



**WELCOME TO GLEN!**

# *Acknowledgement of Country*

We acknowledge the Aboriginal people  
as the Traditional Owners of this  
land and we pay our respects  
to Elders past and present



# WELCOME TO THE GLEN INSTITUTE



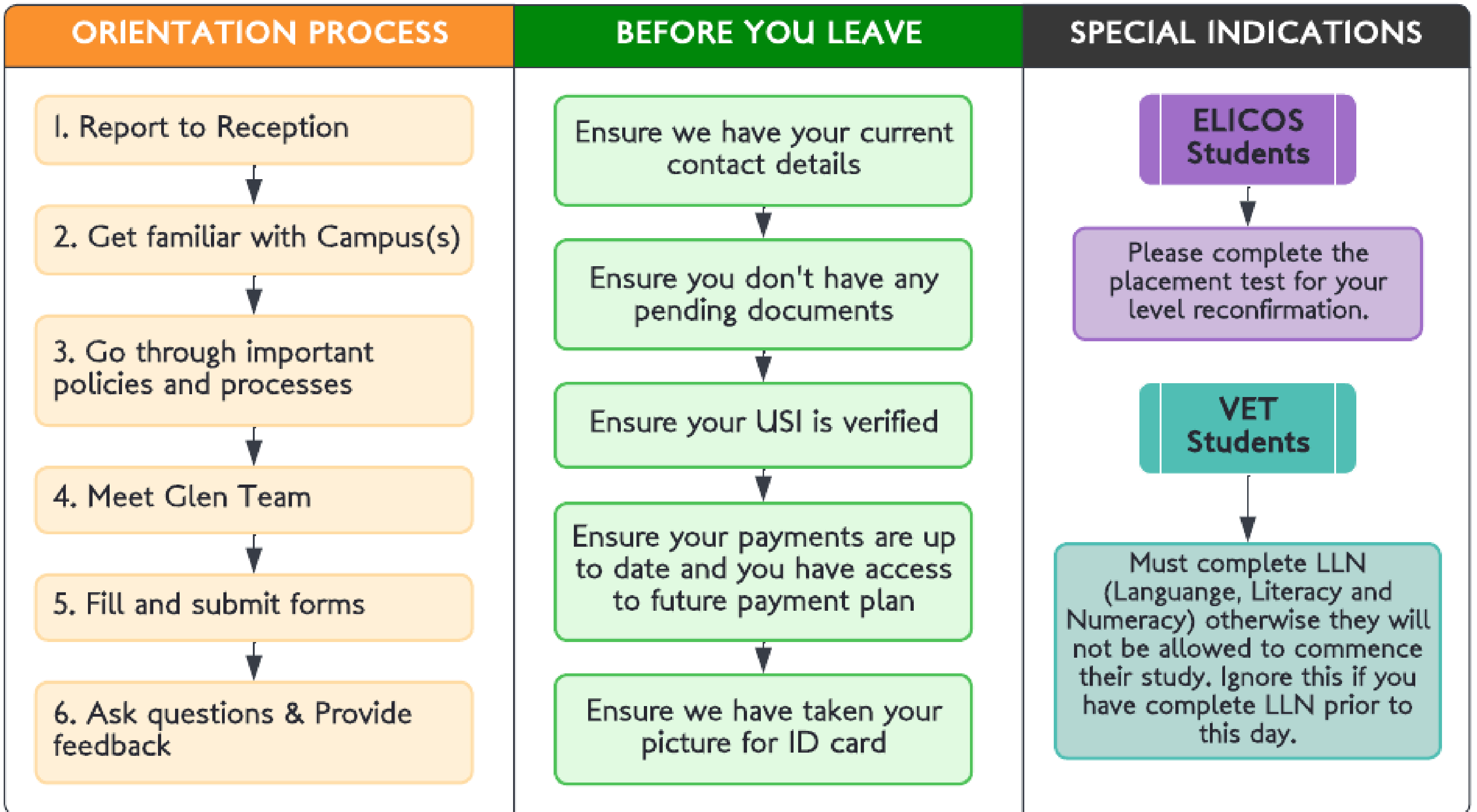
This presentation will provide information and guide you through starting your new course at Glen Institute. It contains relevant and essential information such as policies, processes and procedures, which directly affect you as a student of Glen.

Additionally, you will meet the team, get around the campus and know important contacts.

If you have any queries or concerns regarding anything detailed in this presentation you are welcome to discuss this with our support team.



# ORIENTATION PROCESS





# OUR PROGRAMS

All the courses delivered by Glen are nationally accredited and are recognised across the length and breadth of Australia.

[GLEN.EDU.AU](http://GLEN.EDU.AU)



# OUR LOCATION

**Head office:** Level 5, 310 King St, Melbourne VIC 3000

## DELIVERY LOCATIONS:

- Level 5, 310 King St, Melbourne VIC 3000

## TRAINING KITCHEN:

- 172 Victoria St, Richmond VIC 3121

## CARPENTRY WORKSHOP:

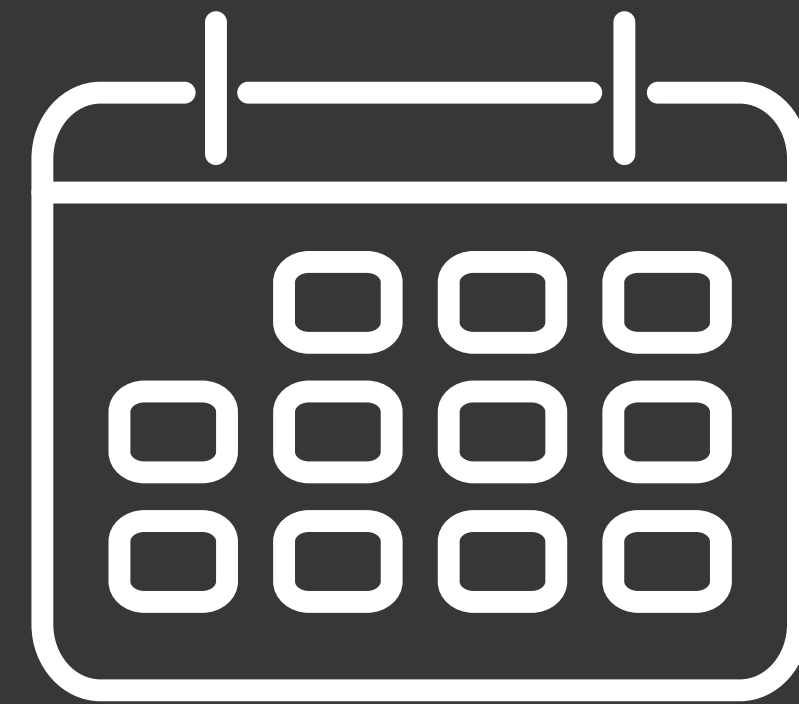
- Outer Northern Trade Training Centre (ONTTC), 407 High Street, Lalor, VIC 3075

## AUTOMOTIVE WORKSHOP:

- 14/65 Mark Street, North Melbourne, VIC 3051



# COURSE DELIVERY



## LEARNER ENVIRONMENT:

- Face to face classroom based.
- Workshop based practicals
- Multicultural groups in an instructor-led learning environment.
- Assessment in simulated environment.

