Contents

Welcome 1
Academic calendar 2
International Student Support 3
Now that you have arrived 3
Settling in: Accommodation 4
FedUni Living 5
On-campus residences 4
North Residences 4
South Residences 4
West Residences 5
Halls of Residence 5
Fees and inclusions 5
FREE Airport Pick-up* 8
Private Rental Accommodation 6
FedUni Noticeboards 6
Newspaper 6
Real Estate 6
Websites 6
Consumer Affairs Victoria – Renting 6
Smoke Alarms 6
Transport 7
Trains in Victoria 7
Bus 7
MYKI Travel Card 7
Metropolitan Train Information 7
Taxi 7
Airport Transit 8
FREE Airport Pick-up* 8
Bicycles 8
Driving in Victoria 8
Before Driving in Victoria 8
Car Insurance 9
Car Accidents 9
Shopping 10
Bargaining 10
Furniture and Household Goods 11
Latrobe Valley Second-hand Goods retailers 11
Queen Victoria Market (Melbourne) 11
Halal 11
Communications 12
Mail system 12
Telephone 12
Mobile phone services 12
Telephone numbers 13
Telephone directories 13
Emergency numbers 13
Media 14
Radio 14
Television 14
Newspaper 14
Your family in Australia 15
Visas for family members 15
Schools (Primary & Secondary) 15
Childcare 16
Child Care Centre 16
Kindergarten 16
Churchill Hub 16
Arriving on campus 17
A tour of the campus 17
Student Lounge 17
i-Lounge 17
Prayer Rooms 17
Postgraduate Lounge 17
Campus Bookshop 18
Computer Labs and Wi-Fi 18
ITS Support 18
On-Campus Café and Bistro 18
Health care 19
Emergencies 19
Campus Nurse 19
Overseas Student Health Cover (OSHC) 19
Doctors 19
Dentists 20
Optometrists 20
Hospitals 20
Pharmacies (Chemists) 20
Student Learning 21
Studying in Australia 21
Be a SMART student 21
Results 22
Assessment 22
Assessment Grades 22
Lectures 23
Tutorials 23
Laboratories 23
Self-Directed Study 23
Academic Staff 23
FedReady 23
Mentor Program 24
Yourtutor 24
ASK 24
Need to Know 24
Enrolment 25
Student ID Card 25
Student Email 25
PASS (Peer Assisted Study Sessions) 25
Library 25
Moodle 25
Campus Support 26
International Student Support 26
Peer Support Program 26
Social Activities and Information 26
International Student Association (ISA) 27
Gippsland Association of Postgrad Students (GAPS) 27
Counselling Support 27
Student Connect 27
Clubs and Societies 27
Sport and Recreation 27
Chaplaincy 27
Careers and Employment 28
Important 28
Financial Aid 28
Student Leadership and Volunteer Program 28
Tax File Number 28
Your rights & responsibilities 29
Education Service for Overseas Students (ESOS) Act 29
Visas 29
Full Time Studies 30
Attendance 30
Deferment or Leave from Studies 31
Fees Payment & Refund Terms 31
Change of Education Provider 31
Student Rights Service 32
Student Legal Service 32
Final Grade Appeals 32
Special Consideration 32
Unsatisfactory Progress 33
Exclusion 33
Privacy & Confidentiality 33
Equity and Equal Opportunity 34
Complaints or Student Grievance 34
Change of Address / Contact details 35
Department of Immigration & Border Protection 35
Translating and Interpreting Service 35
It takes time to settle 36
Culture shock 36
Australia and Australians 37
Homesickness 37
Conversation topics 37
Equal opportunity 37
Social customs 38
Names 38
Informality 38
Courtesy 38
Queues 38
Apointments 39
Invitations 39
Punctuality 39
Dress code 39
Social gatherings 39
Physical contact 39
Opening of gifts 39
Smoking 40
Tipping 40
Independence 40
Body Language and Personal Space 40
Relationships 40
Your safety 41
On Campus Security 41
Safety tips 42
Request an on-campus security escort 42
Other Useful Info 43
Culture Card 43
Global Program 43
Campus Map 44
Region Map 45
I welcome and congratulate you as a commencing student of Federation University Australia (FedUni). Headquartered in Ballarat, Victoria, FedUni offers leading Higher Education and TAFE programs to regional Victoria and internationally.

