Welcome to
Torrens University Australia
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At our Fitzroy campus, we understand that being a student is more than just study and hard work.

We are committed to providing a challenging, rewarding and fun learning environment, and offer you a range of dedicated support services to assist you throughout your journey.

Please read through this booklet and if you still have questions please contact our Student Services Team.

We hope you enjoy studying with us at Torrens University Australia.

We wish you all the best with your studies and look forward to seeing you on campus.

We acknowledge the traditional custodians of this land, the Boon Wurrung and Woiwurrung people of the Kulin Nation. We pay our respects to the elders past, present and future - for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia. We must always remember that under the concrete and asphalt this land is, was, and always will be, traditional Aboriginal land.
Our Story

Torrens University Australia brings a fresh, modern, careers-focused and global perspective to higher education. Torrens University is part of the Laureate International Universities network, which means that students graduate with more than a degree; they graduate from the largest education network in the world, ready for whatever challenge the world throws their way.

About Laureate International Universities

Laureate Education, Inc. is the largest international network of degree-granting higher education institutions, with more than 850,000 students enrolled at over 25 institutions with more than 150 campuses, which we collectively refer to as the Laureate International Universities network.

Laureate believes that when our students succeed, countries prosper and societies benefit. This belief is expressed through the company’s philosophy of being ‘Here for Good’ and is represented by its status as a certified B Corporation®.

A dedicated success coach to help you achieve your goals

The globe’s largest alumni network is in your corner

Smaller classes for a closer, more collaborative experience

“A university that’s everywhere you need it to be:

Our greatest and proudest moment is when we see you walk across the stage to collect your certificate at graduation.”
Orientation day

Orientation Day is designed to help you feel at home more quickly. You’ll get to meet your classmates, academic teams and support staff, while getting familiar with the campus facilities and support services available to you.

So what happens?

The program is broken down into information sessions with the academic team and workshops from the learning support team.

The information sessions cover all you need to know about how the campus and University work.

The workshops will help you add a few skills to your toolbox so you can hit the ground running.

Here to help

Academic Team

Success Coaches

IT Support Team

Student Services Team

Learning Support Team
• Academic Skills
• Learning Technology
• Library & Learning Skills
Academic calendar

Trimester dates
You can find information on dates and subjects by scanning the QR code:

or go to studenthub.torrens.edu.au/Hub/dates

Where are we?

Address
25 Victoria St, Fitzroy, VIC 3065

Campus Hours
Mon - Friday  7.30am - 9.30pm

Student Services
Torrens University Australia
03 9415 3333
sservices@laureate.net.au

Student Services Hours
During trimester
Mon - Thurs: 8am - 6.30pm
Fri: 8am - 5pm

During trimester break
Mon - Fri: 8.30am - 5pm
Public Holidays: Closed

Refer to the Student Hub for public holiday closure information
studenthub.torrens.edu.au/fitzroy
Getting here

The Fitzroy campus is located close to Melbourne’s CBD and can be easily accessed by public transport.

Public transport
Check PTV for train, tram and bus timetables, or to download public transport apps. YarraTrams also has timely tram info.


Train
Parliament Station is a 15-minute walk or short tram ride away.

Tram
Route 11 - West Preston to Victoria Harbour Docklands, via Brunswick Street Fitzroy. Get off at stop 15 St David Street/Bell Street or stop 16 Johnston Street.
Route 96 - East Brunswick to St Kilda Beach, via Nicholson Street. Get off at stop 15 - Johnston Street/Elgin Street.

Bus
Route 200 (City Queen St to Bulleen) and Route 207 (City to Doncaster Shoppingtown) travel along Johnston Street, one street back from Victoria Street. Get off at Brunswick Street stop.

Biking
Bike racks are available for those people that wish to cycle to the campus. Remember to bring your own bike lock. More information and to plan your bicycle journey.

There are hundreds of bike paths throughout Victoria. More information on bike paths and rail trails can be found at bikepaths.com.au or railtrails.org.au

Travel Concession
Full-time domestic students studying on campus are eligible for discounted fares on public transport. Get in touch with Student Services to apply for a student travel concession card.
Public transport concessions are not available to:
- International students
- Online students
- Part-time students

Parking
Driving is not recommended as a means of transport unless you have no other option. Besides the parking issues, we try to be as green and environmentally aware as we can here at Fitzroy Campus as a reflection of our holistic approach.