1

You will be added to Microsoft Teams for your course

2

Timetable will be emailed to you, and it will be shared in Microsoft Teams

3

All the updates from trainers will be in Microsoft Teams





# TEAMS STUDENT USER-GUIDE

## TEAMS PURPOSE

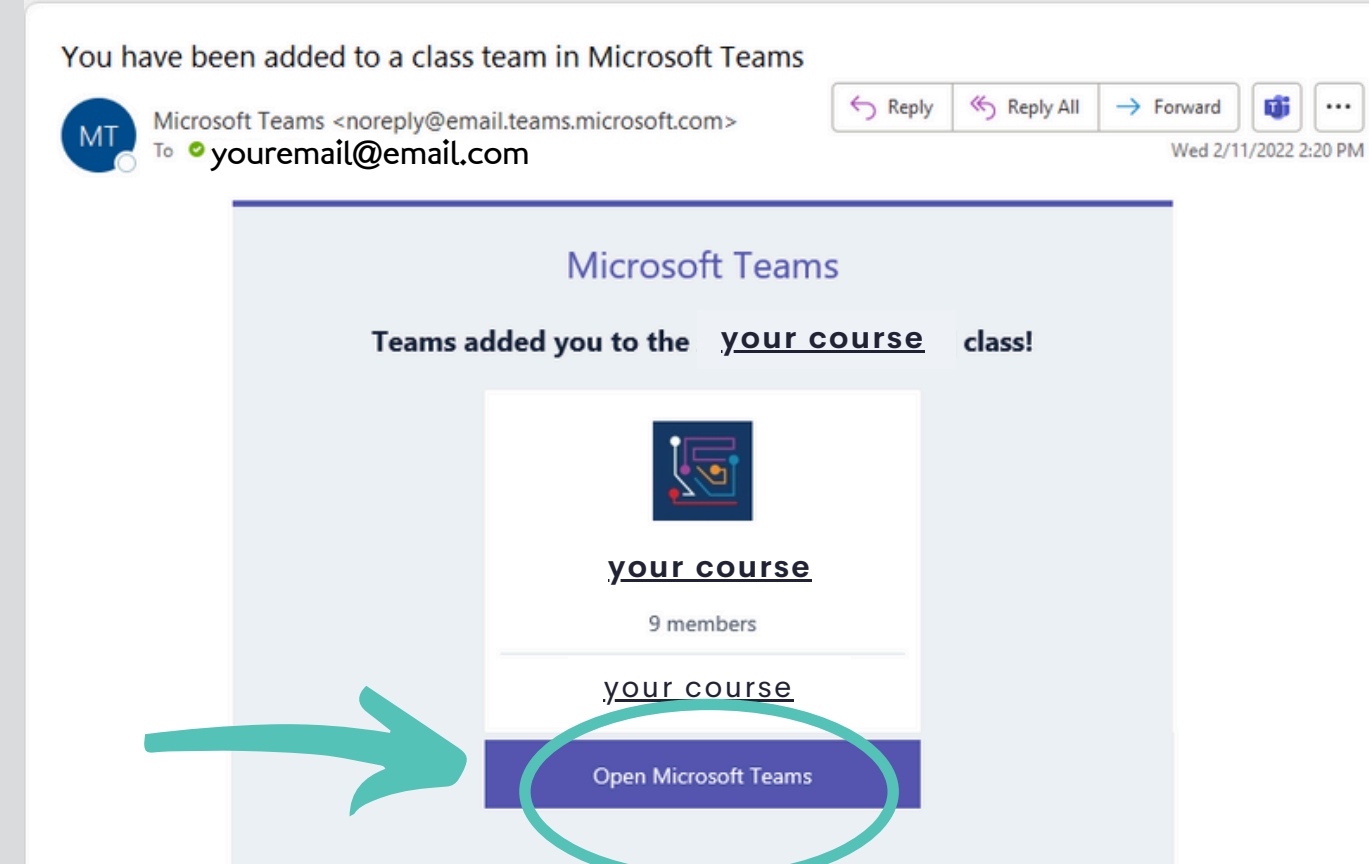
- This is an informal channel of communication with your trainer.
- Your assessments and study resources are located here for you to download and submit in the Assessment Submission Form.

**\*DO NOT UPLOAD YOUR ASSESSMENTS IN TEAMS.**

## ACCEPT THE INVITATION IN YOUR EMAIL

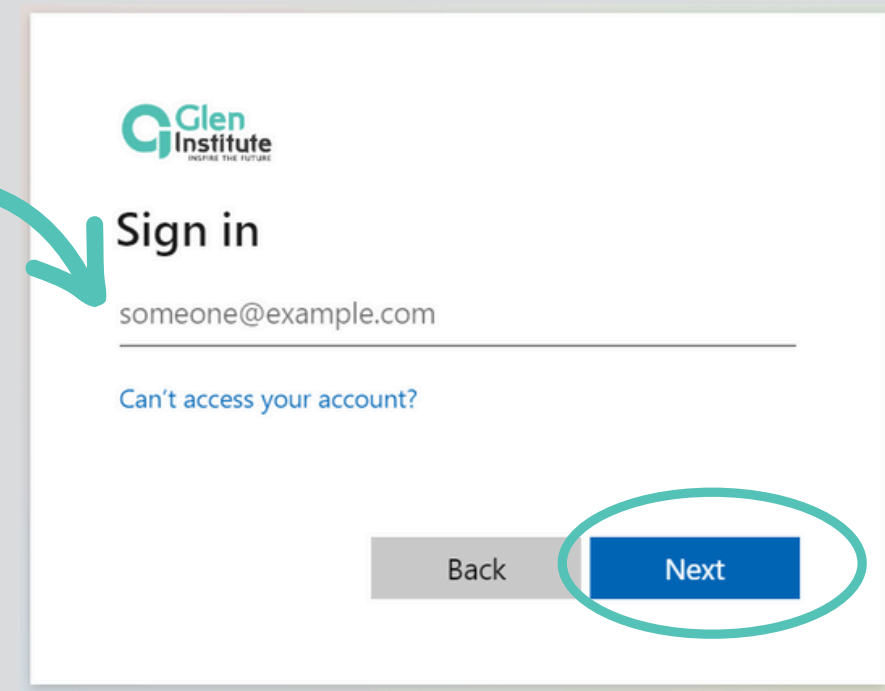


You will receive an email like this. Please accept the invitation by clicking on Open Microsoft Teams.

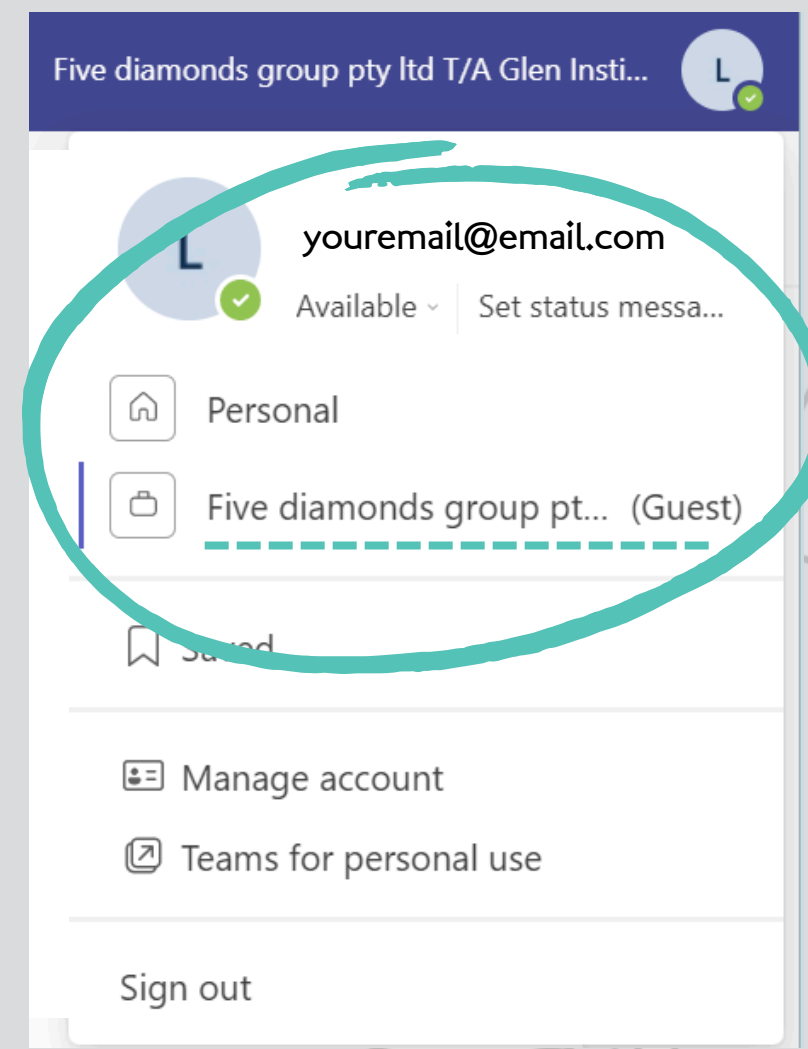
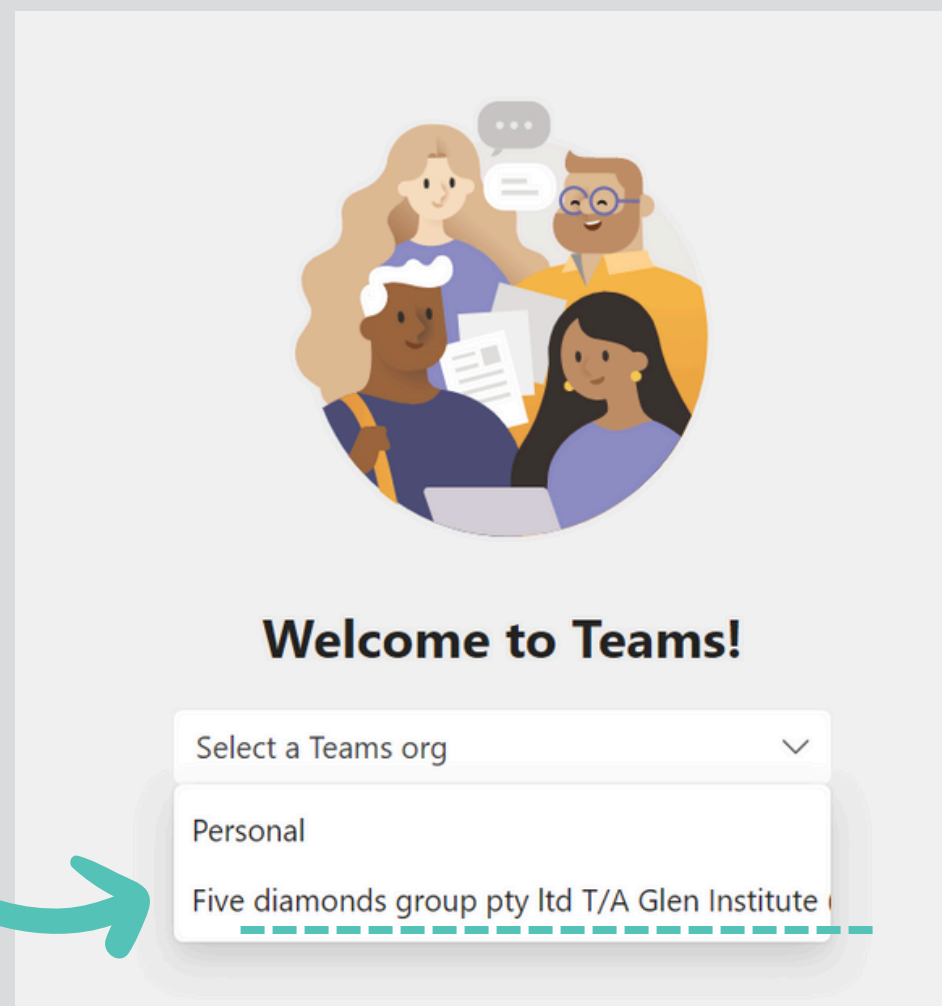




