

VET Information Guide

2017



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RTO Code 4909

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Welcome

Federation University Australia, or FedUni as we are also referred to, is Australia's most progressive regional university.

Offering an increased number of Vocational educational and training along with tertiary programs, FedUni has been created for its students. Whether you are a current or future student, from the regions or the city, an Australian or international student, FedUni is focused on you and your aspirations.

Many of you may be the first in your family to attend university. We welcome all of you. Our vision is to create a new world of opportunities for all our students, particularly those in regional areas.

Welcome, and thank you for choosing FedUni

Professor Andrew Smith
Acting Vice Chancellor and
President
Federation University
Australia

Democracy Statement: Australian Democracy is valued by ALL at Federation College

Federation College values are consistent with the principles underlying *Equal Opportunity Act 1995*, including a commitment that we support:

- elected Government
- the rule of the law
- equal rights for all before the law
- freedom of religion
- freedom of speech and association
- the values of openness and tolerance

Federation College delivers their programs and teaching in a manner that supports and promotes the principles and practice of Australian democracy, in accordance with the *Education and Training Reform Act 2006*.

For more information:
www.federation.edu.au
1800 333 864

This information in this publication was current at the time of publication (November 2015). The University reserves the right to alter any course, procedure, regulation or fee. Students should read carefully all University correspondence.

Student Services and Support



Equal Opportunity/Discrimination/Harassment

The University is committed to providing an environment that values diversity, offers equality of opportunity to all students and staff, and is free from harassment and discrimination. In applying to study at the University and in any University activity, you can expect that:

- you will not be treated unfairly because of your sex, gender identity, marital status, pregnancy, breastfeeding, status as a parent or carer, sexual orientation, lawful sexual activity, race, disability, age, industrial activity, physical features, religious belief or activity, political belief or activity
- you will not be harassed (made to feel intimidated, offended or humiliated) because of any of the above grounds
- you will not be subjected to sexual harassment
- you will receive appropriate flexibility eg. because of disability, or for family or cultural responsibilities, and
- any concerns regarding discriminatory treatment or harassment will be dealt with promptly.
- You are also expected to make sure that your own behaviour does not result in other students or staff feeling intimidated, humiliated or offended because of the above grounds.

The University encourages and will support action by students who feel that they have experienced discrimination, or harassment in any University activities.

More information is available on the Equity and Equal Opportunity webpage at www.federation.edu.au/equity

The Equity and Equal Opportunity Office can provide information and assistance. Phone: **(03) 5327 9357** or **(03) 5327 8104** or email: equity@federation.edu.au

Aboriginal Education Centre

The Aboriginal Education Centre provides resources for all Aboriginal and Torres Strait Islander students attending FedUni. Each Centre has a resource library and study room with books and magazines relating to social interaction on campus and enables staff, students and the wider community to develop a sense of Aboriginal identity and community.

Other services and facilities at the centre include:

- computer room with computers and printers
- access to photocopier, telephone and fax
- advice on childcare, accommodation, Abstudy, scholarships and cadetships
- tutorial support

For more information please call: **(03) 5327 8260**

Child Safety Standards

The Victorian Government is committed to the safety and wellbeing of all children and young people. The Child Safe Standards are compulsory minimum standards for all Victorian schools (including Federation University Australia), to ensure they are well prepared to protect children from abuse and neglect.

No one should behave in a way that makes you feel unsafe or afraid including anyone in your family, anyone at school or anywhere else in the community.

Tell your teacher or any other staff member at Federation University if you feel unsafe. It's everyone's responsibility.

All staff at the University must listen and respond to concerns about child abuse.

If you suspect abuse of any child or young person, you have a responsibility to report it, even if you are not sure.

More information: www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies%2c-guidelines-and-legislation/child-safe-standards-resources

Counselling

We provide a free, professional and confidential counselling service to all students.

The counsellor will:

- listen carefully to what you say, help you discover and develop your own resources
- Work with you so that you can see your situation more clearly
- Help you resolve your difficulties, and if appropriate refer

Counselling provides assistance with many issues such as: course and career decisions, relationships, anxiety, financial hardship, academic progress, personal issues and stress management.

Ballarat

SMB

Opening hours are Monday to Friday 9am to 4pm. The Counselling Service is located within the Student Centre, Building D.

Mt Helen

Opening hours are Monday to Friday 9am to 4pm.

The Counselling Service is located in Building T North in the Health Centre.

Wimmera

Further information and appointments phone: (03) 5327 9470 or email

counselling@federation.edu.au

Welcome to FedUni Library

We have libraries at:

SMB Mt Helen

Gippsland Horsham

Berwick And of course, online!

Printing in the Library

There are colour printer/copier/scanners throughout the library

To print, you'll also need to add **print credit online** using your credit/debit card @fmp.federation.edu.au

FYI the information desk is cashless

EFTPOS is a \$5 minimum!

Make sure you bring your **student ID card** because it is your library card, and you need it to borrow, print, copy and scan. The library collection includes:

- Print books and journals including ESOL materials
- Multimedia, ebooks and ejournal articles
- Subject Guides for your discipline area
- Laptops and phone charges for borrowing

Library Services:

- The library has services and spaces to suit you! Spaces for group work, quiet study or relaxing
- You can borrow items from all FedUni campus libraries. Return to any FedUni Library.
- We can help with access to the student network, printing, photocopying, and WiFi.
- Reciprocal borrowing programs: Bonus+, CAVAL and ULANZ

Borrowing

Good news: We don't have fines for overdue items.

Bad news: We have penalty points. 1 penalty / 1 book / 1 day.

- 40+ penalty points = 14 day borrowing suspension
- 80+ penalty points = 28 day borrowing suspension

Better news: We send reminder emails to your student account 3 days before items are due back.

Best news: You can renew your books online, over the phone or through our Chat service

TAFE students can borrow 30 items for 14 days, and renew 20 times (if item not requested) from any one of our five campus libraries.

Opening hours vary between campuses and are advertised at each campus and at www.federation.edu.au/library

Contact us:

[Chat is Online](#)

[Ask the Library](#)

[Feedback](#)



Ph: 1300 552 567



Policies and Procedures

For more information on University policies visit:

<http://policy.federation.edu.au>

Purchasing Text Books

Ballarat

Mt Helen

We encourage you to contact the Book Shop on campus. First floor, Albert Coates Complex.