For some of you, this is your first experience of living away from your home country and I understand that you may have many questions about Australia, Victoria and this university. This student guide is a great starting point and I urge you to take the time to explore its contents. It contains information about your local area; your university campus; provides useful hints and tips on your study success and directs you where to go for services and support, both at FedUni and in your city. I want you to feel confident in your surroundings, safe in the knowledge that FedUni staff are available and happy to assist.

You are joining a modern, dual sector university that is regional in focus, national in scope and international in reach. Federation University Australia is a place where our students continually learn to succeed. One of our key strengths is in the personal contact with staff across campuses.

You will get to know your lecturer, school and support staff and I invite you to ask questions, and also to bring your experience and knowledge to your courses.

The success of your time with FedUni largely depends on you. There are many events and programs outside of your academic study which will assist you to settle in and get to know other people. I urge you to participate in the social and cultural opportunities on offer, as these not only improve your English skills but also offer opportunities for increased networks and lifelong friendships.

I wish you success as you begin the journey of ‘learning to succeed’ and I look forward to seeing you on campus in 2015.

Regards,

Professor David Battersby
Vice-Chancellor
### Academic calendar

#### Semester One, 2015: Monday 2 March – Friday 5 June

<table>
<thead>
<tr>
<th>Dates</th>
<th>No. of weeks</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>International Orientation / Enrolment</strong>&lt;br&gt;Wednesday 18 February</td>
<td>1 day</td>
<td>Compulsory for all international students</td>
</tr>
<tr>
<td><strong>FedReady Program</strong>&lt;br&gt;Monday 16 February – Friday 20 February</td>
<td>1</td>
<td>Free five day course for all higher education students to help them understand what is expected of them and what they need to do to succeed at university.</td>
</tr>
<tr>
<td><strong>Orientation Week</strong>&lt;br&gt;Monday 23 February – Friday 27 February</td>
<td>1</td>
<td>Includes compulsory sessions for all students.</td>
</tr>
<tr>
<td><strong>First lecture period</strong>&lt;br&gt;Monday 2 March – Thursday 2 April</td>
<td>5</td>
<td>Continuous teaching, learning and assessment weeks – includes Labour Day 9 March</td>
</tr>
<tr>
<td><strong>Lecture break</strong>&lt;br&gt;Friday 3 April – Friday 10 April</td>
<td>(1)</td>
<td>Includes Easter break 3–7 April</td>
</tr>
<tr>
<td><strong>Second lecture period</strong>&lt;br&gt;Monday 13 April – Friday 29 May</td>
<td>7</td>
<td>Continuous teaching, learning and assessment weeks – includes Anzac Day 25 April</td>
</tr>
<tr>
<td><strong>Swot Vac period</strong>&lt;br&gt;Monday 1 June – Friday 5 June</td>
<td>1</td>
<td>Preparation week for final assessment. No tests or examinations to be scheduled in this week.</td>
</tr>
<tr>
<td><strong>Semester 1 Examinations</strong>&lt;br&gt;Monday 8 June – Friday 26 June</td>
<td>2</td>
<td>Final assessment weeks. Centrally administered examinations will be scheduled during these weeks. Includes Queen’s Birthday, 8 June, which is <strong>not</strong> a university holiday.</td>
</tr>
<tr>
<td><strong>Lecture break</strong>&lt;br&gt;Monday 29 June – Friday 24 July</td>
<td>(4)</td>
<td></td>
</tr>
</tbody>
</table>