2 You need to sign in with your own email and password. You don't need to create a new account.

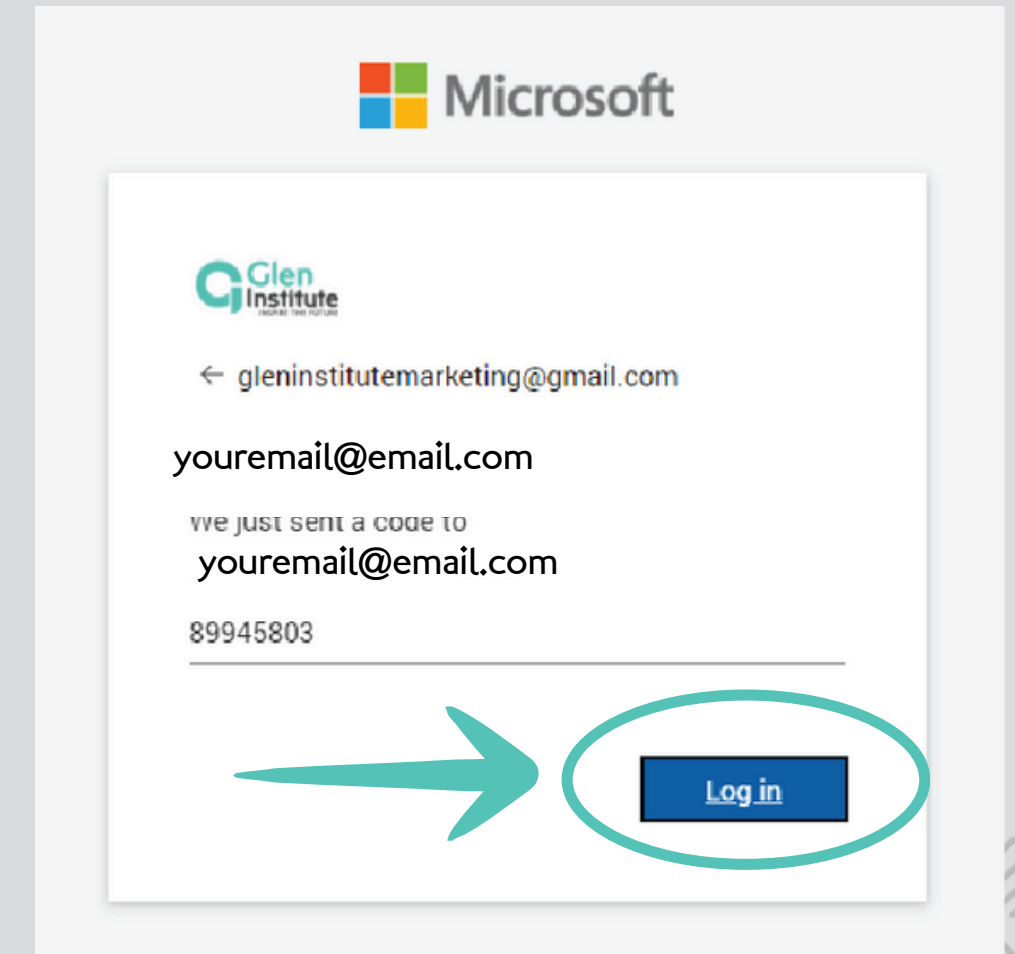
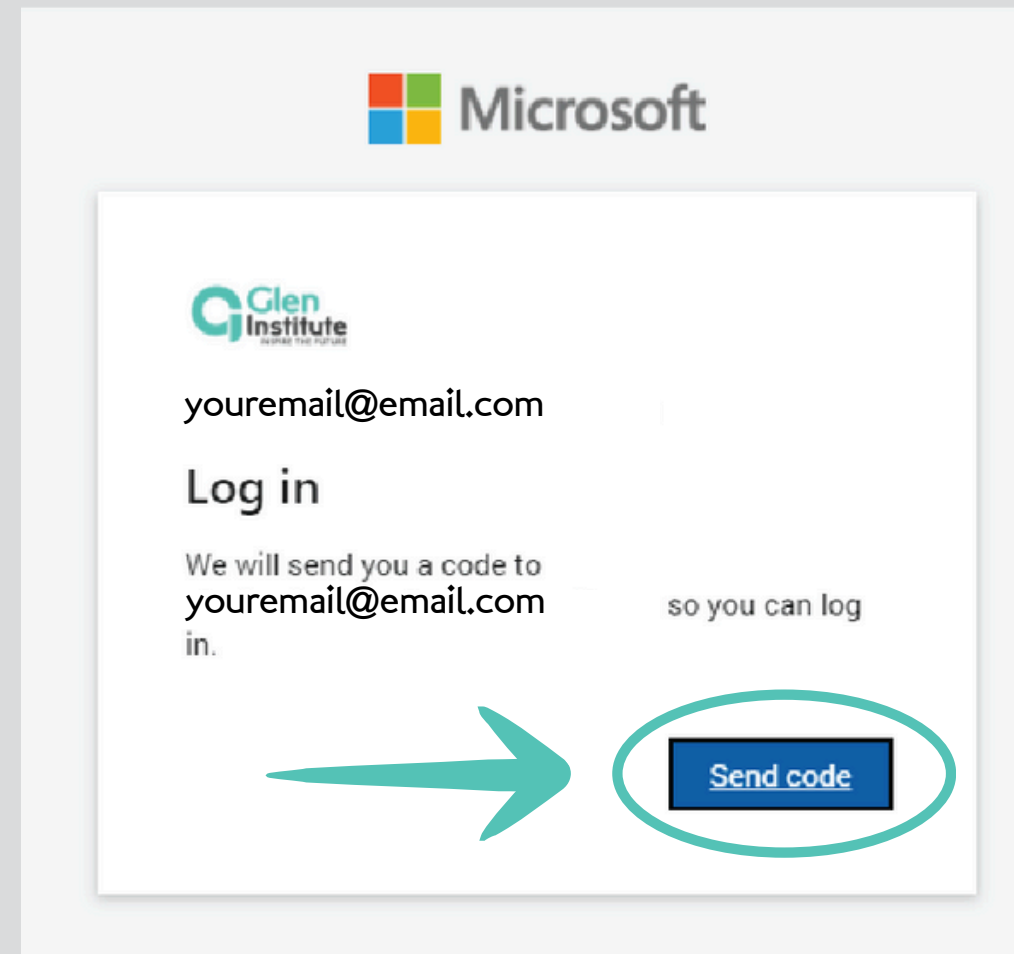


3 It might ask you to choose your workspace. Please select or ensure you are login into the Five Diamonds Group option.





- Please click on send code if it asks you to send a code.
- You will receive an email with the code.
- Enter the code in the next step and click on Log in.