Phone: **(03) 5327 9468**

SMB

Books can be purchased from Ballarat Books, 15 Armstrong St Nth, Ballarat.

Phone: **(03) 5333 3222**

Wimmera

The bookshop is located at the Wimmera Campus, Horsham. The bookshop is within the Library. Books can be ordered directly by contacting the bookshop. Payment must be made in full at the time of ordering. Delivery can be arranged to your home address or you can collect from the campus.

Phone: **(03) 5362 2651** or email

Horsham.bookshop@federation.edu.au

WYNN – What You Need Now

WYNN is literacy software designed to provide support for students with reading and writing difficulties, or challenges with organising, studying and understanding information. It is also very useful for international students with English as their second language. It has voice output capability and text scanning that can read virtually all document formats. WYNN can be used by anyone regardless of age or area of study.

WYNN software is available on all student computers located in all FedUni computer labs including those in the Library. The WYNN software increases motivation and confidence with a range of features such as:

- bimodal approach – it highlights the text as it reads aloud
- clear, natural-sounding speech
- webct compatible
- full editing capabilities
- built-in dictionary
- word prediction
- read emails, web pages
- extract information from web pages
- documents can be converted to mp3 format
- very intuitive and easy to use

Student Support runs free WYNN training sessions during the semester. These sessions are open to all FedUni students and staff.

For further information contact Drew Burns on **(03) 5327 8092**.

Students with Disabilities

The University provides Disability and Learning Access services to help students with disabilities to access courses and facilities to meet their educational and training goals. The Disability and Learning Access Officers have expertise in access and equity issues, and can help students with disabilities adjust to the educational environment.

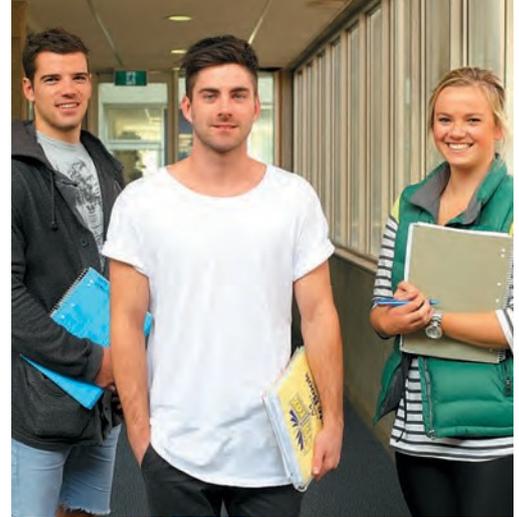
If a physical, sensory or learning disability, or a medical or mental health condition will impact on your ability to access the University or to achieve your educational goals then the Disability and Learning Access Officers may be able to help.

Services available include the provision of academic support workers (eg. note takers, participation assistants), alternative assessment arrangements, provision of alternative format materials and adaptive equipment.

Apprentices and Trainees with a disability undertaking training through the University may be eligible to receive assistance to help them learn their trade, through the DAAWS (Disabled Australian Apprentice Wage Support) scheme, Apprentices with limited vision, difficulty reading or writing, a hearing impairment or difficulties with learning, may be eligible to receive tutorial, interpreting or mentoring assistance.

For more information contact the Disability Learning Access unit:

Phone: **(03) 5327 9470**
Email: **disability@federation.edu.au**
Web: **federation.edu.au/disability**



Student Learning Support

The University provides learning support to all enrolled students and is available at four VET campuses. The aim is to improve learning outcomes and assist in the successful completion of all VET courses.

The teachers can help you with:

- assessment requirements for all subjects
- answering questions and topics
- mathematics and numeracy
- reading skills
- effective study habits
- research skills – books, journals and the internet
- managing time
- preparing for exams/tests
- spelling and grammar
- basic computer skills, and
- note taking

To access this support, students will be required to enrol in a course/unit from an appropriate Foundation Skills program. There is no additional fee to enrol into this program.

Contact

Ballarat/Wimmera
Federation College

Email: **college@federation.edu.au**
Phone: **(03) 5327 8240**



Enrolment

Eligibility

Citizenship Criteria

To access Government Subsidised Funded Training students must be:

- An Australian Citizen
- A holder of a Permanent Visa
- A New Zealand Citizen

To confirm your citizenship/residency you **must** provide either the original or certified copies of ONE of the following documents:

- Australian Birth Certificate (**not birth extract**)
- Current Australian Passport
- Current New Zealand Passport
- Naturalisation Certificate
- **Green** Medicare Card
- Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence

AND

- **IF** your age is relevant to your eligibility and the document provided from the above list does not include a date of birth you must provide:
- Current Driver's Licence
- Current Learner's Permit
- Proof of Age Card
- 'Keypass' Card

Additional Criteria

- Under 20 years of age as at 1 January in the year of commencement of training and seeking to enrol in nationally recognised training; or
- Over 20 as of January 1 and **have not** completed a Diploma or higher qualification and enrolling into an Approved Foundation Skills Program; or
- Seeking enrolment into an apprenticeship; or
- Seeking enrolment into VCE or VCAL (intermediate or senior); or
- Seeking a higher qualification than the highest qualification already held

Note: If you are seeking to enrol into an apprenticeship and one of the programs you are currently enrolled in is an approved pathways program you will be eligible for a government subsidised place.

Eligibility Exemptions

If you have been deemed ineligible for government funding under the Skills First Program based on the 'two at a level in a lifetime', 'two courses in ... a lifetime' and the 'upskilling' eligibility rules you may wish to seek an exemption by completing the Skills First Individual Exemption Approval Form 2017. For further information contact your program co-ordinator.

Maximum of two subsidised programs:

You are eligible to commence a maximum of two subsidised programs at the same qualification level in your lifetime. This restriction applies whether or not you complete the program. For example, this means if you have already commenced two programs at the Certificate III level, you may only commence programs at the Certificate IV level (or above).

This restriction does not apply to programs on the Foundation Skills list or to students recommencing training in the same qualification (at the same or a different provider).

A student must not:

- Have commenced or is not scheduled to commence more than two programs as a government subsidised student in the current year
- Be currently enrolled in two or more programs as a government subsidised student

Students who access government subsidised funded training **must** be aware that they can only enrol or commence a maximum of two government subsidised courses in a calendar year.