#### Semester Two, 2015: Monday 27 July – Friday 23 October

<table>
<thead>
<tr>
<th>Dates</th>
<th>No. of weeks</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>International Orientation / Enrolment</strong>&lt;br&gt;Wednesday 15 July</td>
<td>1 day</td>
<td>Compulsory for all international students</td>
</tr>
<tr>
<td><strong>FedReady Program</strong>&lt;br&gt;Monday 13 July – Friday 17 July</td>
<td>1</td>
<td>Free five day course for all higher education students to help them understand what is expected of them and what they need to do to succeed at university.</td>
</tr>
<tr>
<td><strong>Orientation Week</strong>&lt;br&gt;Monday 20 July – Friday 24 July</td>
<td>1</td>
<td>Includes compulsory sessions for all students.</td>
</tr>
<tr>
<td><strong>First lecture period</strong>&lt;br&gt;Monday 27 July – Friday 25 September</td>
<td>9</td>
<td>Continuous teaching, learning and assessment weeks</td>
</tr>
<tr>
<td><strong>Lecture break</strong>&lt;br&gt;Monday 28 September – Friday 2 October</td>
<td>(1)</td>
<td></td>
</tr>
<tr>
<td><strong>Second lecture period</strong>&lt;br&gt;Monday 5 October – Friday 23 October</td>
<td>4</td>
<td>Continuous teaching, learning and assessment weeks</td>
</tr>
<tr>
<td><strong>Swot Vac period</strong>&lt;br&gt;Monday 26 October – Friday 30 October</td>
<td>1</td>
<td>Preparation week for final assessment. No tests or examinations to be scheduled in this week.</td>
</tr>
<tr>
<td><strong>Semester 2 Examinations</strong>&lt;br&gt;Monday 2 November – Friday 20 November</td>
<td>2</td>
<td>Final assessment weeks. Centrally administered examinations will be scheduled during these weeks</td>
</tr>
</tbody>
</table>

To download a full copy of the 2015 Academic Calendar, please search ‘academic-calendar’ on the FedUni website.
The Gippsland campus, which is located in the town of Churchill is approximately 150 kms east of Melbourne within the Latrobe City Council.

Churchill is located on an area of land under the traditional custodianship of the Gunnai Kurnai people and was constructed in the 1960s as a service centre for the Hazelwood power station.

Churchill is one of four central towns in Latrobe City which has a population of over 73,000 people, covers 1,425 square kilometres and also includes the towns of Moe/Newborough, Morwell and Traralgon.

Now that you have arrived

International Student Support

The International Student Support (ISS) office is a resource for, and provides information to students about campus services and programs; community living; transport; accommodation and social programs. In fact, international students who are unsure of any aspect of their living and study can call into the International Student Support office for help.

The International Student Support Office begins assisting students before arrival with important orientation/enrolment information and the peer support program. Support staff provide guidance and support through welcome programs and social activities throughout the year.

International Student Support
Student Connect
Building 3N, Room 102
Gippsland Campus
Phone: (03) 5122 6425
Email: international.ss@federation.edu.au

Climate

In the summer months (December – February), the heat in Churchill is dry rather than humid, with maximum daytime temperatures ranging between 20 and 40 degrees Celsius. During the winter months (June – August) the temperatures range between 8 and 14 degrees Celsius during the day. Winter days are often windy and rainy. Overnight temperatures, in both winter and summer, are usually much cooler than day temperatures.

The first week after arriving in Australia can be both exciting and daunting, so expect to feel a range of emotions. There may be many things to arrange and questions that you have. Using this guide will address many of the questions that you have but always remember that there are friendly staff, students and locals who will readily talk to you about what Churchill has to offer.
Settling in: Accommodation

FedUni Living

Federation University offers a range of on campus accommodation options.

Apply for a FedUni commencing international student accommodation scholarship up to $3000.

Eligibility and application criteria apply. Please visit our website for full details.

One of the great things about living on campus is meeting students from different cultures, coming together socially and studying together.

Through the highly effective support programs facilitated by the University, together with a unique residential experience, FedUni Living provides an environment where students in residence are supported in not just their academic pursuits, but importantly their social, cultural and personal development.

On-campus residences

North Residences
North Place is our postgraduate/study village. Located immediately adjacent to the main campus and opposite N3 car park, these are very popular units. North Place has the capacity to accommodate 35 residents. North Place buildings are double storey solid brick buildings, with rooms comprising of two different layouts – standard and ensuite. Residents share common facilities including fully equipped kitchen, lounge, bathroom and laundries. Each floor has a separate toilet and shower as well as a washing machine and clothes dryer.

