



Mentee
Handbook
2021

Student ID Cards

You will need to get your student card from Student HQ as you'll need it to borrow books from the library, use computers, printing and access 24hr areas.

You can obtain your student card at Student HQ, however the line to take your student card picture can be pretty lengthy in the first 2 weeks. It is recommend if possible to use the CaptureMe Portal instead. Through CaptureMe Portal you can upload a photo of your choice to place on your student card, in which Student HQ will use to print your student card, then all you have to do is pick up your card from Student HQ from 2pm the next day!

Visit -> federation.edu.au/student-id-cards
(then click CaptureMe Portal)

If your card is lost or damaged, you can get a replacement card at a cost of \$10.00. Replacement cards can be obtained from Student HQ.

Open Door Policy

Most staff have an 'open door' policy. If you see a blue 'Ask Me' sign out the front of an office, then feel free to knock and pop in for a chat! Even introduce yourself to your lecturers.

Alternatively, if you are after more in-depth advice from your lecturer/tutor then ask or email for a time to see them, some may have limited availability. These lecturers usually list their student availability hours outside their door or in their course description.

Census Date

Important dates!

Semester 1 census date is 31st March

Semester 2 census date is 31st August

This is the last day that you can withdraw out of a course or your program before you are financially charged for it.

For other Semester Census dates, check the FedUni website.

Fed Uni Scholarships

We offer a wide range of merit-based scholarships and bursaries to provide financial assistance to help you meet your study expenses.

Apply online for these at federation.edu.au/scholarships.

Course Descriptions

A course description is like a contract between a lecturer and student. You get one for each course and it outlines essential information like:

- Lecturers contact information
- When assignments are due
- Specific assignment guidelines and criteria
- A week by week guide for lessons
- Additional reading for that subject (usually a textbook list which is a great guide for which books to gather information from for your assignments)

Some course descriptions also display the required tutorial questions, which will be the questions you will need to attempt for your tutorials.

Please make sure to thoroughly read your course description for each course.

Uni Language

Course - subject (Eg BUMGT1501)

Program - your degree

Moodle - FedUni's learning management system

FDL marks - Where you can access your results

Turnitin - similarity software system

SSAF - Student Services Amenities Fee

HECS - Higher Education Contribution Scheme

Need IT Help?

Contact Service Desk

Online: Service Desk portal

Ph: 1800 333 864

Mon-Fri: 8.30 am - 5.00 pm

Sat-Sun: Closed

Offers and free stuff

Being part of the FedUni community gives you access to various special offers. Check out our Offers and free stuff page to see what cool stuff is available to you!

<https://federation.edu.au/its-offers>

Printing

You can send multiple documents to the printer into a queue and then print them all at once after logging into the printer with your student card. Printing Costs: 10c per side for B&W (20c for duplex) & 40c for colour (80c duplex).

Recharging print credit

You need to add 'print credit' to your student account before printing any documents on campus printers.

This can be done through a desktop app (called 'add print credit') on all Fed Uni computers on campus, or at fmp.federation.edu.au. You will need to add in a credit or debit card details to pay.

Printing from Laptops

Use the 'follow me print' service by visiting fmp.federation.edu.au from your laptop or device at home and follow the prompts to print. Then approach and login to a printer on campus and follow the commands to print.

Office 365 and email account

All students automatically receive a student email address. If you prefer to use your everyday/existing email account, search email forwarding on Ask FedUni for instructions.

It is important to be checking your emails regularly. At a minimum of once weekly as important correspondence from the University is sent to students via email.

As a new student you will be provided with an Office365 account. This account gives you online access to your email and the familiar Microsoft Office programs (Outlook, Word, PowerPoint, etc.) and enables you to work on your documents online; anytime, anywhere.

This account also provides you with the option of downloading these programs to your own personal desktop or laptop for free and provides you with 1TB of storage space online. You can log in to Office365 and access your email via our Access my student email help page.

WiFi

Students on campus (without any portable devices) can use the shared computing facilities in libraries and computer labs. Students can also access wireless connections (eduroam) at all Federation campuses and many other educational institutions worldwide.

