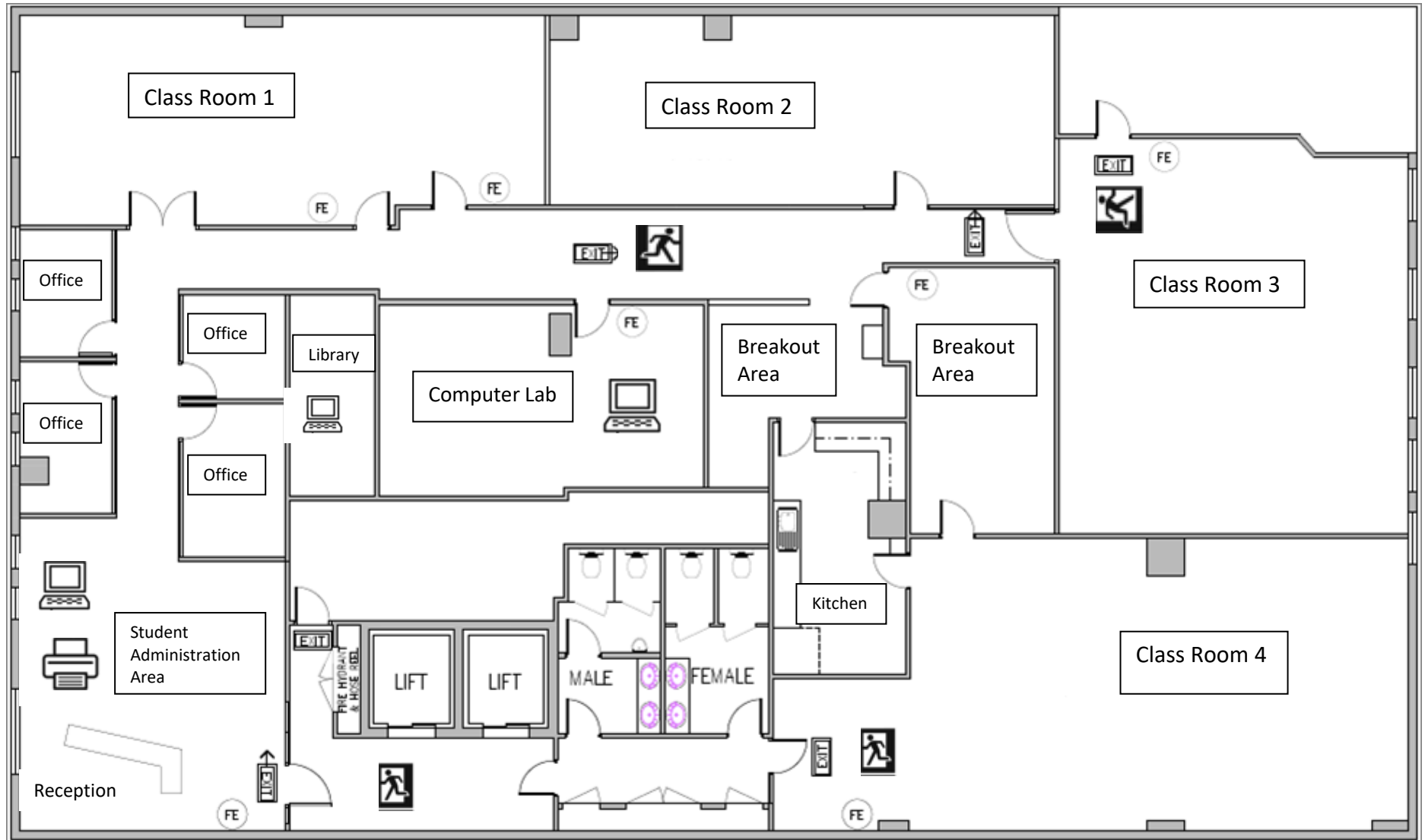
- Ensure you are familiar with the location of the Emergency Exits on campus
- Always follow instructions from AITI staff
- Remain calm. Do not run. Do not panic.
- If you discover a fire, no matter how small, sound the alarm, notify AITI staff and call the fire brigade.
- Leave the area, closing doors as you go (this will help to limit the spread of fire and smoke)
- If smoke is present, crawl low (the air will be clearer near the floor)
- Before opening any door, use the back of your hand to test for heat on the door surface (a burn to the back of the hand is less incapacitating than one to the palm). If the door is hot do not proceed. If the door is cool, open it cautiously.