Students who access government funded training are allocated a maximum number of funded hours to complete their program requirements. Students who do not satisfactorily complete all program requirements and have exhausted allocated funded hours wishing to re enrol will be required to pay full fee rates.

You will be asked to provide original documents or original certified copies of the documents listed above to establish your citizenship or residency status.

The University must retain a copy of the evidence provided on file for audit purposes. Only the above listed documents are acceptable as evidence.



Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a randomly generated code that is available online from the Australian Government. The code will stay with you for life and be recorded with the nationally recognised VET program that is undertaken from 2015 onwards.

You must provide your USI before you can be enrolled.

If you do not have a USI you can visit www.usi.gov.au to create one; or let the FedUni School Officer who is assisting you with your enrolment know that you do not have a USI.

Note

All students should be aware that accessing their Victorian Training Guarantee (Government Subsidised Funding) entitlement may impact access to further subsidised training. Please go to the following website for further information: www.education.vic.gov.au

Student Enrolment Fees

Student Enrolment Fees

All VET programs offered by Federation University have an enrolment fee associated which is payable at the time of enrolments. A statement of fees will be provided to you prior to enrolment. Fees are made up of the following charges:

- **Tuition Fee Contribution** – this varies based on the program of study and eligibility. It is calculated based on an amount for each scheduled hour. Eligible students pay considerably less as the State Government helps subsidise a portion of the tuition fee.
- **Material Fee** – covers the cost of materials such as tools, uniforms, text books etc. purchased by the University and provided to the student.
- **Ancillary Fees** – may include excursion costs and incidentals.

Some programs may require the purchase of text books. This charge is in addition to the enrolment fees and is solely the student's responsibility.

Schools will provide details of any additional charges prior to enrolment.

Note: Material and ancillary fees must be paid in full prior to materials being issued. You may be required to provide evidence of payment.

Concessions

A concession is available on tuition fee for any government subsidised student WHO HOLDS one of the following cards and is enrolling in a Certificate I to IV program:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Is a dependent spouse or dependent child of one of the above cardholders and is listed on the card
- Veteran's Gold Card (but not their dependents)

To claim the concession you must provide concession details prior to the commencement of training. A University staff member MUST sight the original evidence and retain a copy on file. The concession card must be current prior to the commencement of training.

Failure to provide concession evidence within 10 days from the day of confirming enrolment will result in your tuition fees being recalculated.

Note: You will be required to provide a copy of your current concession card for any additional course/unit enrolment or new program enrolment. The university will not apply concession to an existing enrolment if the relevant evidence is not supplied within the stipulated time frames.

Centrelink Digital Wallet Concession – where a concession card is presented via a Digital Wallet through a Centrelink Express mobile application the university staff member must sight and authenticate the card viewing the card directly through the Centrelink Express Plus mobile application on your mobile device. Digital Wallet evidence will not be accepted via a screen shot of the card if it is emailed or otherwise produced.

The concession does not apply if the student's fees are:

- being fully paid by a Commonwealth Government Funded Agency
- part of a Commonwealth program or initiative

Concessions do not apply for programs at the Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma level.

Aboriginal/Torres Strait Islander

Indigenous students will pay 20% of the hourly fee of a non-concession student for all program enrolments including Diplomas and Advanced Diplomas.

Fee Payment

It is University policy that fees must be paid prior to enrolling in a program of study. Students who enrol online can pay via credit card self service at the time of enrolment confirmation. Students who don't pay up front will be invoiced and will have strictly 14 days to make payment. Students will be able to access deposit slips and invoices via the online student management system. Preferred payment options once invoiced are BPay, POST Billpay and online credit card.

Students who fail to make payment within the above stipulated terms may be cancelled from their program and prevented from enrolling in future programs. Restrictions will also be placed on your account which will prevent access to your results, transcripts and graduation.

Acceptable Payment Methods

- MySC credit card self service – Mastercard, Visa, Amex
- Third Party Arrangement ('Employer Authorisation to Pay Tuition' form completed and forwarded to student finance)
- POST Billpay
- BPay
- in person at the following cashier points. Payment via cash, cheque, EFTPOS and credit card:
 - > Mt Helen, Building D, Ground Floor
 - > SMB, Building D, Ground Floor
 - > Horsham, Building C, Ground Floor

Deferred Payment Plan Arrangement

In extraordinary circumstances a student enrolling into a Certificate I-IV program who is unable to pay their fees in full within 14 days of enrolling may apply for a Deferred Payment Plan Arrangement for their tuition component ONLY. Application MUST be received within 14 days of enrolment.

Note: Students eligible for VET FEE-HELP are NOT eligible for Deferred Payment Plan. Students ineligible for VET FEE-HELP may apply for a Deferred Payment Plan Arrangement for their tuition contribution.



VET Student Loans

Students enrolling in Diploma and Advanced Diploma programs may be eligible for VET Student Loan for tuition fees only. This is an Australian Government loan scheme for the Vocational Education and Training sector that is part of the Higher Education Loan Program (HELP).

- VET Student Loan assists eligible students to pay all or part of their VET tuition fees, for eligible programs.
- Eligible students will be entitled for loans up to a capped amount. If the cost of the program exceeds the cap students will be required to pay the difference.
- Additional costs such as material fees CANNOT be deferred via the VET Student Loan Scheme
- Students undertaking a program on a full fee basis may also be eligible to access VET Student Loan, but will incur a 20% loan fee
- A VET Student Loan debt is repaid through the tax system once you reach the minimum income threshold level of repayment

To apply for VET Student Loan you must:

- meet the citizenship or residency requirements
- provide a Tax File Number
- complete the 'Request for VET Student Loan assistance' form through the Government's electronic Commonwealth Assistance Form (eCAF) system prior to the census date.

Census dates are predetermined and you do not incur VET Student Loan liability until after census dates. Census dates are printed on your confirmation of enrolment and published on FedUni's web site. Further information is available at

www.education.gov.au/vet-student-loans

www.myskills.gov.au

www.federation.edu.au/studentfees

www.federation.edu.au/current-students/essential-info/tuition-fees-and-charges/tafe/vet-fee-help-2016

Fee Refunds (Eligible and Non Eligible Students)

Certificate I to IV Programs

To be eligible for a tuition fee refund you must complete and sign the withdrawal form which is available from your teacher or program co-ordinator.