On-street parking
Two-hour free parking is available outside the building. However, much of Victoria Street parking is reserved for local residents.
Parking inspectors are very vigilant in this area and you will more than likely be fined if you park for longer than the allowed time.

Commercial parking
All-day parking is available at Melbourne Museum on Nicholson Street. Check the Museum site for rates.
Coles Supermarket on Johnston Street (entry via Argyle Street). This car park is operated by Carepark. Please contact them for current parking rates and operating hours.
75 Rose Street - operated by Greenco Parking, this car park offers reasonable hourly and daily rates.

Getting around?

Evacuation meeting point
In an emergency, please follow the instructions, and assemble at the emergency meeting point, as directed by your Fire Warden or emergency services.

Second Floor
Access via Building 25 Entrance

First Floor
Access via Building 25 Entrance

Ground Floor

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75 Rose Street - operated by Greenco Parking, this car park offers reasonable hourly and daily rates.
Campus services

How do I get a Student ID card?
To get your Student ID, email a passport sized headshot (or high resolution selfie) to the Fitzroy Student Services team. Alternatively, you can go to the Student Services front desk on campus to request an ID card.
Once your ID has been created we will let you know when it is ready for collection. If you are an online student, we will arrange to send your Student ID card via post.

Where do I send my headshot?
You can send your headshot to: sservices@laureate.net.au

I.T. and You
I.T. Services are able to assist students with basic network access such as connecting to Wi-Fi, or how to use printing facilities.
I.T. is not able to assist with hardware or software related issues; this is the responsibility of students to resolve.
You can lodge an I.T. issue by emailing itservicedesk@laureate.net.au Alternatively, to organise an appointment visit our Student Services Team.

Housekeeping
Please ensure you keep all campus areas clean and tidy, with furniture left in its allocated space or room. There are bins provided for general rubbish across the campus.

Facilities Team
We work hard to keep the facilities clean and tidy to ensure the campuses feel like your second home. You’ll spend a lot of time on campus so it needs to be a place you enjoy.
For any other facilities issues, please get in touch with our Student Services Team. We ask that students and staff play a role in respecting and maintaining the facilities so they can be enjoyed by all.
If you observe any breakages or faults, please let our Student Services Team know.
Learning support

Academic Skills

The Learning Support Team is here to make sure you can talk to someone about developing, or improving, your academic literacy.

Learning Support run workshops as well as individual sessions, on campus and online, to help you with essay writing skills, understanding plagiarism and how to give an effective presentation (plus much, much more).

Get help with:
- Writing (essays and reports)
- Study techniques
- Presentation skills
- Goal setting
- Grammar and spelling
- Time management
- Academic learning
- Creating an effective study environment

If you would like help with any of the above, you can contact the Library and Learning Services team via the Student Hub: library.torrens.edu.au/contact

Library & Learning Skills

Book a meeting with your Library & Learning Advisor
library.torrens.edu.au/contact

Peer Assisted Study Sessions (PASS)

Whether you are a top performer, or could use some improvement, you will benefit from the skills and understanding gained from attending the Peer Assisted Study Sessions (PASS).

PASS sessions are facilitated by senior students who have excelled in these subjects. Many students each year find these subjects challenging, but attending PASS is a great way to help get through it together! Students who attend 5 or more PASS sessions achieve, on average, 10 marks higher on their assessments.

PASS Sessions run for one hour and are a safe, fun learning environment. These sessions are run by students, for students. Bring any questions you have and work together with your peers to enhance your grades.

For more information on when sessions will run, check on the Library site: library.torrens.edu.au/academicservices/pass

Studiosity

As part of enrolment, students get free access to Studiosity.

Studiosity is designed to support students with their core skills and writing skills. The service is delivered regardless of study mode; to improve students’ confidence and academic success. The service also supports teaching staff and management with necessary data and insight to prove whole-cohort outcomes. The specialists who provide this support do not cover course or curriculum content.

Students can find Studiosity within each subject on Blackboard, in the left-hand navigation panel, by clicking on the link.