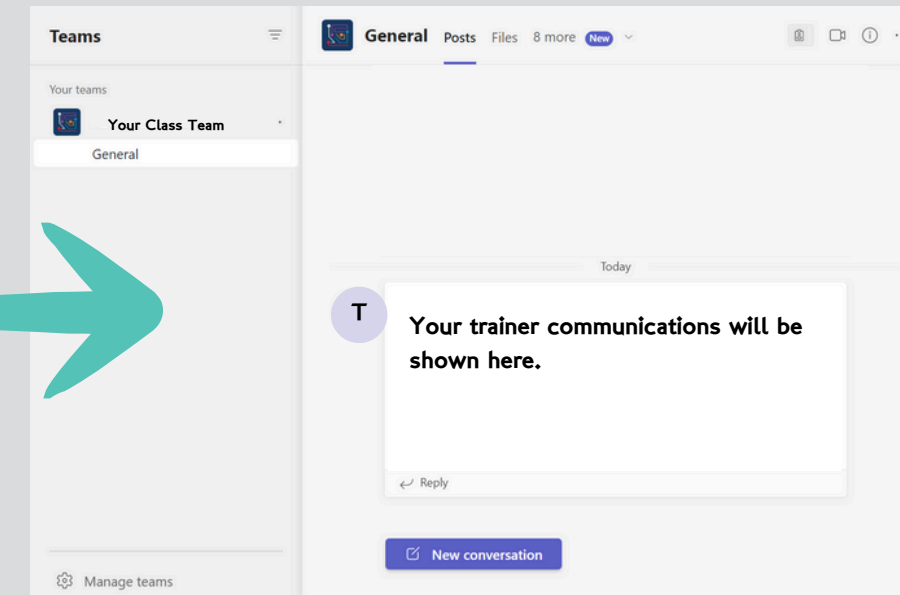




## THIS IS HOW YOUR TEAMS WILL LOOK LIKE:

### COMMUNICATIONS IN POSTS

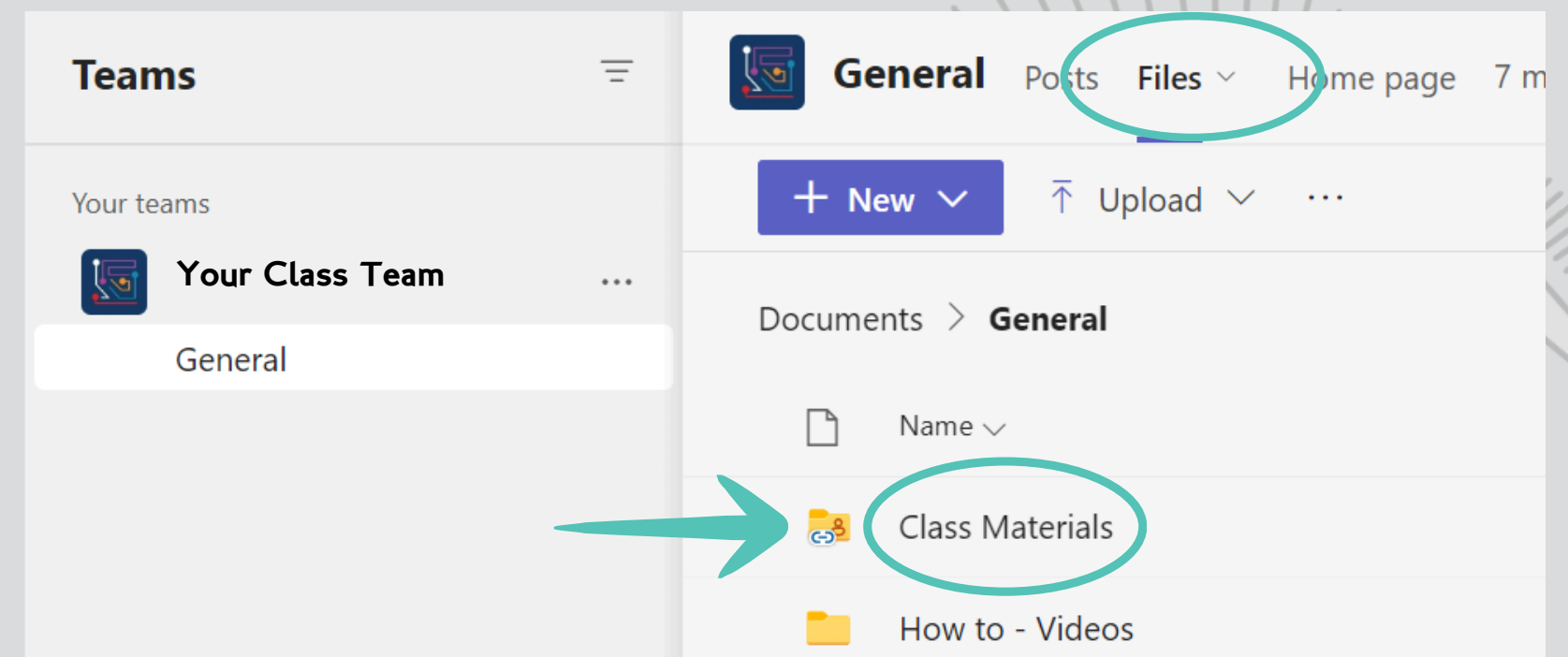
In your Class Teams in the Posts tab, you will see daily communications from your trainer or other Glen team members. Please regularly check, especially before your class day.



### ASSESSMENTS & STUDENT RESOURCES

Next to the Posts Tab, there is a Files tab, in this one, you will find a folder named Class Materials, inside you will find your student resources and assessments for each unit.

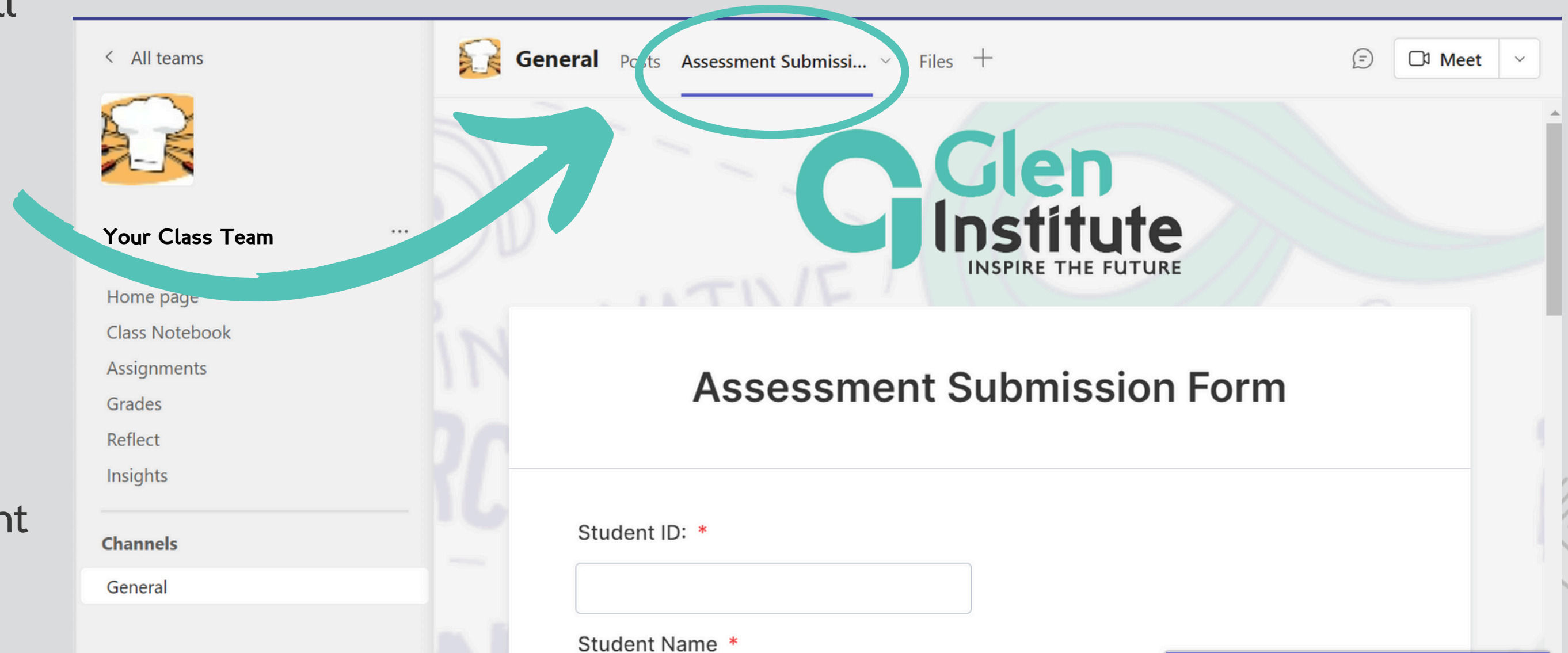
\*Please login to a PC if you can't see this folder. Some mobiles will not allow you to see it.





