Welcome to
Torrens University Australia
At our Flinders St 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 university that’s everywhere you need it to be:

Town Hall Campus
Level 4, 540 George St, Sydney

The Rocks Campus
Level 3 & 4, 1-5 Hickson Rd, Sydney

Pyrmont Campus
Level 1 & 5/235 Pyrmont St, Pyrmont

Blue Mountains Leura
1 Chambers Rd, Leura

Kent Street Campus
Level 3, 333 Kent St, Sydney

Ultimo Campus
46-52 Mountain St, Ultimo

Fitzroy Campus
25 Victoria St, Fitzroy

Flinders Street Campus
196 Flinders St, Melbourne

Adelaide Campus
Ground Lvl, 82-92 Wakefield St, Adelaide

Bowen Terrace Campus
90 Bowen Terrace, Fortitude Valley

Gotha Street Campus
123 Gotha Street, Fortitude Valley

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

9 in 10 graduates find a job they love within a year

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

“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

Success Coaches

Academic Team

Student Services Team

IT Support 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:

![QR Code](image)

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

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**Where are we?**

**Address**
196 Flinders Street
Melbourne VIC 3000

**Campus Hours**
**During trimester**
Mon - Thurs: 7.30am - 9.30pm  
Fri: 7.30am - 6pm  
**During trimester break**
Mon - Fri: 7.30am - 6pm

**Student Services**
Torrens University Australia
1300 575 803
studentservices@torrens.edu.au

**Student Services Hours**
**During trimester**
Mon - Thurs: 7.30am - 7pm  
Fri: 7.30am - 5pm  
**During trimester break**
Mon - Fri: 9am - 5pm
Getting here

The Flinders St campus is located in the heart of Melbourne's CBD and conveniently located close to public transport.

Public transport

Your campus is conveniently located right across from the Flinders Street Station, which services many train lines. There are trams and buses across the entire city grid for easy transport to and from campus. Familiarise yourself with the route that's best for you!

You will need a myki to travel on trains, tram and buses in Melbourne and many parts of regional Victoria. Go to ptv.vic.gov.au to plan your journey and find out about myki.

Travel concession

is available for domestic students enrolled in a full-time study load only. Find out more at ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/children-and-students/tertiary-students

Bike

If you wish to ride your own bike to campus, remember to bring a bike lock for security. At this stage the Flinders Street campus does not offer private bike racks so you are responsible for finding a safe

Parking

Be mindful that the Flinders St Campus does not offer student parking. There are limited paid street parking spaces around the city, as well as paid carparks.

On street parking:
Paid parking is available outside the building. However, these spaces are in high demand. Parking inspectors are vigilant in this area so don’t park for longer than you’ve paid for.

Commercial parking:
Wilson Parking offer 24/7 car parking next to campus. Check out wilsonparking.com.au for rates.

Getting around?

Evacuation meeting point

In an emergency, please assemble at emergency meeting point:
The corner of Flinders St and Swanston St, next to St Paul’s Cathedral
Campus services

How do I get a Student ID card?
To get your Student ID, you must email a passport sized head shot (or high res selfie), with your full name and student number to the Torrens Student Services Team. Alternatively, you can have your picture taken at the Student Service front desk.

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 head shot to: studentservices@torrens.edu.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
studenthub.torrens.edu.au/Hub/library-learning-services
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.
If you would like to make an appointment with a counsellor, contact counsellor.melbourne@laureate.net.au or book online at studenthub.torrens.edu.au/Hub/counselling

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.provider.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

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 ilovenou
• 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/hub
- **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/Hub/subject-selection

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Select Your Subjects

**Instructions:**

1. Please make sure to view your course structure on the Student Hub here, which provides important guidance on the recommended order of subjects to take.
2. Once you have viewed your course structure, use the section below to select your subjects by placing a tick box next to the subjects that you would like to study.
3. Select your class from the drop down options. If a subject is full then a waitlist option will appear. Please look at our Step-by-Step guide for FAQs on waitlisting.
4. If you have already completed a subject or have received Course Credit for any subjects, then these subjects will not be displayed on the Select Your Subjects page.