Moodle

Moodle is the official Learning Management System for Federation University Australia. It can be accessed here: <https://moodle.federation.edu.au> or through the student drop down menu on the FedUni home page. In Moodle you will be able to access your course description, lecture materials, additional readings, and even submit assignments for your course.

There's even a forum that lecturers and students can use to talk to everyone enrolled in that subject. It is the most important tool (aside from your brain) that you will need to succeed in university life. You can Log in to Moodle to access your learning materials for your courses each semester.

Need help with Moodle? Ask one of our Student Leaders, browse the Moodle overview online or access the Student Support Forum for extra help. In the Student Support Forum, you will also be able to download some self-help resources - Getting Started as a Student Online.

The Edge

The Edge is a new platform for students coming to Federation University in 2020.

The Edge will allow students to now go to a single location for a range of services, including:

- Appointments for help finding jobs
- career advice, starting a club, finding sports opportunities, joining the Industry Placement Program, and more.
- Information on events happening throughout the year.
- Applying for student jobs both inside and outside the university.
- Use pre created templates to build professional resumes.

Access the Federation Advantage program to find out about the range of co-curricular opportunities for students, and get recognition for the skills developed, including becoming eligible for a range of awards.

You can find out more information at federation.edu.au/edge

Study Skills Website

The Federation University Australia Study Skills website is a place to find answers to common questions, useful information, and links to services and support to guide your journey as a FedUni student.

Website: <http://studyskills.federation.edu.au/>

The Writing Space

The Writing Space is a drop-in service for assignment help available to students. This drop-in space is set up to provide you with guidance through whatever stage of the writing process is relevant for your assignment.

The aim of the service is to assist you so that you can develop the skills and confidence to:

- analyse assignment questions and criteria
- evaluate and organise sources
- develop plans/outlines
- write the first draft
- revise and edit to produce a polished final draft
- develop effective study skills

The Writing Space Moodle shell contains an online classroom where you can talk to a Writing Tutor in real time, who can help you to improve your writing and study skills.

More info can be found here:

<https://federation.edu.au/writing-space>

PASS

Peer Assisted Study Sessions (PASS) are open to all students enrolled in the nominated courses; these courses are often challenging for students during their first year. There will be small study groups in PASS, and the fun sessions are facilitated by experienced students (PASS Leaders).

They offer a relaxed environment where you can consolidate your knowledge of the course content and develop study skills.

PASS is available to students running from Week 2 through until Week 12, with an extra 2 hour session run as part of the SWOTVAC Super Study Day.

You don't have to book in or register to attend, you can simply look at the timetable and go to the PASS room (online) at the right time. You can go to as many sessions each week as you want.

More info can be found here: <https://federation.edu.au/current-students/learning-and-study/get-help-on-campus/pass-program>

Ask Service

The Academic Skills and Knowledge (ASK) program supports students with their development of study skills. Comprised of experienced student leaders, the ASK team is there to help answer any question a student has during their undergraduate degree, from referencing to finding a booklist.

The ASK Service can be contacted in person, or online. You can find the ASK Desk on campus at the following locations:

Berwick: Library Ground Floor
Monday - Thursday, 9.30 - 3.30
Camp St: Student Lounge
(opening hours available at desk)
Churchill: Library Ground Floor
Monday - Thursday, 9.30 - 3.30
Mt Helen: Library Ground Floor
Monday - Thursday, 9.30 - 3.30
SMB Library Ground Floor,
Tuesday, Thursday, Friday 10am - 1pm
/Wednesday 10am - 2pm.

Note: Face-to-face ASK Services will resume once on-campus services reopen.

You can also contact the service by email or phone using the following details:

Phone: 5327 6422

Email: ask.sal@federation.edu.au

Studiosity

Studiosity is on-demand study help that is accessible online. They provide 24/7 writing feedback on your assignments and have live chats available from 3PM - 12AM every day for any of your academic related concerns.

You can access Studiosity through the 'Study Help' > 'Online tutoring' link in the top navigation panel in Moodle or go directly to the Studiosity Moodle course.

Mentoring Program

The mentoring program runs for the first 5 weeks of the semester, where new students are given a “mentor” that will help them transition into university life.

