



## EdTec Institute Australia

### Orientation Booklet

Treadfast Pty Ltd trading as EdTec Institute Australia  
SA 5010  
[www.edteconline.com.au](http://www.edteconline.com.au)  
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## 1. Important and Emergency Contacts

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|----------------------------------|--|
| <i>EdTec Institute Australia</i> | Email: <a href="mailto:contact@edteconline.com.au">contact@edteconline.com.au</a><br>Web: <a href="http://www.edteconline.com.au">www.edteconline.com.au</a><br>Address: 293, Shepherds Hill Road, Eden Hills, SA 5050 Australia<br>RTO No: TBA  |
| <i>EdTec Postal Address</i>      | 293, Shepherds Hill Road, Eden Hills, SA 5050 Australia  |
| <i>Trainers</i>                  | Contact details will be provided.<br>Please email to your Course Trainers if you have any questions regarding: <ul style="list-style-type: none"> <li>• Content of units</li> <li>• Assessment</li> <li>• Teaching procedures</li> <li>• Employability skills</li> </ul>   |
| <i>CEO</i>                       | Mrs Rupal Chanda<br>Please email to CEO if you have any questions regarding: <ul style="list-style-type: none"> <li>• The program as a whole</li> <li>• Academic regulations</li> <li>• Difficulties with study</li> <li>• Decisions to defer from study</li> <li>• Help with reading, writing, note taking and preparation for tests and assignments</li> </ul>   |
| <i>Online Coordinator</i>        | Ms Nupur Chanda<br>Please email to Online Coordinator if you have any questions regarding:<br>Email: <a href="mailto:contact@edteconline.com.au">contact@edteconline.com.au</a><br>For matters relating to: <ul style="list-style-type: none"> <li>• Timetable</li> <li>• Enrolment</li> <li>• Change of Address</li> <li>• Forms</li> <li>• Policies and Procedures</li> <li>• OSHC</li> <li>• Fee Payment</li> </ul> |

## 2. Welcome to EdTec Institute Australia

This handbook has been developed to support your integration into online learning and help you understand your study requirements. At EdTec, our management, staff, and senior students are here to support you throughout your learning journey.

This booklet contains important information about EdTec, your responsibilities as a student, and the academic opportunities available to you. Use it as a starting point, and don't hesitate to ask questions—your peers, mentors, and trainers are valuable sources of information.

Welcome to EdTec. This Orientation Booklet is designed to provide you with information on programs, services, and policies, which will assist you in your ability to navigate your way to a successful study. We are confident that you will find the EdTec community to be an interesting place, filled with thoughtful, committed students, trainers and administration staff. We understand that studying online is challenging and our trainers and support staff will support and assist you at all times.

We take great pride in preparing students for success in life by providing various courses that meet the rapidly changing demands of modern society. Our nationally accredited and internationally recognized courses are designed to provide you with the knowledge and real-world skills necessary to achieve your academic and professional goals. Whichever course you enrol in, you will be supported with an atmosphere that is nurturing, and you will always have access to trainers and support staff that are committed to your success.

In this e-booklet you will find relevant information to help you plan for your everyday study life within the EdTec's online delivery environment. All students are required to abide by all the relevant policies and procedures of EdTec. This e-handbook is a source of information that you can refer to from time to time to assist you in your studies. So, it is important that you take good look of it. Information will also be given to you at online Orientation events and also on the EdTec's website.

It is important to have a balance in life, to study successfully and to deal with difficulties as they arise. Our friendly Student Support Team is available to provide you with assistance on any matters related to your study. Please do not hesitate to contact our staff at any time.

We would like to welcome you to EdTec. We are looking forward to your academic progress over the time that you are with us. We encourage you to take full advantage of the opportunities available to you and look forward to celebrating your achievements in the future.

Chief Executive Officer

### 3. Your Digital Learning Environment

#### Virtual Classrooms

At EdTec, we are committed to providing a high-quality online learning experience. Our virtual classrooms are designed to be interactive, accessible, and student-friendly. Through our secure online platforms, students and trainers have access to:

- Video conferencing
- Interactive whiteboards
- Real-time collaboration features
- Screen sharing and breakout rooms

With reliable internet connectivity and integrated audio-visual technology, EdTec's learning environment supports dynamic and engaging sessions from anywhere in the world. As an online institution, we maintain a respectful, inclusive, and distraction-free digital space for all learners.

#### Digital Access and Support

EdTec ensures that all students have access to the digital tools and resources needed for successful learning. Course materials, learning activities, and assessments are accessible via our secure online platforms, compatible with both desktop and mobile devices.

#### Technical Requirements:

- Personal computer or laptop with stable internet connection
- Latest version of Microsoft Office Suite or equivalent software
- Updated web browser (Chrome, Firefox, Safari, or Edge)
- Webcam and microphone for live sessions
- Minimum 10 Mbps internet speed recommended

Technical support is available through our helpdesk to assist with troubleshooting, platform navigation, and connectivity issues. EdTec also offers guidance on accessing free or discounted software tools to support your studies.