**Need Help?**

If you need help understanding which subjects to select, please contact your Success Coach.

**Course:** Diploma of Counselling and Communication Skills

**Campus:** Online Campus

**Study Period Start:** 16/09/2019

**Study Period End:** 03/12/2019

**Census Date:** 04/10/2019

**Attend Type:** Fulltime

**Subject Selection Cut-off Date:** 27/09/2019

**Available Subjects**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Level</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>COL100A - Applied Counselling</td>
<td>100</td>
<td>Core</td>
</tr>
<tr>
<td>SCC160 - Sociological Considerations in Counselling</td>
<td>100</td>
<td>Core</td>
</tr>
</tbody>
</table>

If you are unsure of anything throughout Subject and Class Selection, please contact your student services team.

For more detailed information on how to select your subjects, visit the Student Hub at: studenthub.torrens.edu.au/Hub/subject-selection
Stay connected

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 Flinders Street.

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
(Book World: www.bookworld.com.au)
(Jekkle: www.jekkle.com.au)
(Zookal: www.zookal.com)

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

You can print directly from your laptop using PaperCut by accessing THINKPrint (http://thinkprint).

1. Log in to THINKPrint
   - http://thinkprint
   - Use your student ID and My Account password

2. Top up your account if required
   - Click the ‘Top Up by Credit Card’ tab
   - Enter amount and your credit card details and click ‘Pay Now’
   - Your account will be immediately credited – no refunds are available

3. Upload your documents
   - Click on the ‘Web Print’ tab and click ‘Submit Job’
   - Select the printer name
   - Click the button ‘2. Print Options and Account Settings’ and select number of copies
   - Click ‘Upload from Computer’ or drag your files in to the gray box - you can only upload file types: Word, Excel, PowerPoint, PSF and XPS
   - Click ‘Upload & Complete’
   - Your file will then be sent to the printer queue.

4. Release your print job
   - Log in to the printer by swiping your student ID card on the printer’s card device (if you don’t have your student ID card handy you can enter your details manually)
   - The machine will give you the option to print, copy or scan. Select ‘Print’
   - Select your print job in the list using the touch screen
   - Press ‘Print’ and you’re done!
   - The cost of your print job will be displayed when the job is selected
**Student App**

Our Student App is designed to make it easy to stay on top of your subjects, timetable, messages and more. Download our free handy app to access key resources and information for your studies and connect with your classmates and lecturers. To login, use your new Office 365 official university email address.

**Student Hub**

The Student Hub will play a big part in your time at Flinders St. 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

**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 access important messages from your institution, enroll in your upcoming trimester, set your timetable, check where your classes are located, edit your personal account, find course information, academic results, forms, policies and key dates (and a lot more).

You can access your Student Portal via the Student Hub or you can download the Student App!
Stay safe

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.
The Practice Wellbeing Centre

Fitzroy’s The Practice Wellbeing Centre offers students the chance to practice their skills under expert supervision.

The Practice Wellbeing Centre at our 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/Hub/dates

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 to read our policies and procedures and download any necessary application forms.

What is VET Student Loan/FEE-HELP?
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

How do I apply for a Unique Student Identifier (USI)?
The USI creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it’s yours for life.
The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual’s nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.
- Visit usi.gov.au
- Get at least one form of ID
- Click on ‘Student Entry’ from the Homepage > Click on ‘Create your USI’ and follow the instructions.
- Your USI will be displayed on the screen. Also it will be sent to you by either your email, phone or by mailing address.
- Provide your USI to Student Services via studentservices@torrens.edu.au or in person before you complete your course.

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.

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How do I apply for a Unique Student Identifier (USI)?
The USI creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it’s yours for life.
The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual’s nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.
- Visit usi.gov.au
- Get at least one form of ID
- Click on ‘Student Entry’ from the Homepage > Click on ‘Create your USI’ and follow the instructions.
- Your USI will be displayed on the screen. Also it will be sent to you by either your email, phone or by mailing address.
- Provide your USI to Student Services via studentservices@torrens.edu.au or in person before you complete your course.

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.