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Level 5/ 20 Queen Street, Melbourne VIC 3000

Call 000 for Fire Emergency

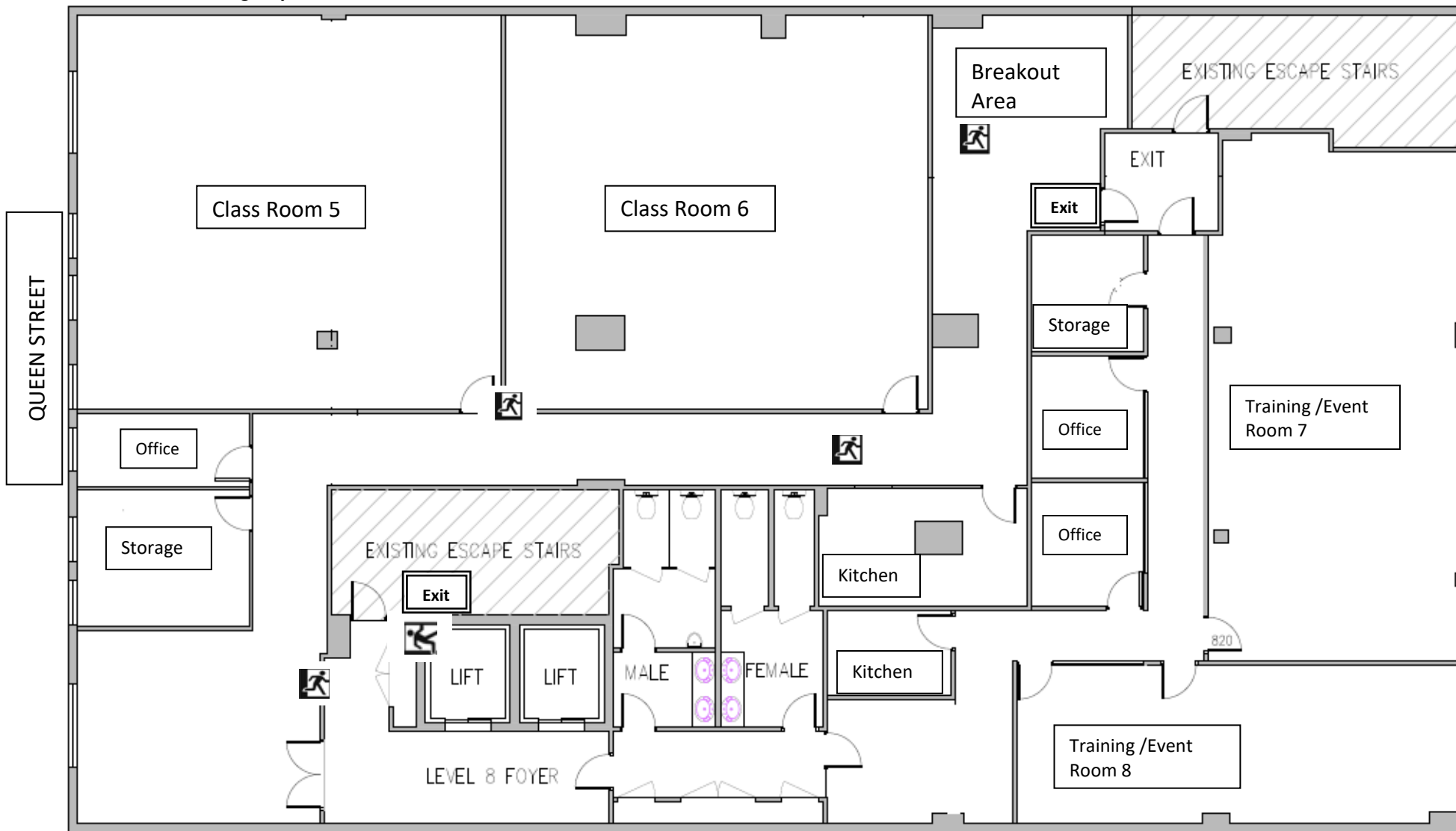


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Level 8/ 20 Queen Street, Melbourne VIC 3000