# ASSESSMENT SUBMISSION FORM

In the tabs, you will find one named Assessment Submission Form. To submit your assessments you need to do it through this link. Fill out your student details and upload your assessments on time.





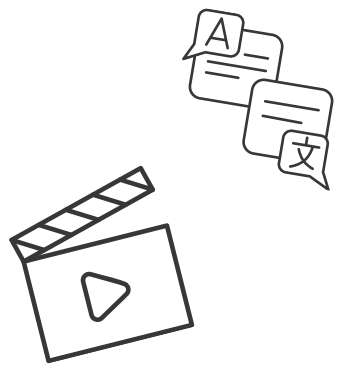


# CAMPUS

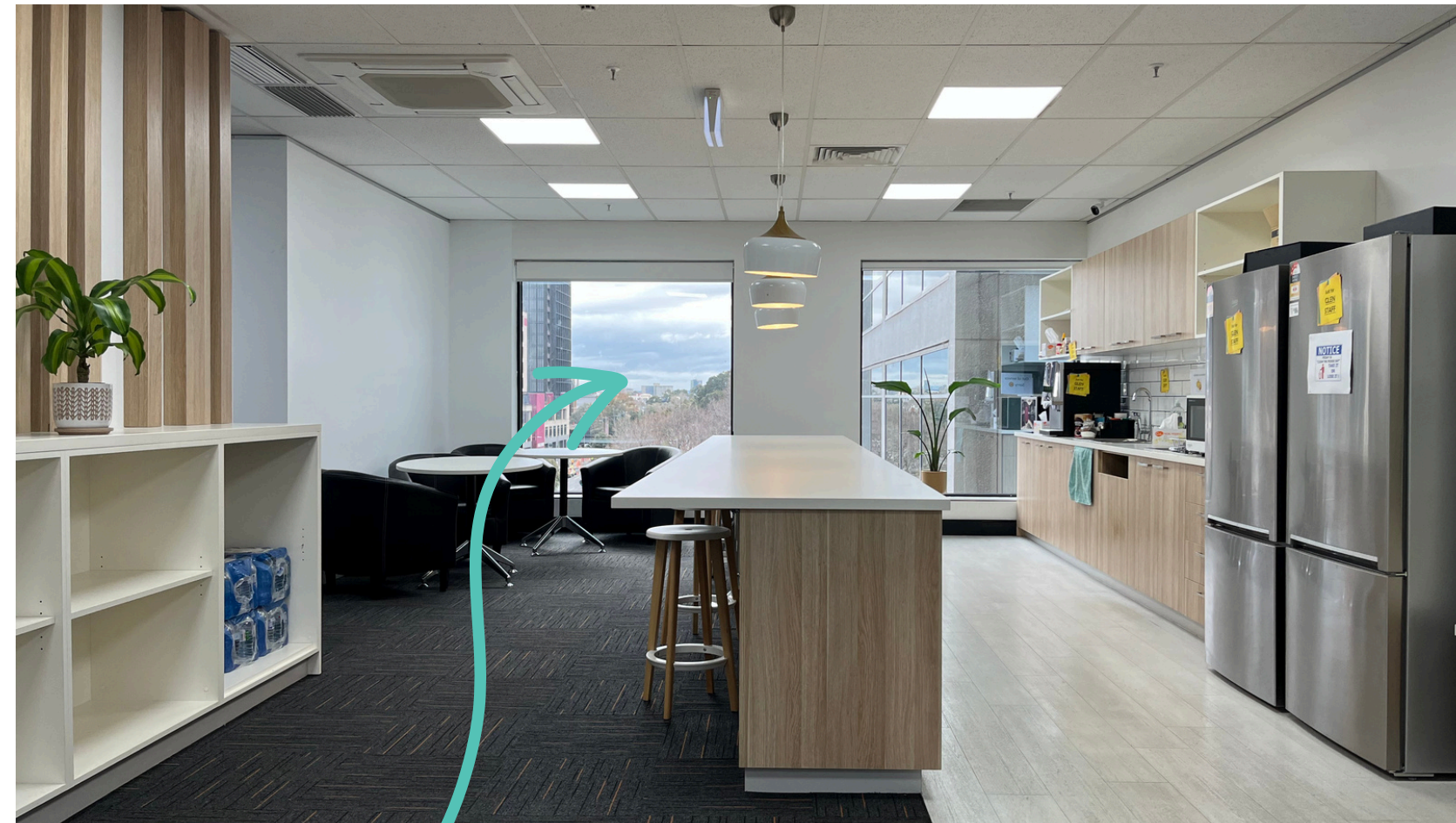
Level 5, 310 King St.,  
Melbourne VIC 3000