#### Virtual Student Lounge

We believe that learning goes beyond the classroom. Our Virtual Student Lounge provides a dedicated online space where students can connect, collaborate, and unwind. Whether you're looking to meet peers from across the globe, form study groups, or join interest-based communities, the Student Lounge is your hub for informal interaction and support.

#### The lounge includes:

- Student discussion forums
- Virtual meetups and social events
- Peer support channels
- Community announcements and clubs

The Virtual Student Lounge helps you build meaningful connections and enjoy a sense of community—wherever you are.

#### 4. Student Administration

##### Student Identification Number

Each student will be issued with a unique Student Number. You should record and remember your student number for use throughout your enrolment at EdTec. Your student number is very important and must be included along with your name when:

- Submitting assessments to trainers
- Submitting documentation to Student Administration
- Accessing your student portal
- Corresponding with EdTec staff

Students will be issued with a digital student identification card.

##### Unique Student Identifier (USI)

All students require a USI (Unique Student Identifier) number for their studies. Please note: If you do not supply EdTec with a USI number, the institution cannot legally issue you with your Statement of Attainment or qualification certificate.

Step-by-step instructions for creating your USI can be found on EdTec's online notice board, and a digital copy will be emailed to you after course commencement. Your USI will be recorded in the Student Management System and stored securely.

##### Change of Personal Information

All students are required to immediately notify Student Administration of any change to their personal details, including:

- Residential address
- Email address
- Phone number
- Emergency contact information

Keeping your contact information current ensures you receive important communications about your studies and enrolment.

#### 5. Online Safety and Security

##### Digital Learning Safety

As a 100% online learning provider, EdTec delivers all courses and services via virtual platforms. We encourage all students to ensure they have a safe and suitable learning environment, including:

- A stable internet connection and power supply
- A quiet, comfortable study space
- Awareness of local emergency procedures at your location
- Regular breaks to support physical and mental wellbeing
- Immediate reporting of any online safety or technical issues

##### Online Conduct

EdTec takes online safety seriously. All students are expected to:

- Use secure passwords and protect personal information
- Report any suspicious behaviour or cyber threats immediately
- Follow respectful communication guidelines in all forums, video calls, and group chats
- Maintain professional and courteous behaviour in all digital interactions
- Respect intellectual property and copyright laws

For any safety concerns, please contact Student Support at 1300 338 32 or reach out via the EdTec platform's support portal.

#### In-Person Activities or Events

If EdTec conducts any in-person training, assessments, or events, students will be provided with relevant Health and Safety Guidelines and Emergency Procedures specific to that venue prior to attendance.

### 6. Student Support Services

At EdTec, we understand that studying online can be both exciting and challenging. We offer comprehensive student support services designed to assist you throughout your learning journey.

Our Student Support Officer is available to provide confidential and professional guidance on:

- Academic progress and study skills
- Time management and online learning strategies
- Personal or wellbeing concerns
- Referrals to specialist or external services where required

Available Support Services:

- Academic and study support
- Technical assistance for online learning platforms
- Mental health and wellbeing resources
- IT helpdesk and troubleshooting
- Course progress monitoring and feedback
- Referral to external professional services if needed

EdTec is committed to supporting your success both academically and personally. We encourage all students to reach out early and regularly for any help they may need.

#### Course Progress and Engagement

As an online institution, EdTec tracks course progress, participation in learning activities, and timely completion of assessments to ensure students are meeting the requirements of their enrolled units.

If you are concerned about falling behind or not meeting academic expectations, contact our Student Support Officer for early intervention and personalized support. We're here to help you:

- Stay on track with your studies
- Manage your workload and deadlines
- Access additional academic or wellbeing support
- Connect with relevant external services if needed

Where unsatisfactory progress is identified, students will be contacted and offered guidance. If necessary, a Student Support Plan will be developed to help you succeed.

We recognize that personal and social challenges can impact your ability to focus on your studies. Whether you're managing life transitions, dealing with relationship or family concerns, or facing emotional stress, support is available.

We encourage students to explore support services in their local area that align with their specific personal, emotional, or cultural needs. Your wellbeing matters, and we're here to help you maintain balance throughout your learning journey.

## 7. Academic Requirements

### Satisfactory Academic Progress

Students are required to maintain satisfactory academic progress throughout their enrolment. Progress is monitored by EdTec, and support and guidance will be provided where progress is not being achieved.

Students must maintain at least a 50% pass rate across their enrolled units. Where this requirement is not met, additional support will be provided, and in some cases, visa status may be affected for students.

### Assessment and Participation

Students are expected to:

- Actively participate in online learning activities
- Complete assessments by the due dates
- Engage with course materials and resources
- Attend scheduled live sessions when required
- Communicate proactively with trainers about any challenges

### Recognition of Prior Learning (RPL)

EdTec grants course credit, national recognition, and/or RPL to individual learners who can demonstrate appropriate prior learning or experience in line with RTO Standards 2025.