If the enrolment is cancelled prior to, or up to 4 weeks after program commencement you will be eligible for a full refund. All other fees and charges (material fees, ancillary fees) will be refunded at the discretion of the program area. Students are required to discuss a withdrawal or program cancellation with the applicable program area prior to completing the withdrawal form.

Any student who does not officially withdraw in writing from their program within the specified timeframe, and have fees outstanding after the 4 week withdrawal period will continue to be liable for any outstanding tuition and material fees.

If a program is cancelled by Federation University Australia before a student completes the requirements a full refund will apply.

http://policy.federation.edu.au/finance/refunds/refunds_tafe/ch02.php

VET FEE-HELP Registered Programs

For all VET Student Loan programs a full refund or credit of all tuition fees will be made if the withdrawal application is submitted on, or prior to the census date. All other fees and charges (materials, ancillary fees) will be refunded at the discretion of the program area.

If a signed withdrawal form or written intention to withdraw is not submitted prior to census date then you will not be eligible for a refund or an adjustment to your VET Student Loan debt. If you withdraw after the census date you will not be entitled to a refund on your tuition fee.

For further information: <http://policy.federation.edu.au/finance/refunds>

Non Payment of Fees

Students who fail to pay their fees by the due date outlined on their invoice will go into collections. Once in collections failure to settle the debt may result in your enrolment being cancelled. If you feel you will have trouble making complete payment upfront, or within 14 days of enrolment you should apply for a deferred payment plan.

Students who fail to pay their fees within the current year will be unable to enrol in future years until all outstanding fees are settled. In the self service centre of mySC you can view any outstanding fees. If you have any questions regarding outstanding fees please contact finance on **(03) 5327 9513**.

Competency Based Training and Assessment

Most VET courses are delivered according to Competency Based training and assessment principles. VET courses help you gain skills and knowledge that are required aspects of the work performance for your industry. Competency standards set out the skills, knowledge and attitudes required to operate effectively in employment. This includes the ability to perform individual tasks, to manage and respond to contingencies or breakdowns, and deal with the responsibilities of the workplace. As a student you will be assessed against the competency standards set for your course.

Hospitality Courses

Students who require a knife set and multimedia resource for their hospitality course are required to pay full cost of the knife set and multimedia resource at the time of enrolment. Please contact the hospitality department for details.

Hair and Beauty Courses

Students completing Hair and Beauty Courses require a Hair or Beauty kit. Students are required to pay full cost for the kit at the time of enrolment. Please Contact the Hair and Beauty department for details.



Credit Transfer and Recognition of Prior Learning

As a VET student you are able to gain recognition for your existing skills and knowledge no matter where, or how, these were acquired. There are two ways that you can gain this recognition at FedUni:

1. Credit Transfer

Credit Transfer is granted where evidence is provided to show that the same unit of competency has been successfully passed at the University or another Registered Training Organisation (RTO). Under the principles of mutual recognition the University accepts Australian Qualification Framework Qualifications and Statement of Attainments issued by other RTO's. Credit will be given in units of competency for which an original, official Certificate or Statement of Attainment is provided.

2. Recognition of Prior Learning (RPL)

RPL is the formal acknowledgment of skills, knowledge and competencies, regardless of how and where the learning occurred. It is the process of matching current skills and knowledge against competencies learnt in the workplace, through voluntary work, social or domestic activities, or formal or informal studies is relevant to your course you may gain recognition or RPL for these units.

Please note a charge applies to all RPL enrolments.

If you believe you are eligible for RPL or Credit Transfer you need to discuss this with your School before the commencement of teaching.

For more information on RPL go to:

http://policy.federation.edu.au/learning_and_teaching/assessment/recognition_of_prior_learning_tafe/ch02.php

Invoicing of Fees

If fees are to be invoiced to an employer or agency, a written authority from the employer/agency is required to be submitted to the relevant school prior to enrolment.

Note: The concession rate will not apply when the student's tuition contribution is being fully paid by a Commonwealth Government Agency or as part of a Commonwealth program or initiative.



Outstanding Debts

Any student who has an outstanding University debt will not be eligible to:

- receive a statement of results or academic transcript
- receive a certificate or graduate
- use library services, or
- use computer services
- enrol



How to use My Student Centre (mySC)

My Student Centre (mySC) is an online system which allows you to manage your administrative needs whilst studying at FedUni. <https://mysc.ballarat.edu.au>

<https://federation.edu.au/current-students/my-student-centre-mysc-assistance/how-to-use-my-student-centre>

By following the above link you can:

- accept or decline your offer
- enrol in mySC
- view your grades
- update your personal details ie address, phone number etc**
- view your unofficial transcript
- view your invoice
- pay your fees
- view a hold on your account
- view your Commonwealth Assistance Notice (CAN)
- set up your refund profile

** Note: to change your name you must complete a Personal Details Amendment form and provide documentary evidence. <http://policy.federation.edu.au/forms/Personal-Details-Amendment-Form---Jan-2014.pdf>



Proof of enrolment

Your 2016 student ID card is proof of your enrolment. You can order your first ID card online using FedUni's [CaptureMe Portal](#). Once you have uploaded your photo, your ID card will be ready to collect from your nominated campus location from 2.00pm on the following business day. Alternatively you can visit the Student Administration or Student Hub office at your campus to have your photo taken and ID card printed on the spot.

Graduations

When you have completed your studies you will receive an invitation to attend one of the University's Graduation Ceremonies. These ceremonies are held in May and December. You can choose to attend a ceremony or receive your testamur in the mail or by collecting in person.

For more information on the ceremony dates and times please see www.federation.edu.au/graduation

If you have completed your studies and have not received an invitation to attend a ceremony please contact the graduation office on **5327 9012**.



Student feedback

We welcome your feedback!

Have your say with the Student Senate

The Student Senate would love to hear your feedback and ideas on your FedUni experience. So if you have something to say about campus facilities, course delivery, student support service, sustainability or anything else that impacts on your student experience, get in touch with your Student Senate representative by emailing student.senate@federation.edu.au calling **(03) 5327 9832** or like us on [Facebook.com/FedUniSenate](https://www.facebook.com/FedUniSenate) to keep up to date with Student Senate actions and events

Student Advisory Service

We help you with concerns and questions about your educational experience. We provide support and advice to students about University policies, complaints, appeals, discipline, meetings and hearings, special consideration, academic progress and any other matters which may impact on your Fed Uni experience.