South Residences
South Residences consist of 9 units, with approximately 9 residents in each unit. The lounge, bathroom and kitchen facilities are shared between the residents. Accessible rooms with ensuite facilities are also available. South offers various bedroom layouts: double rooms with an internal walk through comprising of a bedroom and study; large rooms with larger floor space than a standard room; and standard rooms.
West Residences
West residences are fully furnished and self-contained units. Each unit includes 6 private bedrooms. West residences can accommodate 246 students. Residents in West share all common facilities such as lounge room, bathroom and laundry with their fellow housemates. Each unit is equipped with two showers, laundry and kitchen facilities.

Halls of Residence
Halls of Residence are recently constructed, modern and environmentally friendly places to live. The new complex has a total of 50 bedrooms.

Halls of Residence offers several bedroom layouts: standard, ensuite and mobility access bedrooms.

Fees and inclusions
Living on residence not only provides the best possible start to your university experience, fantastic opportunities, invaluable memories and lifelong friends, it also represents great value when comparing different accommodation options.

Prices range from AU$156 – $182 per week, and includes all utilities, 24/7 access to residential support, various residential programs, events and activities, as well as regular cleaning of common areas and building and garden maintenance.

Visit our website to view a detailed living options comparison and outline of fees and charges.

Location: 4N, Room 116
Northways Rd, Gippsland Campus
Website: www.federation.edu.au/feduniliving
Phone: (03) 5122 6236
Fax: (03) 5122 6859
Email: feduniliving@federation.edu.au

FREE Airport Pick-up*
federation.edu.au/feduniliving

Free airport pickup is available to new international students. To utilise this service, please visit federation.edu.au/feduniliving, complete and submit the ‘Airport Pick Up Request’. This request must reach the FedUni Living Office no later than 5 working days (Monday – Friday) prior to your date of arrival.

You will receive a confirmation email of your transport request and other necessary details. You will be collected from the airport and brought to your accommodation in Gippsland.

*Please note: Pick-up is from the Melbourne Airports only, not city hotels, stations or any private addresses.
Private Rental Accommodation

If you are interested in renting a house or unit, you can explore your options online at [https://feduni.studystays.com.au/](https://feduni.studystays.com.au/)

Many private rentals will require a bond, usually one month’s rent in advance and a 12 month lease.

**FedUni Noticeboards**
The FedUni notice boards often have notices for rooms for rent in shared houses. Refer to the FedUni Living office for more information.

**Newspaper**
The Latrobe Valley Express is the local newspaper. It has advertisements about houses or rooms for rent.


**Real Estate**
There are many Real Estate Agents in Latrobe City who manage flats/apartments and houses for rent. The rentals generally don’t come with furniture.

[www.domain.com.au](http://www.domain.com.au) and [www.realestate.com.au](http://www.realestate.com.au) are used by most agencies to promote their rentals. You will need to inspect the rental personally and make an application directly to the agent.

**Websites**
Other websites have listings of rooms for rent (in a share house situation). These include:

- [http://au.easyroommate.com](http://au.easyroommate.com)

If you are unsure of your legal obligations and rights regarding renting in Victoria, please visit the following websites for more information:

**Consumer Affairs Victoria – Renting**
Consumer Affairs Victoria can assist with information regarding your obligations and rights as a tenant.

For more information:


**Smoke Alarms**
Smoke alarms must be installed in all homes, unit and flats. It is the responsibility of all landlords to install smoke alarms. Check the battery regularly.

---

I love the smaller campus – it has everything that I need in a peaceful and quiet environment
Transport

Trains in Victoria
Country Victoria is serviced by V-Line trains, which link Melbourne to Morwell, and other regional cities or towns. For further information regarding train services between Melbourne and Morwell, click on the following link: www.vline.com.au

The journey from Morwell train station to Flinders St Station (Melbourne) takes approximately two hours. At Flinders St Station travellers can access metropolitan trains and buses. If you are travelling on V-line, either using a Myki card or a V/line ticket, you can access metropolitan trains and buses for free as follows:

- One hour of free travel on the metropolitan system included on a one-way V-line ticket
- All day of free travel on the metropolitan system included on a return (same day) V-line ticket

Bus
Latrobe Valley Bus Lines run buses departing from the Morwell, Moe and Traralgon train stations. Buses to the Churchill campus depart from the Morwell interchange near the Morwell train station (follow signs from the station). Buses arrive and depart from the University bus loop (2B). Route 2 (Churchill) runs hourly on weekdays and directly links the Morwell station and the campus. The timetable is designed to meet incoming trains from Melbourne.