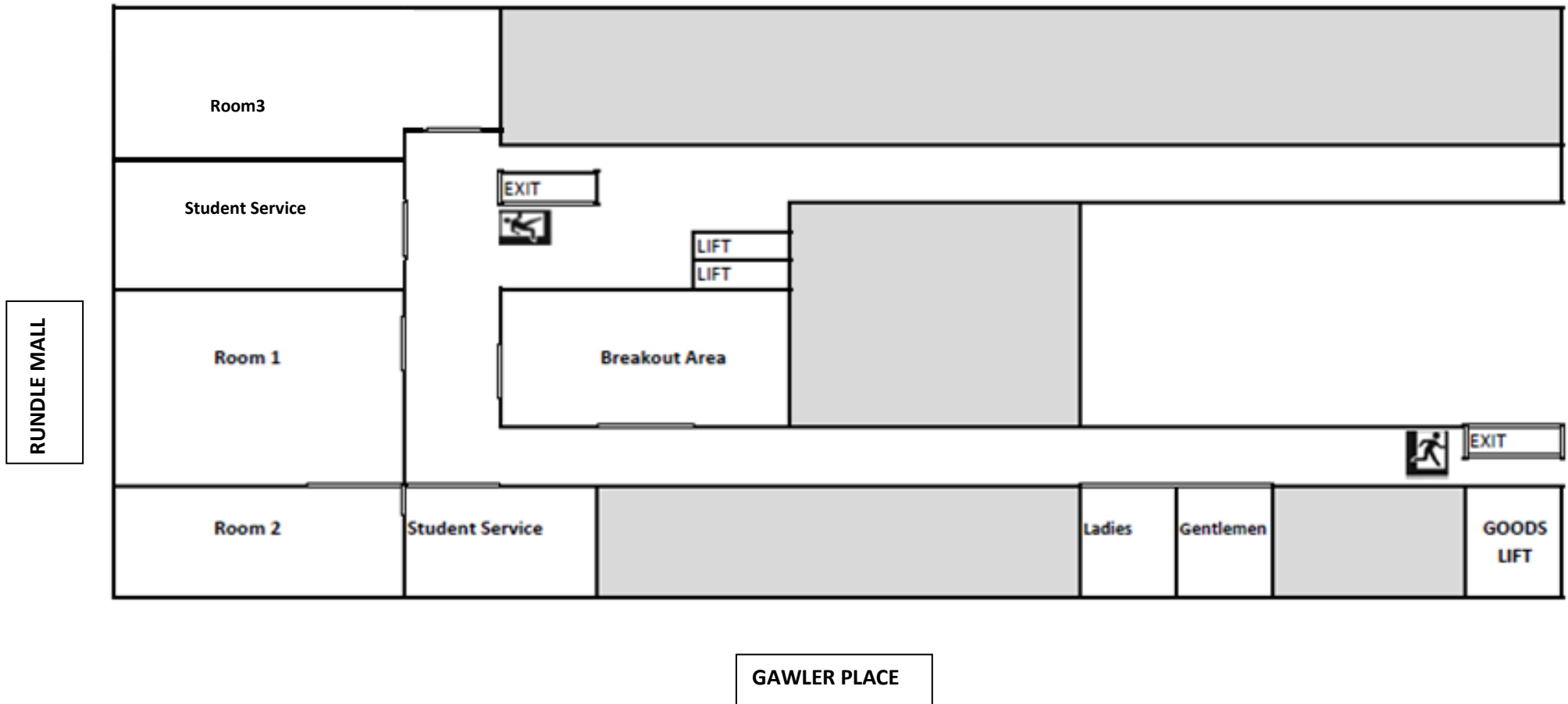
Call 000 for Fire Emergency



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Adelaide Campus
Level 1/ 38 Gawler Place, AdelaideSA5000
Call 000 for Fire Emergency



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STUDENT SUPPORT OFFICER

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at AITI will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all AITI staff are responsible for providing support to students, AITI also provides access to the dedicated Student Support Officers who are available to all students on an appointment basis throughout standard AITI business hours. Students can access the Student Support Officers directly or via Student Administration to organise an appointment as soon as practical. If there is any assistance you need in any area, study or personal, for any reason, please do not hesitate to contact the Student Support Officers. AITI is here to support you!