Contact us for help and support in addressing your University concerns.

Phone: (03) 5327 6105

Email: studentadviser@federation.edu.au

Web: www.federation.edu.au/studentadviser

Ballarat and Wimmera campuses

Phone **(03) 5327 6105**, email studentadviser@federation.edu.au

or drop in at Mt Helen Campus – U113 Level 1 Albert Coates Complex above the Hub, near the bookstore.

Gippsland Campus

Phone **(03) 5122 6248**, visit www.mugsu.org.au

or visit the MUGSU Info Terminal (opposite the café).

Appeals

Students may have the right to appeal against an adverse decision made against them which affects academic record or enrolment status. This could be individual grades, they believe are unfair or unreasonable. Students need to satisfy the appeal grounds criteria. Appeals are in two stages; for information about the first stage, search the web for appeals. The Student Advisory Service can assist students with any appeals.

Phone: **(03) 5327 6105**

Email: studentadviser@federation.edu.au

Plagiarism

The Student Advisory Service can assist students who have been charged with plagiarism.

Phone: **(03) 5327 6105**

Email: studentadviser@federation.edu.au

Grievances/Complaints

The University is committed to ensuring that all students have a positive relationship with the University and its staff members.

Procedures that include processes for receiving and processing complaints.

- Student Grievance Policy
- Student Grievance Procedure
- Equal Opportunity and Valuing Diversity Policy
- Discriminatory and Sexual Harassment Complaint Procedure Policy
- Whistleblowers Procedure

Policies and procedures can be downloaded from: <http://policy.federation.edu.au>

Many complaints can be resolved at the local level but if you have a complaint, issue or concern you should seek advice on how to best deal with your situation. Advice can be sought from:

Student Advisory Service

www.federation.edu.au/studentadviser

Equity and Equal Opportunity

www.federation.edu.au/equity

It is important to follow the appropriate sequence of steps in raising a complaint or grievance to ensure that the matter proceeds smoothly.

Information for students on grievances is located at:

<https://federation.edu.au/staff/governance/legal/grievances-and-complaints/student-grievances>

Complaints about administrative actions and decisions of the University can be made to the Victorian Ombudsman:

www.ombudsman.vic.gov.au

The Ombudsman is, generally, the office of last resort. If you have not followed the steps laid down in the relevant University procedures, the Ombudsman may ask you to do so before accepting your complaint.

Other useful information



Orientation – Finding Your Way as a New Student

federation.edu.au/oweeek

Contact your School for information on course orientation. Orientation is an opportunity to be shown around the campus, to find out about the areas in which you will be studying, to meet other new students, and generally to have a fun and informative start to the year.

Accommodation

The University provides a number of quality short, medium, long term and year round student accommodation options.

FedUni Living

Why stay with us?

FedUni Living provides the best possible start to your university experience, it also represents great value and convenience while you are studying!

Enjoy the benefits of living with us, including:

- Proven transition programs helping you to 'settle in' to university life
- Development of life-long friendships and sense of community
- Instant networks, planned activities and experiences
- 24/7 access to dedicated residential support
- No hidden costs with bills/internet included in rent
- Residences located on, or close to campus

First year guarantee:

- FedUni Living will guarantee a place in university accommodation to all new first year applicants

For more information, visit FedUni Living online at: www.federation.edu.au/feduniliving

Cafeteria

Horsham

The Horsham Campus Cafeteria provides students with a range of meals and snacks. It is located on the ground floor of Building C. A snack vending machine is also available in Building M.



Mt Helen

The Hub

The Hub, located on the Ground Floor, Albert Coates Complex, provides a range of healthy, delicious meals and snacks made fresh daily. Sandwiches, wraps, rolls, yoghurt, hot food, pastries, salads, cakes, cold drinks, newspapers, coffee and more.

Two-course evening meals are now available in the Albert Coates Complex, Monday to Thursday from 5.30pm to 7.00pm. All welcome!



Ruby's

Ruby's is the new contemporary café located in the Albert Coates Complex and is open to the entire University community. The café features an innovative menu to suit all tastes and budgets with gourmet pizza, pasta and salad.

FedUni Store

FedUni store stocks a wide range of products including grocery items, newspapers and magazines, FedUni merchandise, coffee, snacks, Australia Post point and much more. Visit us on the ground floor, T Building, Mt Helen Campus; and at 1N 108 Gippsland.

Skills and Jobs Centre

- Training advice and support
- Careers advice
- Industry skills needs
- Skills assessment



This Centre will provide training, career and local labour market advice to the general Ballarat community. The Skills and Job Centre is a State Government initiative to provide accurate career, training and jobs advice to the community, prospective students and employers. Visit the Victorian Government website for more information

Office location

Corner Grant Street and Training Lane, Ballarat
Opening hours | Mon - Fri | 9am - 4.30pm
FedUni TAFE | Building R | SMB Campus
PO Box 663 Ballarat VIC 3353
Telephone +61 3 5327 6540
skillsandjobs@federation.edu.au



Confidentiality

All student information shall be treated by the University as confidential, excepting data required under Commonwealth or State Legislation.

Car Parking

Ballarat: SMB

All day parking is available in Grant Street, Albert Street and White Flat Oval. Student Unreserved Parking (Zone 4*) is located off Armstrong St South. Refer to signage.

Ballarat: Mt Helen

There is ample free parking as well as Zone 4*. Refer to signage.

Wimmera

Car parking at the Horsham Campus is available in Baillie Street and within the campus grounds.

Gippsland

The majority of parking at Gippsland campus is free, however, some permit parking* does apply.

All parking matters should be addressed directly Facilities Service Staff at centralstore@federation.edu.au

SMB: **(03) 5327 8097**

Mt Helen: **(03) 5327 9543**

Parking application forms

<http://policy.federation.edu.au/university/parking/>

Please note: A parking permit must be purchased to utilise these parking areas.

Child Care Centres



Ballarat: FedUni Children's Centres

Fun learning and care for your child. Childcare and kindergarten programs offering quality education and care. Everyone is welcome, so book your child in today!