For information on bus services, including timetables and routes, contact:

Phone: (03) 5135 4700
Web: http://ptv.vic.gov.au

MYKI Travel Card
A MYKI travel card is required to travel on all buses, trains and trams in Victoria. A MYKI card will be issued to you at orientation.

MYKI fares and information: www.ptv.vic.gov.au

Metropolitan Train Information
For information regarding metropolitan train routes and timetables, please visit: http://metrotrains.com.au/

Please Note: Full-fee paying international students are not eligible for public transport travel concessions (the exception is Exchange Students).

This is a Victorian State Government policy and affects all universities in Victoria. The fine for international students caught travelling on a concession fare is at least $175.

Taxi
131 008
Driving in Victoria

Before Driving in Victoria
Before you begin driving in Victoria, you must familiarize yourself with the road rules that apply.


Before driving in Victoria ask yourself:
• Do you know the Victorian road rules?
• Are you familiar with all Victorian road signage?
• Is your car roadworthy?

Check: www.vicroads.vic.gov.au

International students may drive in Victoria on their overseas licence indefinitely, provided:
• The licence is current
• The licence is in English
• The licence is accompanied by an English translation from the Overseas Licence Authority
• You have a temporary or student visa.
Car Accidents

If you are involved in a car accident, it is recommended that you follow these instructions:

• If someone is hurt in a car accident phone 000 for ambulance and police. The police must be called if someone is hurt. If the accident is not serious and no one is hurt, the police do not need to attend.

• Obtain the other driver’s name, address, telephone number, car registration number, type of insurance cover and name of insurance company. Provide similar information about yourself to the other driver.

• Note the other driver’s car type, colour and damage incurred. It is recommended to always take photographs of the accident scene and vehicles involved as supporting evidence.

• Obtain name, address and contact number of any witnesses to the accident.

• If there are no witnesses, and there is the possibility of some dispute over who caused the accident, phone the police and ask them to attend.

• Call your insurance provider and inform them of the accident details.

The free and confidential Student Legal Service can advise students about any legal problems arising from a motor vehicle accident. Contact the Student Advisory Service on 03 5327 6105 or studentadviser@federation.edu.au

VicRoads

To get a local licence, you will be required to go through the full testing procedure. This consists of a written test and a driving test. For information please see VicRoads:

87 Princes Drive, Morwell
Phone: 13 11 71

Car Insurance

There are many types of car insurance available to protect you from the costs associated with a car collision. If you do drive, make sure the car you are driving has insurance.

Unless you obtain Third Party Property, Fire & Theft Insurance, you will be liable for any damage your car causes to another vehicle or property in an accident. For example, if the car you are driving hits a brand new Mercedes Benz and the cost to fix the Mercedes is AUD$20,000, then you will have to pay this amount unless you have Third Party Insurance. This includes if you’re driving someone else’s car and they have no insurance. For information on Third Party Insurance please contact:

Royal Automobile Association of Victoria (RACV)
Phone: 5332 1946
Web: www.racv.com.au

Comprehensive Insurance

Beyond third party insurance, you can obtain comprehensive insurance that also covers against the damage you cause to another vehicle plus the damage your car receives. For further information contact your insurance company.
Shopping

Shopping in Australia is done at supermarkets, department stores, specialist shops, local shopping centres and factory outlets.

There are a number of shopping areas and shopping complexes in Latrobe Valley, which have a range of specialty shops. They are:

- Hazelwood Village Churchill
- Midvalley Shopping Centre Morwell (Bus route 2)
- Commercial Road Shopping area Morwell (Bus Route 2)
- Stockland Traralgon Shopping Centre and Traralgon Shops (Bus Route 3)

Latrobe City has many cafés, restaurants and take-away food outlets, providing foods inspired by a number of cultures including: China, Thailand, Japan, India & Italy. Ask other students and staff about the best places to go.