Currently, the roles of Student Support Officers are maintained by the persons detailed below:

Name: Nada	Ph: 039620 1618	Email: aitiadmin@aiti.edu.au
Name: Iris Ni	Ph: 039620 1618	Email: iris.ni@aiti.edu.au
Name: Kristy Li	Ph: 039620 1618	Email: compliance@aiti.edu.au
Name: Effy Xia	Ph: 039620 1618	Email: effy.xia@aiti.edu.au
Name: Benjamin Law	Ph: 039620 1618	Email: trainingadmin@aiti.edu.au
Name: Vicky Duan	Ph: 08 7088 2778	Email: adelaide@aiti.edu.au
Name: Sophia Mao	Ph: 08 7088 2778	Email: adelaide2@aiti.edu.au

The Operations Manager is also able to provide links to external sources of support in cases where AITI staff-members are not qualified or it is in the student's best interests to seek professional advice. Currently, the role of Operations Manager is maintained by the person detailed below:

Name: Eric Pan **Ph:**03 9620 1618 **Email:** eric.pan@aiti.edu.au

In the case of an emergency the student must contact '000' via telephone to report the emergency to the appropriate authorities.

SUPPORT SERVICES

The following support services are available and accessible for all students studying with AITI. AITI will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by AITI at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of AITI.

- **Academic issues**

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All student progress is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the Student Support Officers to discuss any academic, attendance, or other issues related to studying at AITI at any time. The Student Support Officers will be able to provide advice and guidance, or referral, where required.

- **Personal/Social issues**

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There are many issues that may affect a student’s social or personal life and Students have access to the Student Support Officers through normal AITI hours to gain advice and guidance on personal issues, accommodation issues, or family/friend/relationship issues. Where the Student Support Officers feel further support should be gained, a referral to an appropriate support service will be organised.

- **Accommodation**

While AITI does not directly offer accommodation services or take any responsibility for accommodation arrangements, AITI is able to refer students to appropriate accommodation services through third party providers and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officers can refer students to appropriate accommodation services.

- **Medical Issues**

Student Administration will always have an up to date list of medical professionals within access from AITI’s location and any student with medical concerns should inform the student support officers who will assist them in finding an appropriate medical professional. Local medical services can be gained from the student support officers.

- **Legal Services**

AITI is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officers feel it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

- **Careers and employment**

AITI provides information on part-time jobs and internship opportunities to students when available. This information is available on AITI’s notice boards. For employment and career advice, the AITI Student Support Officers are available – contact the Student Administration Department to arrange an appointment.

- **Social Programs**

The Student Support Officers will occasionally organise social events that allow all students enrolled with AITI to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officers.

Critical Incident Policy

AITI has a *Critical Incident Policy* in place to deal with situations such as

- Missing persons
- Victims of severe verbal or psychological aggression
- Death, serious injury, or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

In the event of an emergency critical incident, students are advised to call 000 for Emergency Police, Fire or Ambulance assistance.

The AITI 24 hour Emergency Contact is also available to assist you in critical or emergency situations.

24hr AITI Emergency Contact: Melbourne: Eric Pan 0413 165 668;

Adelaide: AITI Campus Admin 0403 163 658

Disability and Special Needs Service

AITI supports students with disabilities and special needs. AITI actively promotes access for all people, and seeks to enable full and independent participation in all programs offered at AITI.

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Students with special support needs can contact the Student Administration Department to make an appointment with the Student Support Officers, who will undertake to deliver appropriate support services. These services generally include:

- Assistance with physical access
- Liaison with external agencies
- Organization of note takers
- Provision of special equipment
- Reasonable adjustments of course arrangement

If you have problems or your study is affected by a medical condition, you have the right to ask AITI to accommodate your needs by contacting the Student Support Officers.

STUDENT REQUIREMENTS

International Students Academic Progress

International students are required to maintain satisfactory academic progress as a condition of their Student Visa. This progress is also monitored by AITI and support and guidance will be given where progress is not being achieved. Where a student fails over 50% of the enrolled units over two consecutive Terms, AITI is obliged to notify DIBP. Where this occurs a student’s visa status may be affected. Intervention strategies will be implemented for students who are at risk of not achieving a satisfactory academic progression.