- Quality education and care
- Qualified Early Childhood Educators
- Flexible, stimulating, inviting learning environments
- Play based learning with an emergent curriculum
- On University campus for easy access
- Nutritional meals served daily
- DEECD funded 4 year old Kindergarten at SMB and Mt Helen

Our centres are located at:

SMB

X Building, SMB Campus

Phone: **(03) 5327 8183**

Email: childrenscentres@federation.edu.au

Mt Helen

K Building, Mt Helen Campus

Phone: **(03) 5327 9456**

Email: childrenscentres@federation.edu.au

Wimmera

The child care centre operates with qualified and experienced staff who help your children develop their self-esteem and skills by providing an educational program which includes challenging and creative learning opportunities for all children whilst they are at play.

For further information please contact:

Wimmera Uniting Care

185 Baillie Street, Horsham 3400

Phone: **(03) 5382 6789**

Web: www.wimmera.unitingcare.org.au/locations/horsham

Apprenticeship and Traineeship



A number of acronyms have been used and below is a list of the most common:

FedUni	Federation University Australia
RTO	Registered Training Organisation
AA	Australian Apprentice
WBD	Workplace Based Delivery
ASSN	Australian Apprenticeship Support Network
ASBA	Australian School Based Apprentice
VASS	Victorian Assessment Software System
AFO	Apprenticeship Field Officer
CBC	Competency Based Completion

The University is proud to be chosen as your partner in training. We know that your apprenticeship or traineeship is the first step in what will be a very rewarding career, we understand how important this is and will provide you with the support and training to ensure that your experiences at FedUni are of the highest quality.

The following information is designed to help you to better understand the role of each party in your apprenticeship or traineeship.

As we have entered into a new era of training with the introduction of Competency Based Training and Assessment, we have outlined how this new system works and how it will benefit you.

Please read carefully and ask us if you need help in understanding its contents. It will help you get the most out of your learning environment and may enable you to complete your apprenticeship or traineeship in a shorter time frame.

We look forward to working together to help you to achieve your goals, and will also encourage you to strive for recognition through internal and external awards programs and competitions.

The Training Plan

Every apprentice and trainee at FedUni will be required to negotiate a Training Plan. This working document is the roadmap to your qualification and lists everything that you will need to achieve to gain your qualification.

The University will conduct a Pre Training review with the apprentice and employer so that we can understand the individual's needs and design the training plan accordingly. In line with Competency Based Completion requirements your FedUni Training Plan will be used to confirm competency at each stage of your apprenticeship or traineeship, at times you and your employer will be asked to confirm sections of this Plan with either a signature or electronic confirmation.

Competency Based Completion Training Plan | Part One

Training Contract Details	Qualification	
	Qualification Code	
	Apprenticeship/Traineeship	
	Full Time/ Part Time/ SBAT1	
	Approved Training Scheme Duration	
	Commencement Date	
Employer Details	Proposed Completion Date	
	Name	
	Workplace Location	
	Contact Person	
	Contact Number	
Host Employer	Position	
	Name	
	Workplace Location	
	Contact Person	
	Contact Number	
	Position	

Apprentice/Trainee Details	Qualification	
	Name	
	Delta No.	
	RTO Student ID No.	
	Workplace Job Title	
	Current position and/or the broad responsibilities of the apprentice/trainee in the workplace	
RTO Details	Name	
	Address	
	Contact Person	
	Contact Number	
	Position	
Training	Proposed Commencement Date	
	Proposed Completion Date	

Declaration: I have completed a pre-training review and have contributed to development of this Training Plan including the schedule of proposed employer contact points, and competency confirmation process and response time frame of _____ days. I am aware of my responsibilities to ensure that this plan and its ongoing development is implemented and monitored over the duration of the Training Contract.

Employer		Apprentice/Trainee		RTO	
Name:		Name:		Name:	
Signature:		Signature:		Signature:	
Date:		Date:		Date:	

For School Based Apprenticeships only

In order for the Training Contract to be registered with Skills Victoria as a SBAT, a school representative is required to sign the Training Plan. The school's acknowledgement indicates that the student is enrolled in a senior secondary program (VCE or VCAL), and that the school is aware of the Training Plan and certification that the study, training and work commitments of the student form an integral part of the student's school program. In signing this Training Plan the school is not endorsing the quality of the training for the SBAT, the occupational health and safety arrangements, or the wage arrangements/requirements.

School Name:	
Representative Name:	Date:
Representative Signature:	



About your training plan

Your training plan will outline how and where your training will occur, this may be on campus, on your worksite or even online. Your plan can be altered at any time if it no longer is a reflection of your job role or qualification, we can adjust the units to create a better fit or negotiate different ways of assessing you.

The apprentice, employer and in the case of School Based Apprentices the secondary school will receive a copy of the Training Plan.

It is important that you retain this copy as it is a valuable resource for your apprenticeship or traineeship. A copy of your Training Plan may be requested by your Australian Apprenticeship Support Network provider if you or your employer is claiming financial incentives.

For more information on incentive payments, please contact Skilling Australia or contact the Apprenticeship Incentive General Information Service on **13 38 73**.

What does competence mean?

Competence is when you can prove to both your supervisor and FedUni assessor that you can perform all the tasks in your Unit Outline independently. You must be able to perform these tasks safely and to industry standard.

You must also demonstrate an understanding of the underpinning knowledge required for your qualification.

What is the difference between training and assessment?

Training is where you learn, over a period of time, to be able to perform a task to a set standard. When you have performed this task several times in a safe manner and you understand the underpinning knowledge component of the task (planning, preparing, material types etc) you will be ready to be assessed.

Training (both in the workplace or at FedUni) will take many forms such as the following:

- Your supervisor showing you how to do various tasks
- Your FedUni assessor also assisting you in your training
- Learning by observing others working
- Completing the underpinning knowledge readings and tests (online or hardcopy)

Learning Materials

Unit outlines

There is a Unit Outline for each competency. These are available online or can be printed out – ask your assessor if you need them printed out.

All the Unit Outlines are similar in appearance and layout and ask you to do similar types of activities for each unit of competency.

Texts

There is also a list of suggested and compulsory resources. It is necessary for you to purchase those considered vital to your training.

On Line Questions and Tests

These questions/tests will help you understand some of the more important theory aspects of the tasks. You will need to be able to answer all these questions prior to the formal assessment. You can find the answers in one of many ways.