Bargaining

In most retail shops, such as food and clothing shops, the goods are sold according to the price at which they are marked.

When buying larger items such as a fridge, vacuum cleaner, TV or bulk quantities, it is normal to ask for a lower price.

This is not seen as ‘haggling’ over the price, but as seeking the best deal. You might ask, ‘What is the best price you can do?’

Unlike my home country, in Australia credit and debit (EFTPOS, EPS etc.) cards are used everywhere. Supermarkets and shops all take cards so you don’t need to carry a lot of cash.
Furniture and Household Goods

As well as buying new furniture, there are a number of ways to buy second-hand furniture items.

- Check the ‘classifieds’ section of the local newspaper for garage sales around Churchill
- Check FedUni’s notice boards for sale notices
- Latrobe Country Market – every Sunday 8.30am – 1.30pm, Latrobe Road, Morwell

Latrobe Valley Second-hand Goods retailers

**St. Vincent de Paul (Vinnies)**
15 Tarwin St, Morwell
24 Fowler St, Moe

**Lifeline**
Shop 12, Hazelwood Village, Churchill
18a Church St, Traralgon
2–8 Fleming St, Morwell
19 Fowler St, Moe

**Salvation Army Mission Shops (Salvos)**
93a Argyle St, Traralgon
160 Commercial Rd, Morwell
6 Moore St, Moe

**Bennett’s New and Used Furniture World**
61-63 Lloyd St, Moe, (03) 5126 2442

**Gippsland Auction House and Bargain Centre**
174-176 Argyle St, Traralgon, (03) 5176 2099

**Queen Victoria Market (Melbourne)**
The Queen Victoria Market is the biggest market in Australia. There are hundreds of stalls of food, clothing, food, craft, plants and souvenirs: Corner of Elizabeth and Victoria Streets, Melbourne. Web: [www.qvm.com.au](http://www.qvm.com.au)

Halal

Halal food is commonly available in supermarkets and stores throughout the Latrobe Valley although often not quickly identified as such, for example, all Lilydale chicken products are Halal and are accredited by the Australian Federation of Islamic Councils. To check whether a product is Halal approved visit [www.halalsquare.com.au](http://www.halalsquare.com.au)

The Gippsland Monash University Islamic Society (MUIS) can provide further information about Halal food options in the local area.

Email: muis.gippsland@gmail.com
Communications

Mail system
Australia Post runs Australia’s postal system. Mail is delivered to households several times a week. Standard letters cost about 70 cents to send domestically. Stamps can be purchased from Australia Post shops or from retailers such as newsagents and convenience stores. Express Post delivery costs more but ensures your package will arrive the next business day anywhere in Australia. Each Australian suburb and town is identified by a four-digit post code. Victorian post codes begin with the number 3. It is important to use postcodes in Australian mailing addresses. For more details on the postal system including the location of postal offices in Victoria, visit the Australia Post website. www.auspost.com.au

Telephone
In Australia, there are several telecommunications providers including Telstra and Optus. Providers offer discounts for combining your home phone, mobile phone and internet services. Local phone calls in Australia are low cost and not timed. Higher rates apply to long distance domestic and international phone calls and mobile phones – these calls are timed. The caller pays the cost of the call. International rates vary from country to country and depend on your service provider and your contract. Pre-paid phone cards are often a cost-effective option for international phone calls. These cards can be purchased at newsagents, convenience stores or online.

Mobile phone services
Calls to and from mobile phones are usually more expensive than calls to and from fixed lines. There are several mobile phone service providers offering different phones and packages. Pre-paid mobile phones are also an option.
Telephone directories

The two main directories are:

- **the Yellow Pages** – used for business listings and is organised by category of business. www.yellowpages.com.au
- **the White Pages** – used for residential and business listings, arranged alphabetically. www.whitepages.com.au

Hard copies of each are delivered free of charge to households or can be obtained from Australia Post offices.

**Emergency**

000 is the emergency number for police, ambulance and fire brigade. This is a free call.