Student Conduct

Students are required to follow all rules of AITI and the instructions from staff representing AITI.

Students are required to act in a non discriminatory manner at all times and respect the rights of other students, staff and visitors. Bullying, harassment, or any form of discrimination will not be tolerated by AITI. Students are also required to adhere to academic rules and regulations as directed by AITI or its representatives.

Where a student is found to have acted in a way that AITI deems to be misconduct, AITI may implement disciplinary action in the form of suspension or cancellation of a student’s enrolment.

Student Attendance and Behaviour

Students are required to follow all AITI rules and instructions from staff representing the organisation, act in a non- discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer (or the Student Administration Department) if they are unable to attend a training session for whatever reason.

Students are also required to adhere to AITI’s academic rules and regulations. If a student is found to have acted in a way that AITI deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student’s enrolment.

Student Study Time Outside Class

Students are required to allocate some study time each week to undertake some reading, written work and general study time.

As a general rule, AITI recommends students should allocate approximately 10 hours per week outside of class time – additionally, however, AITI also recommends that the more time and effort students put into their studies the better the results will be!

AITI believes that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

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Academic Misconduct

Students at AITI are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following definitions and information should help you avoid unintentional academic misconduct.

Plagiarism: the act of presenting another person’s work as your own, and failing to acknowledging that the thought, ideas or writings are of another person. Specifically it occurs when:

- other people’s work and/or ideas are paraphrased and presented without a reference
- other students’ work is copied or partly copied
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.

Cheating: to act dishonestly or unfairly in connection to an assessment conducted by AITI. To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else’s work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material
- You should name sources for any graphs, tables or specific data, which you include in your assignment
- You must not copy someone else’s work and present it as your own.

Trainers and Assessors will check students work for any plagiarised content or cheating that has occurred. Please uphold the integrity of AITI and avoid cheating or plagiarising.

Special Consideration

Special considerations may be granted when factors beyond a student’s control have affected academic performance in an exam, assessment, or during the semester. Students should first discuss any issues that are affecting study with their Trainers. If further assistance is required, please contact the Student Support Officers for an appointment. In the circumstances where special consideration is required, students shall submit the Special Consideration Application form to AITI within one week of the subject event (i.e. exam, assessments etc.). Submissions outside the timeframe will not be assessed for special consideration purpose.

COMPLAINTS/GRIEVANCES AND APPEALS

Students have access to AITI’s Complaints and Appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against AITI in its assessment process, decisions relating to academic or attendance records, and any other concern students may have.

Students are able to submit a complaint against AITI or any person employed by AITI if they feel a person has acted inappropriately, or the systems and practices of AITI are not meeting expectations, or AITI is treating a person unfairly. All complaints are handled in confidence and are reviewed by AITI management. Internal complaints and appeals processes are conducted at no cost to the student. A student may also appeal a decision made by AITI in relation to a complaint or an assessment outcome.

Where a student feels they have been treated unfairly or incorrectly judged and assessed on a specified task, project, or assessment requirement they may have the decision reviewed by AITI by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the decision or outcome was unfair or why the decision / outcome should be reviewed.

If a student is still not satisfied with the outcome they shall also be provided the option of activating the external appeals process. All students have access to this Complaints and Appeals process and a copy of this Policy & Procedure is readily available from Student Administration Officer or the Student Information Handbook.

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RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

Competency-based training places much emphasis on the workplace application of attained knowledge and skills, rather than how long time has been spent on training or the amount of knowledge acquired in a formal learning environment. You may be able to shorten the length of your chosen course by measuring your skills acquired through work or life experiences, or through qualifications obtained from formal studies or training.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by the AITI and you will not be required to complete these units again. To apply for Credit Transfer students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course a student is enrolled.

Where a student has gained skills and knowledge from sources such as life experience, work experience, and other related learning experiences, they may be able to demonstrate their competence in required skills and knowledge by completing a Recognition of Prior Learning application. This requires the students to provide detailed explanation of how the learning was gained and provide evidence of how such skills and knowledge meet the detailed requirements of the Unit of Competence recognition is being applied for. Please contact the Student Administration department for further information and application forms.