Mentors are here to:

- Provide access to a student network in your course
- Introduce you to the student support networks at university
- Orientate you to the campus, lingo and academic expectations.

During these weeks, your mentor will coordinate weekly meetings with a group of students. These meetings will include activities and discussions about:

- Academic requirements
- Where to find goods / services at student prices
- How to survive university life.

Mentor’s are here to help. So don’t be afraid to contact your Mentor!

Ask FedUni

The Ask FedUni kiosks are simple touch screen information points, delivering answers to frequently asked questions from Student HQ, ITS and the Library, to make it quick and easy for you to find the information you need.

Find the Ask FedUni kiosks at the following locations:

Berwick Campus: Library, Ground floor

Berwick Campus: Student Lounge

Camp Street Campus: Student Lounge

Gippsland Campus: Library, Entrance level

Gippsland Campus: ITS, Walk up service desk

Gippsland Campus: Main entrance

Horsham Campus: Library

Mount Helen Campus: Cafe, U Building (Albert Coates Complex)

Mount Helen Campus: Student HQ

SMB Campus: Library, Computer lab opposite Loans desk

Alternatively you can view <https://ask.federation.edu.au/> and view Ask Feduni from your own computer.

Student HQ

Student HQ will be your first point of contact. We will be able to assist you with the following activities:

- Course Finder
- Admission and how to apply
- Transferring between programs
- Enrolment
- Program planning
- Fees and other payments
- Special consideration
- Timetable clashes
- Requests for leave from studies
- Graduating advice
- Student ID cards
- Academic transcripts
- Completion Letter Request
- For further information, Ask FedUni.

Student HQ Locations

Berwick Campus

Ground Floor, Building 930

Camp Street Campus

Building C, Level O (Thursday and Friday only).

Gippsland Campus

Building 1S Room 203

Mt Helen Campus

Ground Floor, Building T

SMB Campus

Building D

Phone: 1800 FED UNI (1800 333 864)

Monday - Friday 9.00am - 5.00pm

Enquiries:

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

Types of Classes

The types of classes you will have will vary depending on your program. Below is a summary of what each type means. Check with your mentor regarding the types of classes in your program. These may vary due to COVID restrictions.

Lectures: conducted in a large room, generally the lecturer will refer to a PowerPoint presentation, but this may vary.

Tutorials: These class sizes are smaller and cover more in-depth study of specific topics. It is generally required that you have completed tutorial work prior to these classes.

Seminars: These are a cross between lecturers and tutorials. A lot of content will be covered, but you will also complete questions in these classes.

Labs: conducted in state of the art labs. These are practical classes, undertaken in a setting where you will gain skills relevant to your program.

Student Kitchens and Microwaves

There are a range of facilities that students can access in their breaks:

Berwick:

Student Lounge, 902 -G79

Hot water for tea and coffee, toaster, sandwich press, microwave and table tennis table (new bats and balls from Student Engagement 902 G76)

Gippsland:

Student Lounge, 3N -131

Microwaves, tea and coffee facilities, pool tables and table tennis table.

Mt Helen:

Student Lounge, Level 1, Albert Coates Centre

Table tennis, pool table, computers, kitchenette available
Equipment to be collected from Student Engagement Office

Gnarrwiring Karrung, (Student Commons), Ground floor, S Building

Group study rooms, kitchenette, vending machines, unisex toilets, printing facilities, open collaborative study spaces

SMB:

After hours space, west annex of the SMB Library, Building G. This space includes collaborative learning areas, computers, printing facilities, a kitchenette and a vending machine.

Note: Due to COVID restrictions, spaces may not be available for recreational use. Please follow any directions posted on the entrance.

Academic Integrity Module

The Academic Integrity Module (AIM) provides students with self-paced resources covering

- Plagiarism
- Contract cheating or paying for another person to prepare an assignment
- Collusion, such as copying of others work
- All forms of cheating in exams
- Offering or accepting bribes
- Fabrication or falsification of information

To access the module -

<https://moodle.federation.edu.au/enrol/index.php?id=72133>

Students should contact the ASK Service on (03 5327 6303 or email ask.sal@federation.edu.au for further information or assistance.