Students can use the service during trimester breaks, on weekends and after hours. Students can use the service in two ways; live feedback (3pm-12am, Sunday to Friday) or writing feedback in less than 24 hours.

The ‘Writing Feedback’ Service

“Here’s my file, I’ll check back later.” This service offers constructive writing feedback in less than 24 hours.

Feedback is a spotlight, showing students where they might focus attention and add more thought – because timely feedback drives confidence and perseverance.

The ‘Connect Live’ Service

“I need help now!” This service offers one-to-one, personal help in real time.

A student formulates a question, and then works with one of the subject specialists in the interactive classroom – with chat, collaborative whiteboard, and file sharing.

For more information, contact the Learning Support Team: library.torrens.edu.au/contact
Student Support

Counselling

Your campus provides free and confidential counselling to all face-to-face and online students enrolled in Australia.

This non-judgmental service does not diagnose; we only listen and help you explore areas of concern and work on strategies that can assist you.

Attending counselling does not mean there is anything wrong with you; it simply provides a confidential and neutral place to freely express your needs and concerns. Counselling sessions are not registered on your academic record.

Counselling is simply a place to get some support and assistance that will help you get through your studies.

For more information on the free and confidential counselling services that are available to you, please visit the Student Hub at: studenthub.torrens.edu.au/fitzroy/counselling

If you would like to make an appointment with a counsellor, please contact: counsellor.fitzroy@laureate.net.au

Success Coaches

A big welcome from the Success Coach team!

As a Torrens University student, you have been partnered with a Success Coach as your personal resource for motivation, mentorship, career advice and guidance.

Uniquely, your Success Coach is an industry professional who has done the hard yards themselves and knows what it takes to succeed in your chosen field.

As a first step, early in the trimester you’ll be invited by your Success Coach to complete the Gallup StrengthsFinder.

We all have unique and innate talents and strengths: by identifying and working with you to apply your strengths to your studies and career goals, together we are setting you up to maximise your success. Our Success Coaches will be explaining more during Orientation Day. We are looking forward to meeting you!

Stay in the loop

Office 365

All new students will be allocated a student Microsoft Office 365 account and Outlook email address.

All communication from campus and academic staff will be sent to your student email account. You must activate your account and check your email regularly or you will miss out on important information about your course.

Your Office 365 account will give you access to:

- Office 365 apps online
- Outlook (email and calendar)
- OneDrive (cloud storage)
- And the ability to download the desktop software for free.

How do I access my student email?

Your Office 365 student email login information will be sent to your personal email address once you have finalised your enrolment. If you have confirmed your enrolment but do not have your student email as yet please contact Student Services and they can assist you.

What is the format of my new email address?

Your new email address will be made up of your full name and college, for example: firstname.lastname@college.torrens.edu.au

Where can I access more information about my student email address?

If you would like more information on your new email address, check out the Student Hub: studenthub.torrens.edu.au/Hub/student-email

Need info on tips and troubleshooting?

Have a look on Student Hub or contact your Student Services team!

Tips and troubleshooting

Student email FAQs

- Office 365 on smartphone or tablet
- Auto-forwarding
- Password issues
- Install desktop software
- Student Email to Office 365

Password issues

I have forgotten my password

- Try to reset your own password by using the Self Service Password Reset wizard at https://passwordreset.microsoftonline.com.
- If this does not work, contact Student Services.

I don't know my username

- Contact Student Services to request your student email address.

Password recommendations

- Don't use a password that is the same or similar to one you use on any other websites
- Don't use a single word, for example, password, or a commonly-used phrase like yourname.
- Make passwords hard to guess, even by those who know a lot about you, such as the names and birthdays of your friends and family, your favorite bands and phrases you like to use.
Subject Selection

Towards the end of each study period, you’ll need to select and enroll in your next set of subjects. Enrolling into your subjects is as easy as 1, 2, 3.

- Step 1 - refer to your course structure for what subjects to choose next. Your Course Structure lists the subjects you need to successfully complete in order to achieve your qualification. Your Course Structure can be found here: studenthub.torrens.edu.au/fitzroy
- Step 2 - log in to your Student Portal
- Step 3 - use the Subject Selection tool to choose your classes

For more detailed information on how to select your subjects, visit the Student Hub at: studenthub.torrens.edu.au/fitzroy/subjectselection
IT Requirements and Access

You’ll need to have access to a computer while you study in order to complete your assignments, access online resources and use your Learning and Student Portals.