- Ask your supervisor
- Look it up in a reference book or search the internet
- Ask your assessor – they may direct you to another source
- Ask a colleague at work

Assessment

May take many forms:

- Completion of online tests and questions
- Video or camera evidence of tasks completed
- Employer/supervisor reports/verification
- On-site completion of tasks
- Off-site (FedUni) completion of tasks

Your FedUni assessor will either visit you at various pre-arranged times throughout the year to conduct assessments, or will have arranged for you to attend the University. If you believe you are ready to have the next unit assessed, you can arrange an earlier appointment. Details of how each unit of competency is to be assessed are listed on your training plan in Part III. All units are assessed in line with the employability skills which are:

Communication, Initiative and Enterprise, Learning, Planning and Organisation, Problem Solving, Self Management, Team Work and Technology.

Your Online training tools

ePortfolios

Every apprentice and trainee at FedUni has the opportunity to have their own ePortfolio in Mahara. Mahara is a fully featured electronic portfolio, weblog, resume builder and social networking system, connecting users and creating online communities. Mahara provides you with the tools to set up a personal learning and development environment.

You can also utilise your ePortfolio to message individuals or groups, and can communicate with your teachers and trainers as well as classmates.

You can also utilise your ePortfolio to message individuals or groups, and can communicate with your teachers and trainers as well as classmates.

ePortfolios are a great way to keep a workplace log or journal and act as a great resource when applying for a job as you can show a collection of tasks and duties as well as your resume to prospective employers.

Moodle

Moodle is the official Learning Management System at the university. It contains resources and activities that are relevant to your courses.

<https://vetmoodle.federation.edu.au/login/index.php>

Training obligations

When entering into a Training Agreement there are obligations for all parties in relation to training, these obligations ensure the quality and successful outcome of the Apprenticeship agreement.

The obligations listed below are relevant to all stakeholders. If you have any questions or concerns in relation to these obligations, please discuss these concerns with your employer, supervisor or trainer.

As an employer of an apprentice you must:

- Ensure, where the qualification is at the Certificate III or above (this includes Trade Apprentices) that the apprentice/trainee is withdrawn from routine work duties for a minimum of three hours per week (pro rata for part-time apprentices/trainees and only for the duration of the workplace based training period for combination of Workplace Based Training (WBT) and on campus delivery) for structured training, averaged over a 4 week cycle.

The WBT requirements will be outlined when you are designing your training plan.

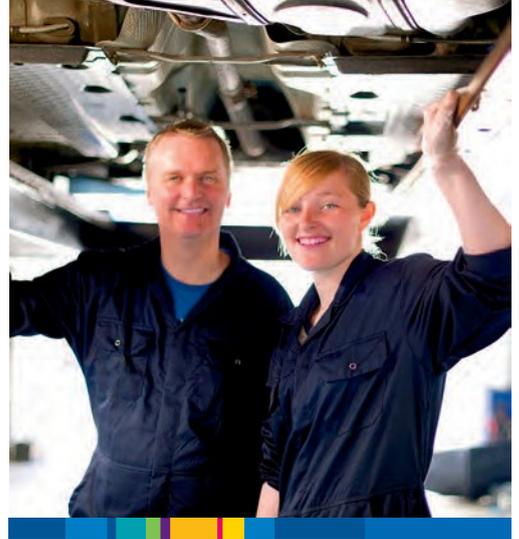
- Employ and train the apprentice as agreed in the training plan
- Provide the apprentice with training and work skill in all the on the job training components of the course as agreed in the training plan using a suitably qualified person
- Allow the apprentice to attend all scheduled on campus training
- Action the competency completion documentation or confirmation as required
- Record any release time in a workplace log signed weekly by the workplace supervisor or a trainee record book or timesheet and verified by the RTO

As your Registered Training Organisation FedUni must:

- Complete a Pre Training Review and Training Plan
- Provide you with resources to use if you have selected any units be delivered by way of Workplace Based Training, this will include a log of release time
- Discuss the time requirement and period of WBT and note this on Part III of the Training Plan
- Make monthly review contact with you and your apprentice to ensure the quality of the training during Workplace Based Training periods
- Be available to assist you should you have any questions or concerns in relation to training or your obligations
- If training is ALL campus based, make a minimum of 4 contacts per annum with the employer to discuss progress against the Training Plan (by a combination of visit, email or phone)
- If training is ALL workplace based make a minimum of 4 visits per annum to conduct training and assessment, and make monthly contact with the employer and apprentice to discuss progress either by visit, phone or email
- If an employer is not meeting the mandatory requirements of release from routine duties, and after discussion with the RTO has not rectified this problem the RTO (FedUni) must advise the Apprenticeship Administration Unit, VQRA, within two weeks of this failure to comply.

As an apprentice you must:

- Attend all on campus scheduled training. Where you are unable to attend you must contact your assessor or co-ordinator immediately to advise them of your absence
- Maintain a log of work activities and experience
- Advise us of any changes of details or circumstances as outlined in the change of circumstances form
- Wear suitable clothing and safety equipment (PPE) as required
- Enrol prior to the commencement of training and pay related fees if applicable
- Meet all deadlines as agreed in the training plan including submitting evidence
- Advise us if you believe you are not being released from routine duties for Workplace Based Training
- Advise your assessor if you believe you cannot meet the timelines negotiated in the training plan



Disputes

Sometimes things go wrong. If you find that issues are not being resolved and tension is increasing then try some of the following suggestions:

- Find the cause of the problem and talk it through with your employer/supervisor
- If the matter is do with training and/or assessment call your FedUni assessor
- If it is about terms and conditions of the apprenticeship call the Apprenticeship Administration Unit, VQRA (Phone: **1300 722 603**)

The opportunity to discuss any matters about training and assessment is always available to you and a disputes resolution process is available.

If things change

During an apprenticeship things may change, it is important to let us know as soon as possible if the following changes occur:

Employer

- Change of contact details including phone numbers, postal address and email address
- Change of contact person or supervisors with authority within the business
- Change of business name or ABN
- Sale, transfer or closure of business
- Termination or resignation of your apprentice

Apprentice

- Changes of contact details including phone numbers, postal address and email address
http://federation.edu.au/data/assets/pdf_file/0003/123483/TAFE-Personal-Details-Amendment-form-2013-09-26.pdf
- Any injury condition or illness that may affect your training
- If you become unemployed (you may still be able to continue your schooling it is important to contact us as soon as this occurs)
- If you are experiencing difficulty undertaking any component of your training

Apprentices and Trainees with a disability undertaking training through Federation University Australia may be eligible to receive assistance to help them learn their trade, through the DAAWS (Disabled Apprentice Wage Support) scheme. This may apply to apprentices with limited vision, difficulty reading or writing, a hearing impairment or difficulties learning, who may be eligible to receive tutorial, interpreting or mentoring assistance.