24 Hour Study Spaces

You may need your student ID card to access these spaces.

It is recommended that you test that your card works as expected before you head out onto campus after hours to work on your assignment.

Mt Helen

Located in rooms F302, F303, F304 and F305, these spaces are primarily computer labs but also hold vending machines, a kitchenette, printing facilities, and an open collaborative space.

Gippsland

Located in rooms 1E building - Rooms 213 and 214 Swipe access card points at 2E (near the Auditorium) and 1W Level 2 (near the flagpoles)

Berwick

Building 903, access to the G96 PC lab must be specifically programmed to the card. To have this access set up on your card, you must take your card to the Facilities and Security Office in Building 903 (Ground Floor). After 10 pm access is available by calling security on 03 5122 8555, or by entering the external door near the security office to gain access from the main desk.

Camp St Campus

L building - level 0 of Old Library - in the open area

Swipe card access at the door facing Camp Street

Special Consideration

Special consideration acknowledges that you have experienced or encountered some form of disadvantage or problem that has prevented you from performing in an assessment task/s. This can be taken into account when assessing your work. This allowance can be in the form of:

- Discretionary Assessment extension
- Supplementary assessment
- Attendance requirement consideration

Grounds for you to submit an application for special consideration include:

- Medical reasons - includes hospitalisation, serious injury, severe asthma, severe anxiety or depression.
- Compassionate grounds - includes death of significant other, significant relationship breakdown.
- Hardship/trauma - includes victim of crime, sudden loss of income or employment, severe disruptions to domestic arrangements.
- Other - includes service to emergency services such as Country Fire Authority, military or jury service.

For further information visit the 'Special consideration' webpages - <https://federation.edu.au/current-students/essential-info/administration/special-consideration>

If you are unsure and need support or help with your application, you can contact the Student Advisory Service.

Disability Services

FedUni has a Disability and Learning Access Unit (DLAU) which provides services to students with disabilities.

The role of the DLAU is to support the development of an environment that maximises participation in FedUni life for students with disabilities.

The Unit employs Disability and Learning Access Officers (DLAO) whose role it is to:

- Negotiate tailored services to meet the individual needs of students with a disability.
- Participate in policy development in relation to the University's obligations under anti discrimination legislation.
- Raise community awareness about disability and access issues.
- Ensure that the academic standards and inherent requirements of a program or course are not compromised.

Phone

Ballarat, & Wimmera - 03 5327 9470

Gippsland & Berwick Campuses - 03 5122 6425

Apprenticeship & trainee - 03 5327 8323

Email - disability@federation.edu.au

More info can be found here: <https://federation.edu.au/disability>

Counselling

The University Student Counselling Service provides free and confidential counselling in a supportive and welcoming environment. We aim to help you to meet the daily challenges of student life and to achieve your academic potential.

The Counselling Service is available between 9am-4pm Monday to Friday and operates from:
Mt Helen Campus - Health Centre, Building T North
SMB Campus - Student Connect, Building D
Horsham Campus - Student Support, Building C
Gippsland - Student Connect, Building 3N
Berwick Campus - Building 901, Room 103a

We provide counselling by appointment for personal, academic and financial/welfare issues. You can speak to a qualified counsellor by phone, face-to-face or via Skype. Contact Counselling to make an appointment:

Ballarat and Wimmera

(03) 5327 9470 or

email: counselling@federation.edu.au

Gippsland & Berwick

(03) 5122 6425 or

email: gippslandcounselling@federation.edu.au

Student Advisory Service

The Student Advisory Service are here to help and support you with your University concerns.

They can:

- Provide information about your rights and responsibilities at University
- Clarify important timelines
- Answer your questions about your academic progress, special consideration, appeals, student discipline matters, student complaints/grievances and bullying or harassment
- Speak to staff members on your behalf
- Help you to understand communication (emails and letters) from the University
- Help you to write letters and prepare for interviews and hearings
- Attend meetings with you
- Assist if you think the University has made an error or you have been treated unfairly
- Refer you to other services

Student Advisory Service

Phone : (03) 5327 6105

Email : studentadviser@federation.edu.au