# WELL-EQUIPPED CLASSROOMS



WOW  
WHAT A MELBOURNE  
VIEW





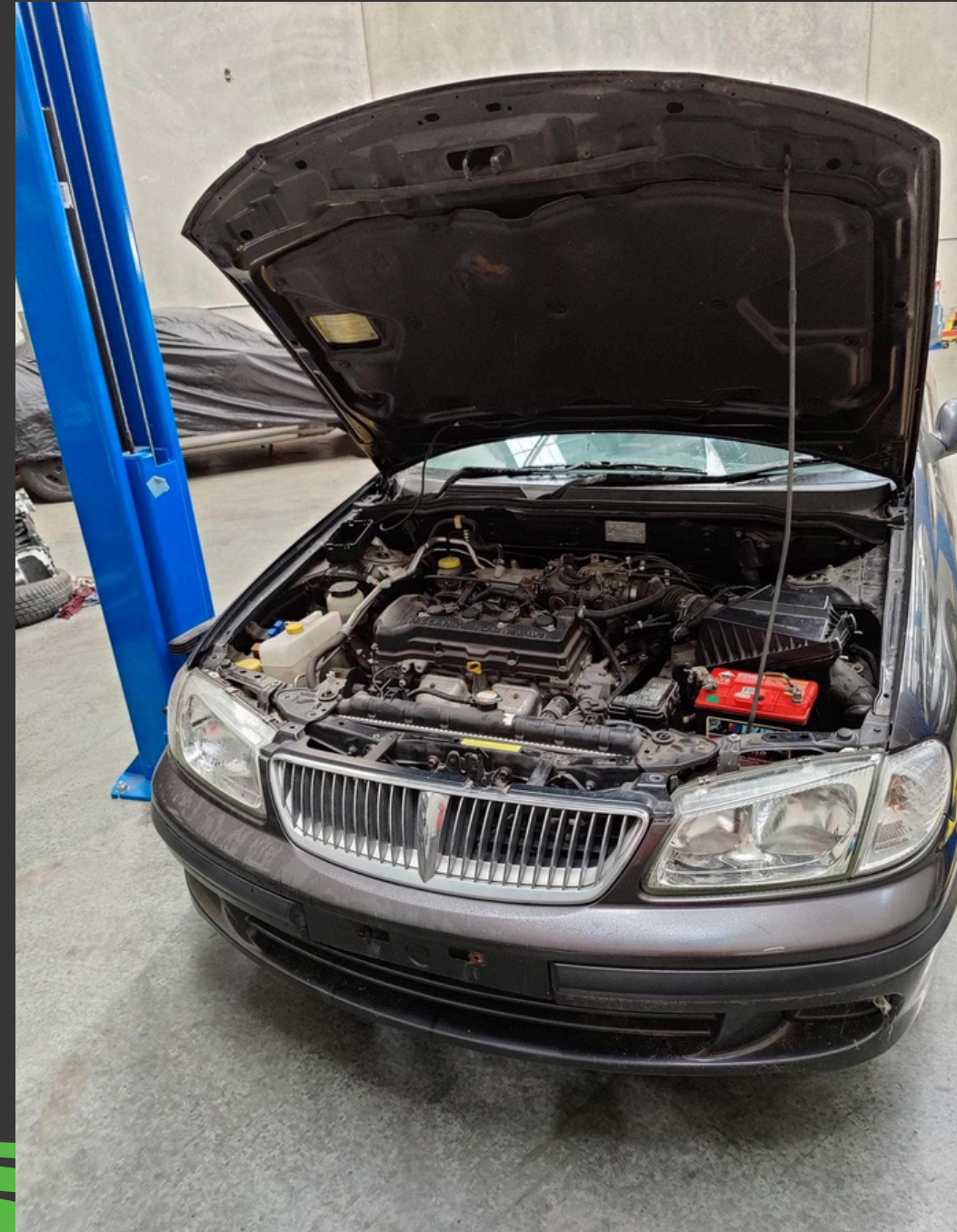
# TRAINING KITCHEN

 172 Victoria St,  
Richmond VIC 3121.

- Huge Kitchens.
- Maximum capacity of 25 students.
- Easy access to Public Transport.
- Just 15 to 20 min from the CBD







# AUTOMOTIVE WORKSHOP

 14/65 Mark Street, North  
Melbourne, VIC 3051

- Maximum capacity of 25 students.





# CARPENTRY WORKSHOP

Outer Northern Trade  
Training Centre (ONITC),  
407 High Street, Lalor, VIC  
3075

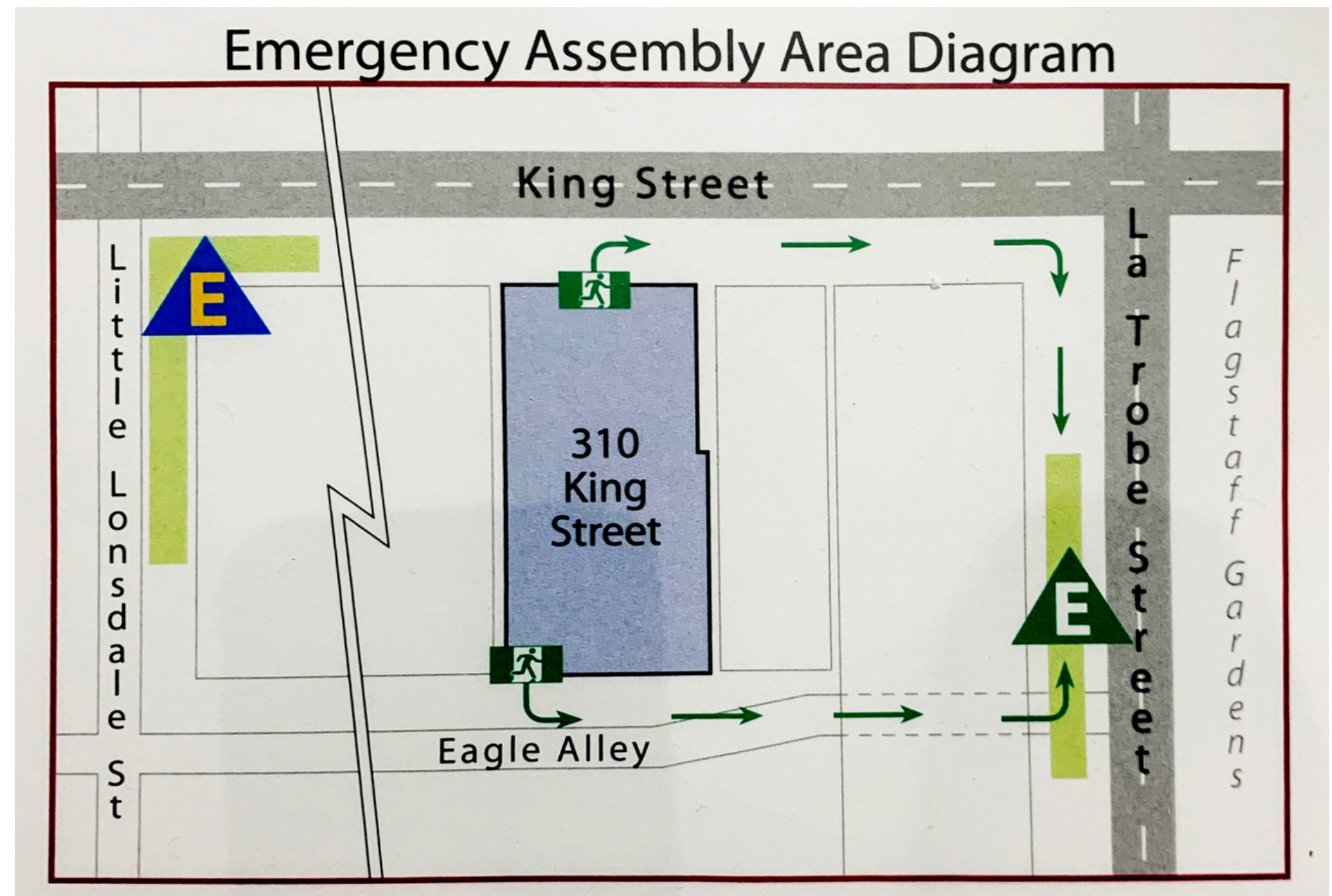


- Maximum capacity of 25 students.



# IN CASE OF EMERGENCY

- Do not use the lifts in case of fire.
- Use the stairs instead.
- Follow the directions of the Fire warden.
- Assembly areas are located on La Trobe Street and corner of King Street and Little Lonsdale Street.



[CLICK TO WATCH EMERGENCY EVACUATION VIDEO](#)

# STUDENT'S CODE OF CONDUCT



- Students must be punctual at all times to ensure fellow classmates are not disadvantaged by lateness or early departure from timetabled classes.
- Any class session or activity missed, regardless of cause, reduces the learning opportunity and may adversely affect a student's achievement in their enrolled course.
- At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened.
- Students or staff do not permit using personal electronic equipment, such as mobile phones, during class lectures.
- A laptop computer is permissible provided it is relevant to the class or got permission from the trainer.
- The use of a dictionary by students in class is permitted.
- Students are expected to always use appropriate language.
- Students are expected to speak English in the classroom by local etiquette.

# IMPROPER OR INAPPROPRIATE BEHAVIOR



- Being on Glen premises and consuming or having consumed alcohol.
- Persistent disruptive behaviour.
- Verbally abusive or hostile behaviour affecting fellow students, fellow employees or colleagues.
- Smoking or using prohibited or illegal substances at Glen classes or on Glen or field/work placement provider premises.
- Deliberate misuse of Glen equipment or materials.
- Willful or malicious damage to Glen's property or equipment.
- Arson of Glen property.
- The behaviour of a discriminatory nature.
- Carrying, using or owning a prescribed or regulated weapon or dangerous article on Glen premises.
- Physical assault on a member of general or teaching staff, other students, employees, colleagues or public members or behaviour perceived to be threatening.



# IMPROPER OR INAPPROPRIATE BEHAVIOR



- Theft from staff, fellow students, fellow employees or colleagues at Glen;
- Slander or harassment (whether verbal, sexual or otherwise) of staff, fellow students, fellow employees or colleagues;
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws for their actions.
- Any student who has been found willingly overloading the lift resulting in its malfunctioning buildings will be liable to share the costs incurred in repairing and maintaining these.