FEEDBACK FROM STUDENTS

Student Evaluations

AITI fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for AITI to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout the program at an informal level. AITI shall also conduct formal feedback at three (3) occasions throughout the student course (induction, midpoint and completion):

Induction Feedback: The purpose of this evaluation is to obtain student feedback on the pre-enrolment information provided by AITI and the Education Agents that represent AITI. This survey will be conducted during the student's induction at AITI.

Midpoint Feedback: At the midpoint of a student's course of study, the student will be asked to complete a Midpoint Feedback Survey. This allows AITI to ensure that the student is satisfied with the services that AITI is providing and that they are receiving the services outlined in their enrolment information. A summary of the feedback collected is presented for review through AITI Meetings where required action can be determined.

Completion Feedback:

Students are also asked to complete a *Learner Questionnaire* upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content
- Course assessment
- Facilities
- Course delivery
- Training Staff
- Resources

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

GENERAL INFORMATION ABOUT THE AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING (VET) SYSTEM

AITI is a Registered Training Organisation (RTO) that delivers nationally recognised Vocational Education and Training (VET) at the Diploma and Advanced Diploma level within the AQF (Australian Qualifications Framework), a national system of qualifications encompassing all post-compulsory education in Australia.

All VET education providers in Australia must be registered with ASQA (the Australian Skills Quality Authority) and are required to follow a strict set of standards described in the VET Quality Framework, which

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is a system of legislative requirements designed to protect the rights of all students in Australia and ensure the quality of training outcomes.

Vocational Education and Training utilises Competency Based Training that is focused upon workplace outcomes by enabling students with the foundation of practical skills and knowledge required within a chosen industry. As a Nationally Recognised Training provider, AITI course delivery follows the requirements of Training.gov.au training packages (which are based upon current workplace needs) that describe all required skill and knowledge learning outcomes which must be delivered to students.

The achievement of competency is assessed by a student's ability to satisfactorily demonstrate the application of skills and knowledge required to bring about a successful practical outcome in the workplace.

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LOCAL AMENITIES WITHIN THE IMMEDIATE VICINITY OF AITI

MELBOURNE
Public Transport
<p>PTV Public Transport Victoria Guide to public transport in Melbourne http://ptv.vic.gov.au/</p> <p>Journey Planner http://jp.ptv.vic.gov.au/ptv/XSLT_TRIP_REQUEST2?language=en</p>
Post Office and Post Box
<p>Melbourne Collins St West Post Shop Address: 440 Collins Street Melbourne VIC 3000</p> <p>Melbourne Flinders Lane Post Shop Address: 246 Flinders Lane Melbourne VIC 3000</p> <p>Red & Express street-posting box 57 Queen Street Melbourne VIC 3000</p>
Medical Centre and Pharmacist
<p>Collins Street Medical Centre Level 7 / 267 Collins Street, Melbourne VIC 3000 Ph: (03) 9654 6088</p> <p>Pharmacist 235 Queen St, Melbourne VIC 300</p>
ADELAIDE
Public Transport
<p>Adelaide Metro Guide to public transport in Adelaide https://www.adelaidemetro.com.au/</p>
Post Office and Post Box
<p>Australia Post - Adelaide Rundle Mall Post Shop Address: City Cross, 59/33-39 Rundle Mall, Adelaide SA 5000</p>
Medical Centre and Pharmacist
<p>Gawler Place Medical Practice Location: Level 1, 49 Gawler Place, Adelaide, SA, 5000 Telephone: 08 8212 7175 Fax: 08 8212 1993 http://www.adelaideunicare.com.au</p> <p>Pharmacist Location: 52 Gawler Place, Adelaide, SA, 5000 Telephone: (08) 8223 0300</p>



EMERGENCY, MEDICAL, AND HEALTH INFORMATION

24 hour Emergency Services: call 000 for Ambulance, Police or Fire

Emergency Medical and Crisis Information and Contact Numbers

Victoria:

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Emergency_numbers_who_to_call_in_a_crisis

South Australia:

<https://www.sa.gov.au/topics/emergencies-and-safety/emergency/crisis-helplines>

NURSE-ON-CALL (24 hours)

NURSE-ON-CALL is a telephone health line that provides immediate, expert health advice and information from a registered nurse