Contact Student Administration for information about the RPL application process.

## 8. Important Policies

### Student Code of Conduct

Students are required to:

- Follow all rules of EdTec and instructions from staff
- Act in a non-discriminatory manner at all times
- Respect the rights of others
- Adhere to academic rules and regulations
- Maintain academic integrity

Where a student is found to have engaged in misconduct, EdTec may implement disciplinary action, including suspension or cancellation of enrolment.

## Plagiarism Policy

All students must not engage in plagiarism. Plagiarism is the intentional or unintentional use of the work of other persons, including:

- Copying (in whole or in part) the work or data of others
- Presenting substantial extracts from written, printed, electronic, or other media without due acknowledgment
- Giving the impression that work is original when it has been taken from another source

Any act of plagiarism constitutes a breach of this policy and may lead to suspension or cancellation of enrolment.

## Complaints, Grievances and Appeals

Students have access to EdTec's complaints and appeal process. This allows for a fair and equitable process for any grievance or complaint, including:

- Assessment decisions
- Course progress or participation concerns
- Administrative matters
- Other concerns related to your studies

Copies of the relevant policy and procedures are available through the eStudent Handbook at [www.edteconline.com.au](http://www.edteconline.com.au)

## Deferment, Suspension and Cancellation

Students may, through formal agreement with EdTec, be given permission to:

- Defer commencement of studies
- Take a leave of absence
- Temporarily suspend their studies

Such decisions should be made in consultation with Student Administration, as they may affect visa status for international students.

## Fees and Refund Policy

This policy details the due dates for payment of tuition fees and the circumstances under which refunds are made and financial penalties incurred. Please refer to your enrolment agreement and the Fees Policy on the EdTec website for complete details.

## Access to Student Files and Information

All students may access their student files through the Student Administration Department. Students may request their participation and academic records from Student Administration, and this information will be provided within 24 hours.

Please see the EdTec Privacy Statement for further information.

## 9. Privacy Statement

EdTec Institute is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

### Your Personal Information

To provide you with training and associated services, we may need to collect personal information such as your name, address, work history, qualifications, and educational background.

If you decline to provide your personal information, EdTec Institute may not be able to:

- Provide the product or service you requested
- Enter into an enrolment agreement with you

### Collection of Personal Information

Where practicable, we will collect personal information directly from you. We may also need to collect personal information from other third parties with your consent, such as previous educational institutions or employers.

### Use and Disclosure

We will use our best efforts to ensure that the information you provide remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where:

- You have given consent (verbal or written)
- It is authorized or required by law
- It will protect the rights, property, or personal safety of another person
- The assets and operations of EdTec business are transferred

### Access to Personal Information

You can access the personal information we hold on you, except when legislation requires or authorizes the refusal of access.

To access your personal information, contact the Student Administration Department in writing and specify the type of information you wish to view. You will be required to provide proof of identification.

### Storage and Security

We will take reasonable steps to maintain the privacy and security of personal information through:

- Storing electronic information on secure servers with restricted access
- Using encryption and secure transmission protocols
- Implementing access controls and authentication measures
- Regular security audits and updates

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required.



Internet and Technology Requirements  
Technical Support Services  
Virtual Library Resources  
Online Student Lounge

Ethics and Standards

Access and Equity  
Code of Conduct  
Duty of Care  
Plagiarism and Academic Integrity  
Complaints and Appeals Processes

Online Safety and Security

Online Learning Safety Guidelines  
Digital Security Best Practices  
Reporting Procedures for Technical or Safety Issues  
Emergency Contact Details

Support Services

Academic and Study Support  
English Language and Study Assistance Support  
General or Personal Circumstances Support  
Technical Support and IT Helpdesk  
Student Administration Department Services

Authorization for Use of Photograph or Likeness

EdTec Institute and its partners (education agents, government agencies, and any other person authorized to act on behalf of the institution) may use your photograph or other likeness, contact details, and achievements for purposes related to the educational mission of the institution, including publicity, marketing, and promotion of EdTec and its various programs.

You understand your photograph or likeness, contact details, and achievements may be copied and distributed by means of various media, including digital media, video presentations, websites, or social media pages.

You understand that, although EdTec will endeavour to use your photograph or likeness and contact details in accordance with standards of good judgment, the institution cannot guarantee that any further dissemination will be subject to its supervision or control. Accordingly, you release EdTec from any and all liability related to dissemination of your photograph, likeness, and personal information.

Please select one:

I agree to the above conditions and authorize EdTec for use of my photograph and likeness

I do not agree to the above conditions and do not authorize EdTec for use of my photograph and likeness

Student Declaration

I have clearly understood and agree with all the policies and procedures mentioned during the orientation session.



Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Member Name: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Member Signature: \_\_\_\_\_

For assistance or questions, please contact Student Support at 1300 338 32 or visit the EdTec platform support portal.

Detailed policies and procedures are available in the Student Handbook at [www.edtec.edu.au](http://www.edtec.edu.au)