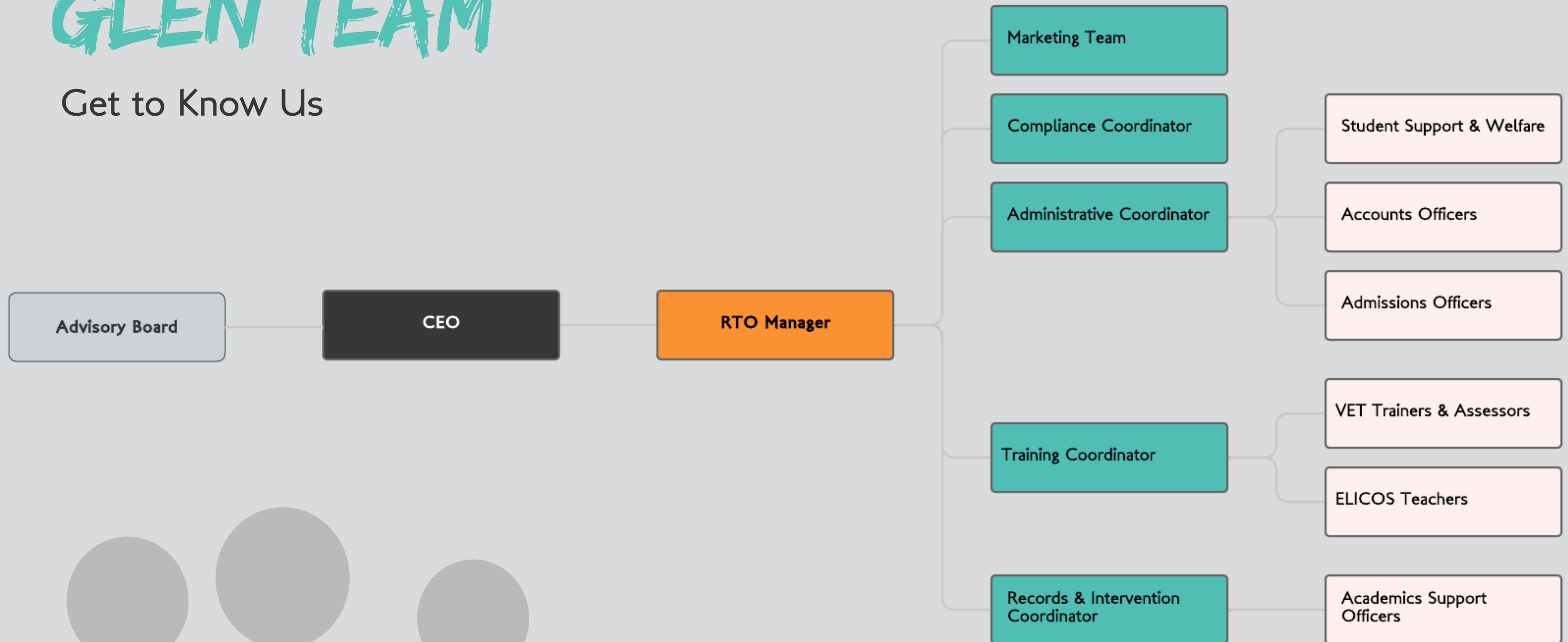


# HOUSE KEEPING

- Kitchen facilities and a break-out area (for lunch and relaxation) are available on this floor.
- Do not carry food and drinks into the class. Do not leave food in the refrigerator at the end of the day.
- Strictly 'No Smoking on the premises.'
- Please do not use mobiles in the classrooms.
- 'Only English' Policy for strict implementation, please.

# GLEN TEAM

Get to Know Us





# IMPORTANT CONTACTS

**GENERAL  
ENQUIRIES**

[contact@glen.edu.au](mailto:contact@glen.edu.au)

**WELFARE &  
STUDENT SUPPORT**

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

**FOR EMERGENCY &  
AFTER WORKING  
HOURS**

**Landline: 1300 003 990**

**Mobile: 0452 644 536**



# STUDENT SUPPORT AT GLEN INSTITUTE

## STUDENT SUPPORT CONTACT:

Email: [support@glen.edu.au](mailto:support@glen.edu.au)

Online Form: [General Support Request Form](#)



Students requiring special or other help must contact the respective functionaries of Glen Institute:



Ideally, the first point of contact in the classroom would be your trainers for Academic matters and for Admin matters, the front office (Reception), who will further direct you to the right functionary.

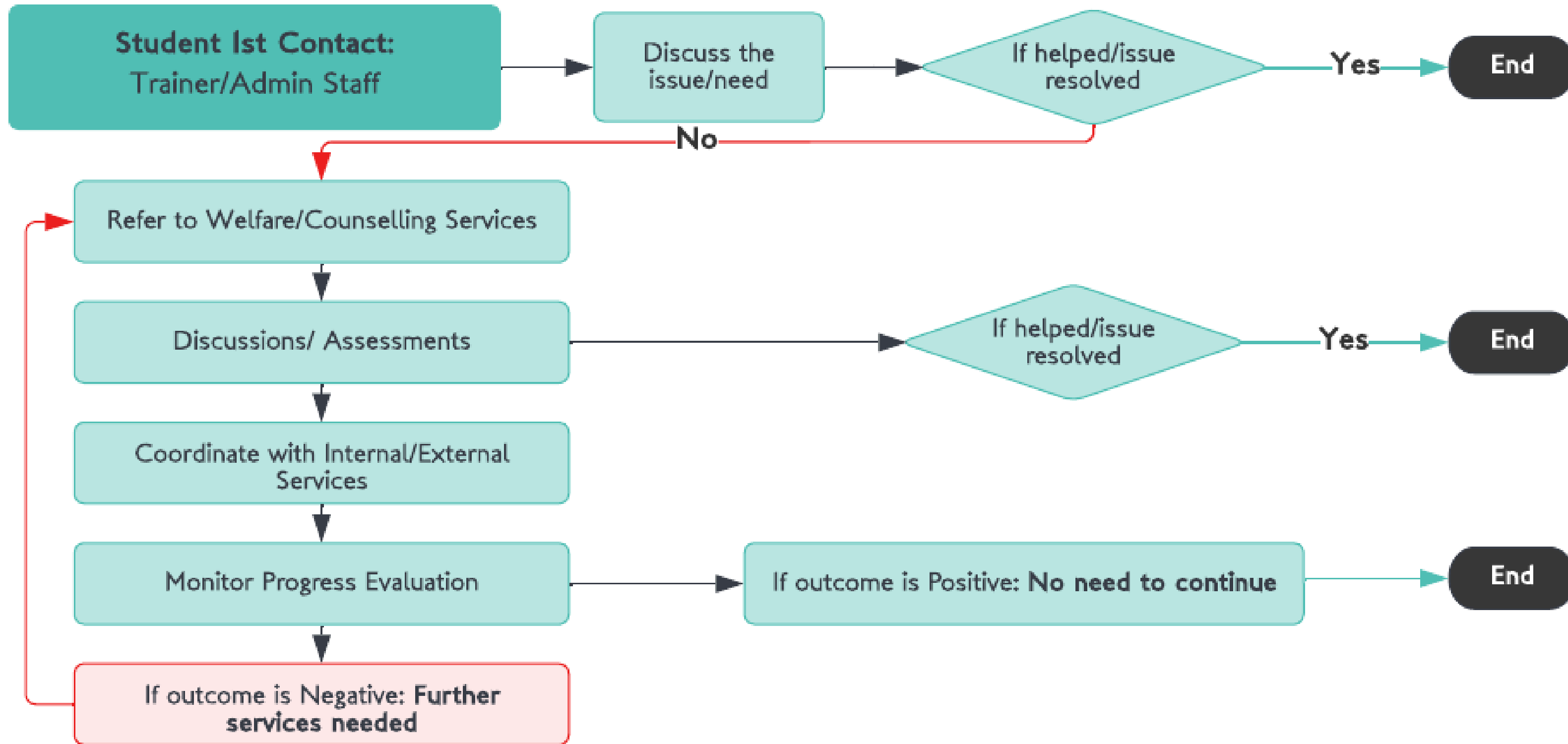
## Additional language support



VET students can be provided by our English teachers; Please ask your trainer.

There are no charges for Internal support services. Charges may be applicable for external counselling/support services as the case may be.

# STUDENT WELFARE & SUPPORT





# CLASS ATTENDANCE & COURSE PROGRESS



- Students are expected to attend classes at a minimum of 20 hours Face to Face in the classroom/Kitchens per week so that students can complete the course within the expected duration of the CoE.
- The course learning progress will be monitored and recorded.
- At a minimum, students must complete at least 50% of their course units each term so as not to be reported to the Department of Education and the Department of Home Affairs.
- ELICOS Students must maintain a minimum of 80% attendance.