Victoria:

Telephone 1300 60 60 24

<http://www.health.vic.gov.au/nurseoncall/>

South Australia:

Telephone 1800 022 222

http://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Health+services/health_direct/

AITI 24 HOUR Emergency Contact: Melbourne: Eric Pan0413 165 668

Adelaide: AITI Campus Admin 0403 163 658

LEGAL SERVICES

Consumer Affairs Victoria: <http://www.consumer.vic.gov.au>

South Australia Consumer & Business Services: <http://www.cbs.sa.gov.au/wcm/>

Employment law:

Victoria<http://www.vic.gov.au/law-justice/law-legislation/employment-law.html>

South Australia:<http://www.sa.gov.au/topics/business-industry-and-trade/licensing-and-regulation/employment-and-the-law>

Neighbour Disputes Neighbours the Law and You <http://www.victorialaw.org.au>

Housing, Property and Land:<http://www.sa.gov.au/topics/housing-property-and-land/housing/renting-and-letting/renting-privately/disputes-with-a-private-rental-landlord>

Family Law (Victoria)<http://www.vic.gov.au/health-community/families/family-law.html>

Family Law (South Australia)http://www.lsc.sa.gov.au/cb_pages/family_law.php

Police Matters

Victoria Police <http://www.police.vic.gov.au>

South Australia Police: <https://www.police.sa.gov.au/>

Public Transport Tickets and Fines

Victoria<http://www.transport.vic.gov.au/services/fines>

South Australia<https://www.sa.gov.au/topics/transport-travel-and-motoring>

Australian Taxation Office<http://www.ato.gov.au/>

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Tenancy Matters

Tenants Union of Victoria <http://www.tuv.org.au>

South Australia: <https://www.sa.gov.au/topics/housing-property-and-land/housing/renting-and-letting/information-for-private-rental-landlords/tenancy-forms-and-fact-sheets/forms-and-fact-sheets-for-private-rental-tenancies>

Legal Advice

Victoria Legal Aid

General legal advice and information

English <http://www.legalaid.vic.gov.au/> Chinese: <http://www.legalaid.vic.gov.au/chinese.htm>

Free telephone legal advice: 1300 792 387

South Australia

<https://www.sa.gov.au/topics/citizens-and-your-rights/individuals-and-the-law/free-legal-advice>

Visa issues DIBP (Department of Immigration and Border Protection) <http://www.immi.gov.au>

WELFARE, SUPPORT AND COUNSELLING SERVICES

Counselling and mental health services: 1300 767 299

Disability services: 1800 783 783

Lifeline (24 Hour telephone counselling): 131 114

Suicide Helpline (24 Hour telephone counselling): 1300 651 251

CASA (Centre Against Sexual Assault): (03) 9635 3610 or 1800 806 292

Women's Domestic Violence Crisis Service: (03) 9322 3555 or 1800 015 188

Direct Line (Drugs & Alcohol Counselling): 1800 888 236

Responsible Gambling Victoria : 1800 858 858

International Student Care Service

The International Student Care Service (ISCS) provides friendly and professional advice to students in emergency situations.

http://www.studymelbourne.vic.gov.au/living_in_melbourne/support-services/international-student-care-service

LIBRARY SERVICES

MELBOURNE

State Library of Victoria

www.slv.vic.gov.au/

Melbourne Library Service

328 Swanston Street / 03 8664 7000

Library information and membership card application: www.melbournelibraryservice.com.au

Membership is free to all residents of Victoria, including local and international students. The Melbourne Library Service has one of the largest English learning collections in Australia, as well as collections in Chinese.