There are limited computers available for use on campus, so we suggest you start planning how you’ll access one for your studies. If you are going to buy a computer and need guidance, make sure you get some expert advice about how to satisfy your needs as a student.

You will also need to have a set of standard software packages, internet connectivity and reasonably good computer skills (we can help!).

Internet

We provide free Wi-Fi at Fitzroy.

Network: THINK WIRELESS
Password: thinkb81

We recommend that you use Firefox or Chrome web browsers when using the Learning Portal for best results.

Textbooks – where to find them

New textbooks
Amazon: www.amazon.com.au
Book Depository: www.bookdepository.com
Book World: www.bookworld.com.au
Co-op: www.coop.com.au
Jekkle: www.jekkle.com.au
Zookal: www.zookal.com

Second Hand Textbooks
ABE Books: www.abebooks.com/books/textbooks (New and 2nd hand books, buy back options)
Zookal: www.zookal.com (New and 2nd hand books)

How to get IT help?

If you’re having IT issues, contact the IT service desk via email: itservicedesk@laureate.net.au

How to Print on Campus

Printing, scanning and copying can be done in the Library in Building 35. You will need to add credit to your Student ID card and can do this via cash at the Library front counter, or via EFTPOS at the card credit machine.
Stay connected

Student Hub

The Student Hub will play a big part in your time at Fitzroy. We use the Student Hub to share important online and on-campus information, including enrolment guidance and events. Here you will find support services, course information and careers guidance at any time of any day.

You can access the hub at: studenthub.torrens.edu.au/fitzroy

Blackboard

Studying online or just looking for some study resources?

Blackboard is the place where you will find learning and teaching material for your course. Students have access to all their course material, while lecturers are able to set material and resources for students to use. Students and lecturers are also able to communicate through the essential study tool.

You can access Blackboard at: cas.laureate.net.au/#/login
Blackboard

How to get help with Blackboard (Learning Portal)

1. Click the student help tab at the top of your Learning Portal and then click on Learning Portal Support. Alternatively you can click on the computer icon for technical help.

2. Click to submit a question or book a meeting with your local Blackboard team member.

3. Fill in your student details and provide a description of the issue as well as any relevant screenshots.

The Student Portal is a self-service center for all student administrative needs. You can select your subjects and classes for the coming trimester, set your timetable, check your academic results and finance information. You can access your Student Portal via the Fitzroy Student Hub.
Workplace Health & Safety

We are committed to ensuring that students, staff and visitors are not exposed to situations in the campus environment which may result in health or safety issues. Health and safety on campus is an individual and shared responsibility for all and requires the co-operation and commitment of all students and staff members.

All students, staff, visitors and contractors are expected to:

• Comply with health and safety policies and procedures.
• Conduct their activities in a manner which prevent injury or damage.
• Co-operate with and actively participate in the safety management system.
• Report any dangerous or hazardous situations that come to their attention.

First Aid

There are first aid kits in every building on campus to cater for any injuries or incidents. This is managed by our Workplace Health and Safety Officer. We also have certified First Aid Officers on campus. If you encounter an incident requiring first aid attention, please notify your nearest staff member.

Evacuation Procedures

In an emergency evacuation, don’t panic! Please strictly follow the instructions of the Building and Area Wardens.

Lost Property

Student Services Team has an allocated lost property box. If you misplace or find a possession, be sure to check at the Student Services Desk.

Smoking

Our campuses are strictly non-smoking zones. Smoking is not permitted on campus nor on the streets surrounding our campus buildings.

Safety tips

• Ensure appropriate footwear is worn at all times.
• Your student ID card must be worn at all times. This will provide you security access to the building as well as identify you as a student. Recognise and avoid potentially dangerous or hazardous situations. Notify staff of any concerns – there is no issue too big or small. Report any suspicious behaviour you witness or encounter.
• Always ensure your personal property is never left unattended – you can never be too cautious.

Stay safe

2928
The Practice Wellbeing Centre

Fitzroy’s The Practice Wellbeing Centre offers you as a student, the chance to practice your skills under expert supervision. The Practice Wellbeing Centre at Fitzroy Campus is open to the general public, students and staff. Come in as a client and use some of the outstanding yet affordable services The Practice Wellbeing Centre has to offer.