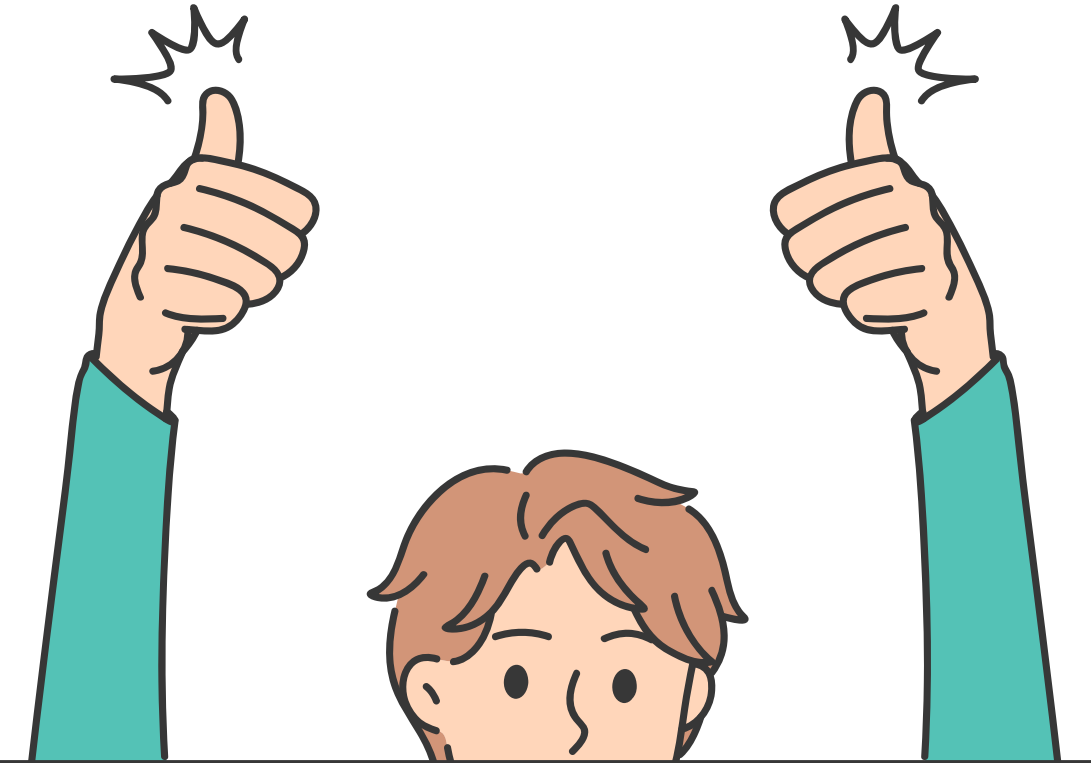
TO PUT IT SIMPLY, THE MORE YOU CAN  
ATTEND IN CLASS, THE EASIER IT WILL BE TO  
PASS YOUR COURSE SUCCESSFULLY.



# ASSESSMENTS PROCEDURES

## IN SIMPLE TERMS:

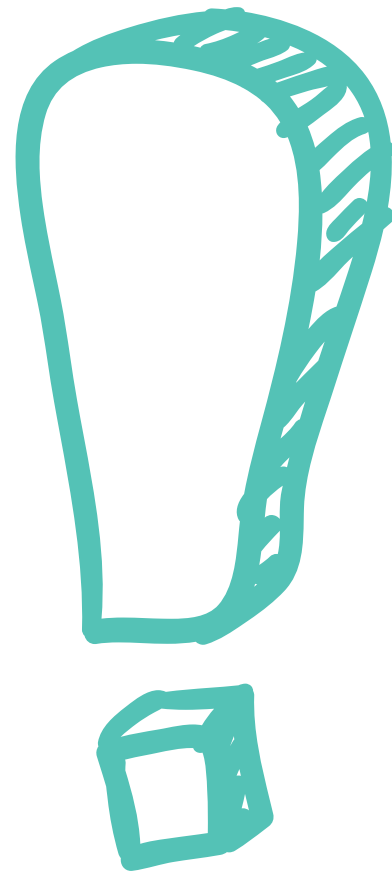
- Assessments must be your own work
- Don't copy from other students, must use your own words
- Don't copy your assessment from websites
- Don't copy large blocks of text from learner guides
- Reference at all times
- Trainers are required to report cases of plagiarism
- Repeated cases could result in expulsion from college



- Be honest with yourself
- Be honest with your classmates
- Be honest with your trainer
- Seek help from your trainer
- Attend classes regularly

**THE BEST ASSESSMENTS**





# ACADEMIC INTERVENTION

- If you do not achieve competency in your assessments, your trainer will advise you to re-submit or re-sit these assessments.
- If you refuse to re-submit assessments and you do not achieve a satisfactory outcome, the Unit will be marked as NYC( Not Yet Competent).
- If you do not achieve satisfactory progress in your course( for VET courses, we will ask you to discuss your course progress with the Training Manager.

As per the National Code of Practice for Providers of Education and Training to Overseas Students 2018, The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses and is usually the final course of study. The first six months are calculated as six calendar months from the date an overseas student commences their principal course. There is no information on the primary course in the same.

Note:

When an overseas student requires a release to transfer  
Generally, overseas students cannot transfer between registered providers prior to completing six calendar months of their principal course.







# IMPORTANT POLICIES

FEES, CHARGES AND REFUND POLICY

ACADEMIC PROGRESS, COMPLETION  
AND ATTENDANCE POLICY

DEFERRAL, SUSPENSION AND  
CANCELLATION POLICY

TRANSFER OF PROVIDER POLICY



# APPLYING FOR LEAVE

- All leave must be taken during our term breaks.
- Leave will not be granted during the course learning period.
- Don't book your air tickets and then expect the college to approve your leave during the course.
- If students books a holiday without reporting to Glen institute, the student would have defaulted for not achieving the required attendance and course progress.



FOR MORE INFO, CHECK OUR DEFERRAL, SUSPENSION AND CANCELLATION POLICY

# COMPLAINTS & APPEALS



## ACADEMIC

If you are not happy with the quality of training; trainer's calibre, course resources, facilities, outcome of assessments and etc, you have the right to complain and seek remedial action.

## NON-ACADEMIC

Concerns that you may have:

- Threats to your personal safety
- Bullying
- Discrimination
- Sexual harassment
- Unacceptable behaviour from other students

- 1 At first, talk to your trainer, and the trainer has the responsibility to give you proper feedback.
- 2 If you are not happy with the response, make a formal complaint in writing and hand it over at reception or send it by email to [contact@glen.edu.au](mailto:contact@glen.edu.au). You can expect a resolution within 20 working days.



FOR MORE INFO, CHECK OUR  
COMPLAINTS AND APPEALS  
POLICY

# IMPORTANT INFORMATION



Emergency numbers for Police, Ambulance or Fire Brigade in Australia Dial 000

- Bomb threat: Victoria Police
- Fire: Melbourne Fire Brigade
- Flood: State Emergency Service
- Gas leak: Gas Leaks and Emergency services on 1800 GAS LEAK (1800 427 532) to locate and repair the leak
- Hazardous materials or Dangerous Goods
- Medical Emergency
- Read the brochure 'Student Safety in Victoria'

Visit our Student Support page for more information:

<https://glen.edu.au/student-support/>





# SURVEYS

You will be asked to take surveys from our institute as well as educational entities, including the Department of Home Affairs.

## WHAT IS THE SURVEY ABOUT?

The written survey asks questions that relate to the following parts of the student experience:

- Marketing and recruitment
- Enrolment
- Support and progression
- Training and assessment, and
- Completion.

Students are asked to tick the box that best matches their agreement with statements about their learning experiences. The survey also asks students some open questions about their overall satisfaction with their training experience.

# WEBSITE & SOCIALS

Follow us!



[WWW.GLEN.EDU.AU](http://WWW.GLEN.EDU.AU)



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



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



[@GLENINSTITUTE](https://www.linkedin.com/company/GLENINSTITUTE)



[@GLENINSTITUTE](https://www.tiktok.com/@GLENINSTITUTE)

**THANK YOU!**

Any Questions?

**INSPIRE**

**THE FUTURE**



# UNIQUE STUDENT IDENTIFIER (USI)

## BENEFITS OF USI:

- Easy access to training records and results – all data consolidated online
- Once you create your USI you need to let Glen know of your USI
- You can view and update your details in your USI account
- You can view and download your training records and results (transcript)
- Manage who can view your transcript

No statement of attainment nor certificates can be issued to students without a valid USI



## HOW TO CREATE A USI

### Step 1.

Go to:

<https://www.usi.gov.au/students/create-usi>

### Step 2.

Follow the instructions!

All International Students with valid Student Visas will need a USI compulsorily.