City Library

253 Flinders Lane Melbourne / 03 9658 9500

Study Space / Free Wi-Fi with library membership

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<p>The Hub @ Docklands (library access point) 80 Harbour Esplanade, Docklands / 03 8662 4822 Free Wi-Fi with library membership</p>
Adelaide
<p>Adelaide City Library Level 3, Rundle Place, Rundle Mall (Enter via Francis St - off Rundle Mall or via Da Costa Arcade) - See http://www.adelaidecitycouncil.com/your-community/library-services/city-library#sthash.Gph1E07x.dpuf</p>

INFORMATION FOR STUDENTS

<p>MELBOURNE Study Melbourne The Government of Victoria's official website for international students in Melbourne and Victoria's regional cities http://www.studymelbourne.vic.gov.au/ City of Melbourne International Student Website Information and advice for Students about the City Melbourne http://www.melbourne.vic.gov.au/CommunityServices/ForYouth/InternationalStudents/Pages/InformationInternationalStudents.aspx City of Melbourne International Student Guide Very informative and useful guide for Students living and travelling in the City of Melbourne http://www.melbourne.vic.gov.au/CommunityServices/ForYouth/InternationalStudents/Documents/International_Student_Guide_2012.pdf</p>
<p>ADELAIDE Study Adelaide http://studyadelaide.com/ City of Adelaide International Student Website Information and advice for Students about Adelaide http://www.sa.gov.au/topics/education-skills-and-learning/student-categories/international-students-in-south-australia Adelaide International Student Guide http://www.internationalstudent.com/study_australia/city_guide/adelaide/</p>
<p>Culture Card for International Students Make sure you register for your Culture Card. It's new and available for free to international students living in Victoria. The card will help you get a better understanding of Victoria's culture, including our obsession with sport and food, and our interests in zoos, parks and gardens. www.culturecardvictoria.com.au</p>
<p>AFIS (Australian Federation of International Students) Helps international students get the best out of living and studying in Australia www.internationalstudents.org.au</p>

TAXI SERVICES

Taxi Services Victoria	
13CABS (or 13 2227)	Arrow Taxi Services 13 22 11
Embassy Taxis 13 17 55	Black Cabs 13 22 27
North Suburban Taxis 13 11 19	Yellow Cabs 13 19 24
Silver Service 13 31 00	Wheelchair Accessible Taxis 03 9277 3877

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Silver Top 13 10 08	
Taxi Services South Australia	
Adelaide Independent Taxi Service 13 22 11	Suburban Taxi 13 10 08
Yellow Cabs South Australia 13 22 27	

GOVERNMENT, EDUCATION, AND REGULATORY AUTHORITIES

<p>Australian Government International Student Website Links to all kinds of information relating to International Students http://australia.gov.au/people/students/international-students</p>
<p>ACPET (Australian Council for Private Education and Training) Domestic Student (Australian citizen and permanent resident) external appeals process* http://www.acpet.edu.au/students/student-appeals/</p>
<p>ASQA (Australian Skills Quality Authority) National VET Regulator www.asqa.gov.au / Telephone: 1300 701 801 within Australia*</p>
<p>AQF (Australian Qualifications Framework) The national system of qualifications encompassing all post-compulsory education in Australia http://www.aqf.edu.au/</p>
<p>Commonwealth Overseas Student Ombudsman International Student Visa holder student external appeals process ombudsman@ombudsman.gov.au / Telephone: 1300 362 072 within Australia</p>
<p>CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) Course and Registered Training Organisation (RTO) information http://cricos.deewr.gov.au/default.aspx</p>
<p>DIBP (Department of Immigration and Border Protection) Student Visa enquiries www.immi.gov.au / Telephone: 131 881 within Australia</p>
<p>OSHC (Overseas Student Health Cover) www.oshcworldcare.com.au</p>
<p>Training.gov.au National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs) training.gov.au</p>

***Please note:** The external appeals process for both Domestic Students and International Students can only be accessed after the Internal AITI Complaints and Appeals process has been undertaken in full.

TRANSLATION ASSOCIATIONS

<p>NAATI (National Accreditation Authority for Translators and Interpreters) www.naati.com</p>
<p>AUSIT (Australian Institute of Interpreters and Translators) http://www.ausit.org/</p>



FURTHER INFORMATION

For enquiries regarding any matter, please contact:

AITI MELBOURNEHEAD OFFICE

Level 5, 20 Queen Street,
Melbourne, VIC3000,Australia

AITI ADELAIDE CAMPUS

Level 1, 38 Gawler Place, Adelaide, SA 5000, Australia

Student Administration Department

(61-3) 9620 1618 [Melbourne]
(61-8) 7088 2778 [Adelaide]

Email: info@aiti.edu.au

Please note: Where there are any changes to agreed services including Training and Assessment and/ or student support services, AITI will advise you as soon as practical.

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