The Centre offers a range of treatments that students and clients have access to, including:

- Counselling
- Beauty / Body treatments
- Naturopathy & Nutrition consultations
- Iridology
- Bio impedance analysis

Did we mention students receive discounts on treatments and products? Some treatments are FREE! Just show your student ID on the day of your appointment.

Program Directors

Program Director information can be found on your course page on the Student Hub.

Business
studenthub.torrens.edu.au/Hub/business

Health
studenthub.torrens.edu.au/Hub/health

Design & Creative Technology
studenthub.torrens.edu.au/Hub/design

Education
studenthub.torrens.edu.au/Hub/education

Hospitality
studenthub.torrens.edu.au/Hub/hospitality
FAQ

Where do I go if I have a problem?
Your lecturer should be the first person you contact for any academic issues. If they are unavailable or unable to assist, you can contact your Program Director. If you have any non-academic problems, raise them with Student Services who will be able to direct you appropriately.

Where can I see the required software and equipment requirements for my course?
Get in touch with your Course and Careers Advisor or Program Director who will be able to provide specific details.

Where can I view my student calendar?
Our student calendar lists key academic dates, public holidays and other important dates for the whole year. You can access it on your Student Portal or the Student Hub: studenthub.torrens.edu.au/fitzroy/calendar

How do I contact student services?
Students are always welcome to visit Student Services desk and request to speak with a Student Services Advisor – no appointment is necessary. We also encourage students to lodge enquiries via:
Torrens University Australia
1300 575 803
studentservices@torrens.edu.au

Is there a student counsellor available?
The Fitzroy campus provides a free counselling service that is available to all students. Please email counsellor.fitzroy@laureate.net.au or contact Student Services for a referral.

How can I get a student ID card?
Email a passport sized head shot (or high res selfie), with your full name and student number to the Student Services Team. Alternatively, you can have your picture taken at the Student Services front desk. We will let you know when your ID card is ready.

Who do I speak to about fees?
Our finance department can help with your fee enquiries. You can contact them by emailing student.finance@tua.edu.au
Study Assist (studyassist.gov.au) is a great resource if you have any questions regarding FEE-HELP.

Where can I find policies and procedures?
Head to studenthub.torrens.edu.au/fitzroy to read our policies and procedures and download any necessary application forms.

What is VET Student Loan/FEE-HELP? (Applicable to domestic students only)
These are loan schemes that assist eligible fee paying students to pay their tuition fees. The Australian Government pays the amount of the loan direct to the educational institution. Students repay their loans once their income is above the minimum repayment threshold for compulsory repayment.

What is the census date? (Applicable for domestic students only)
The census date for a subject is the closing date for a student to apply for FEE-HELP assistance and the date a student incurs a FEE-HELP debt (the tuition fees) for the unit undertaken. International Students census date is typically fourteen days before the start of the trimester.

Am I eligible for VET Student Loan/FEE-HELP?
Yes, if you’re:
   a) an Australian citizen,
   b) a holder of a Humanitarian Permanent Resident VISA and will be a resident in Australia for the duration of your studies,
   c) a holder of a Permanent VISA who will be undertaking bridging study for overseas-trained professionals and will be a resident in Australia during your studies.

How do I apply for tertiary concessions on my travel card?
Eligibility:
   • Full-time on-campus, domestic student
   • Living in Australia
   • Have an active enrolment
   • Have a current student ID card

When will I receive my health care card from OSHC? (International students only)
Your Health Care card is ordered once you are enrolled and normally takes up to 21 days to be delivered to your nominated address or to the college. If your address is temporary and you have elected to have your card sent to the campus, it can be collected at Student Services. Notices will be emailed when they arrive. Once received you will need to active the card.
Love what you do

25 Victoria St, Fitzroy, VIC 3065

Student Services Available:
During trimester
Mon - Thurs: 8am - 6.30pm
Fri: 8.30am - 5pm

During trimester break
Mon - Fri: 8.30am - 5pm

03 9415 3333

sservices@laureate.net.au

studenthub.torrens.edu.au/fitzroy