For more information within FedUni contact the Disability Liaison Unit: Apprentices and Trainees, Phone: **(03) 5327 8323**

Privacy

We are committed to protecting and maintaining the privacy, accuracy and security of personal information. The University is required to comply with the *Privacy and Data Security Act 2014* (formerly the *Information Privacy Act [Vic] 2000*) and the *Health Records Act (Vic) 2001*.

The University's Information Privacy Policy may be viewed at:

http://policy.federation.edu.au/university/general/information_privacy or further information may be obtained from the privacy website at:

<http://federation.edu.au/staff/governance/legal/legal-compliance> or by email to: privacyofficer@federation.edu.au

Useful contacts

Federation University Australia

Web: www.federation.edu.au
Phone: **(03) 5327 8000**
1800 FED UNI

Skills Victoria

Web: www.skills.vic.gov.au

To find you nearest Australian Apprenticeship Support Network provider

Web: www.australianapprenticeships.gov.au/australian-apprenticeship-support-network
Phone: 13 38 73 (local call cost)

Apprenticeship Administration Information Line

Phone: 1300 722 603

Fair Work Infoline

Workplace Relations and Award Inquiries
Web: www.gtav.com.au
Phone: 13 13 94

Worksafe

Web: www.worksafe.vic.gov.au
Phone: 1800 136 089
Email: info@worksafe.vic.gov.au

Directory

Aboriginal Liaison Officer

SMB/Camp Street (03) 5327 8260
Mt Helen (03) 5327 8260
Wimmera (03) 5327 8260

Accommodation

Ballarat (03) 5327 9480
Wimmera (03) 5327 9480
Gippsland (03) 5122 6236

TAFE Industry & Community Programs

SMB/Camp Street (03) 5327 8173

Childcare Centre

SMB/Camp Street (03) 5327 8183
Mt Helen (03) 5327 9456
Wimmera (03) 5382 6789
Gippsland (03) 5122 6227

Disability Liaison Officer

SMB/Camp Street (03) 5327 8092
Mt Helen (03) 5327 9757
Wimmera (03) 5327 9757
Gippsland (03) 5122 6425

Equity and Equal Opportunity (Harassment, Discrimination, Equal Opportunity issues)

All campuses (03) 5327 9357
(03) 5327 8104

Student Support

Ballarat (03) 5327 9470
Wimmera (03) 5327 9470
Gippsland (03) 5122 6248

Skills and Job Centre

SMB (03) 5327 6540



Our campuses

We have campuses in regional Victoria in the Wimmera, Ballarat and Gippsland regions.

Mt Helen

<https://federation.edu.au/about-us/our-campuses/mt-helen-campus>

Camp Street

<https://federation.edu.au/about-us/our-campuses/camp-st-campus>

SMB

<https://federation.edu.au/about-us/our-campuses/smb-campus>

Gippsland

<https://federation.edu.au/about-us/our-campuses/gippsland-campus>

Wimmera

<https://federation.edu.au/about-us/our-campuses/wimmera-campus>

Berwick

<https://federation.edu.au/berwick>

University Legislation

The *Federation University Australia Act 2010* stipulates that the University must enact legislation (statutes and regulations) relating to the organisation and management of the University. All of the legislation contained in the following index has been formally approved and is in force. Any areas not covered by legislation are governed by existing policy.

- Access the University's Statutes and Regulations
- Access the University's Commercial Guidelines

Once approved, new legislation is published on the official noticeboard, and may be accessed via:

<http://federation.edu.au/staff/governance/legal/feduni-legislation>

Hyperlinks have been provided to pieces of University Legislation that are of particular relevance to TAFE students, all remaining Statutes and Regulations are accessible via the University Legislation web page.

Enquiries can be directed to: (03) 5327 9188

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Regulation 5.5	Unsatisfactory Progress
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Statute 5.6	Admission to Academic Awards
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Regulation 5.6	Admission to and Granting of Academic Awards from 1 January 2014 – Persons Enrolled as a Student of the University of Ballarat
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Statute 5.7	Admission to Degrees without Examination and to Honorary Degrees
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Statute 5.8	Revocation of Awards
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Regulation 7.1	Election Procedures
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Bushfire Emergency

All members of the University community must observe applicable Fire Restrictions and Total Fire Bans.

'Code Red' Days

Mt Helen campus

The Mt Helen campus is closed on any 'Code Red' day declared in the Central fire district of Victoria.

Any activity planned for that day on the campus is cancelled unless:

- it is deemed essential; or
- it can be relocated to a safe location.

Campuses and Premises Other than Mt Helen University campuses and premises other than Mt Helen normally remain open on 'Code Red' days.

However:

- the Critical Incident Team must decide on the appropriate course of action for these campuses, in particular in relation to restricting, modifying or cancelling University activities;
- the Critical Incident Team should refer to any review conducted under the Hazard Identification, Risk Assessment and Control (HIRAC) Procedure and to applicable Fire Restrictions and Total Fire Bans.

Extreme Fire Danger Days

On days of extreme fire danger, all campuses and premises of the University normally remain open.

However:

- a decision on the appropriate course of action for these campuses, in particular in relation to restricting, modifying or cancelling University activities will be made as soon as practicable after the announcement of extreme fire danger in a fire district where the University has one or more campuses.

Evacuations

Evacuations in bushfire situations are operational emergency management matters, Campus Wardens have the authority to declare evacuations under the Incident and Emergency Management Procedure



Learn to succeed | 1800 FED UNI | federation.edu.au

Contact us

Federation University Australia

Call: 1800 FED UNI

Email: info@federation.edu.au

Web: federation.edu.au

federation.edu.au/programfinder

Information in this publication was current at the time of printing (November 2015). The University reserves the right to alter any program, procedure, regulation or fee. Prospective students should read the contained information carefully and contact the relevant numbers for further information. CC_231115