**TIP: Add in your mobile phone:**
1. Emergency contact details above (000)
2. Emergency contact details of persons you would want contacted if you’re in an accident and injured.

Telephone numbers

- Australia’s international country calling code is +61.
- Victoria’s area code is 03. When calling a Victorian number from overseas, the 0 is dropped, so the code you need to dial is +613 followed by the regular phone number.
- Mobile phone numbers in Australia start with 04. When calling a mobile phone from outside Australia, again the 0 is dropped, so the number starts with +614, and dial the rest of the number as usual.
- To make an international call from Australia, dial 0011 followed by the country code, the area code and then the phone number.
- 1800 phone numbers are free calls from fixed line/home phones. Charges may apply if you call from a mobile phone.
- 13 or 1300 phone numbers are the cost of a local call on a landline from anywhere in Australia.
- 19 or 1900 phone numbers are premium numbers. These are charged by the minute at a higher rate that can vary from around 55c to $5 a minute.

A good tip is to put ‘000’ in your mobile phone under emergency. Also put under emergency anybody who should be contacted in case of a situation, and the number for International Student Support.
**Media**

In Australia there is an open and diverse media system. There are countless sources of information. Australians have free access to public radio and television stations, and can purchase extra television channels through cable television.

**Radio**

There are a number of radio stations available throughout Victoria. There are two bands of radio, FM and AM. The FM dial has mostly commercial stations playing popular and classical music. AM radio has alternative music options, talk and community stations. Most radio stations also stream on-line.

**Local radio stations**

- 91.9 FM – Kids FM – Children’s Music
- 94.3 FM – Star FM – Popular Music
- 95.1 FM – ABC News Radio
- 96.7 FM – JJJ – Youth Radio
- 99.5 FM – 3TR FM – Popular Music
- 100.7 – ABC Gippsland – Local Radio
- 101.5 FM – ABC Classic FM – Classical Music
- 104.7 FM – Gippsland FM – Community Radio

**Television**

Gippsland has both free-to-air and pay (cable) television.

Free-to-air television in Australia is offered by:

- Commercial networks on digital TV – Southern Cross, Prime & WIN
- ABC – Australian Broadcasting Corporation, which is the national, publicly funded network
- SBS – Special Broadcasting Service, part publicly-funded and specialises in foreign language programming

Cable or pay TV provides additional channels for a monthly fee. About one quarter of the Australian population subscribes to pay TV.

**Newspapers**

There are three types of daily newspapers available: the local newspaper, the Latrobe Valley Express; two Victorian newspapers, The Age and the Herald Sun and; one national newspaper, The Australian.

You can read versions of these newspapers online.
Your family in Australia

Visas for family members
If your family members are travelling with you on your student visa, they will receive permission to work when the visa is granted. Your family members will not be allowed to work until you have commenced your course. Conditions of their working rights vary depending on the type of course you will be studying.

Spouses of students undertaking masters by coursework or research or doctorates have unrestricted work permission. All other spouses will only be allowed to work a maximum of 40 hours per fortnight. The fortnight is calculated from Monday through to second following Sunday.

Visas for family members: www.immi.gov.au/students/students/bringing_family

Schools (Primary & Secondary)
Schools throughout Victoria, offer high quality learning in a caring environment and welcomes international students children. Currently, it can cost between AU$7,000 and AU$13,000 per year, per child, depending on the age of your child/children.

You are responsible for school fees (unless exempt) and other costs including school uniforms, books, stationery and excursions. Tuition fees at non-government schools vary from school to school.

Your children may be exempt from school fees at a Victorian Government School if you:

- are a postgraduate research student enrolled in a doctoral (PhD) or Masters by Research degree, and you have a subclass 574 visa dated on or after 1 July 2004;
  OR
- receive a fully-funded award or scholarship from the Australian government. If you receive a fully-funded tuition scholarship from Federation University Australia, you may also be eligible.

Childcare
Childcare Centres have qualified child care workers who can care for young babies up to children 6 years old. Australian law requires that children under the age of 12 must be fully supervised at all times. It is against the law to leave young children home alone.

Family Day Care is a home based child care where your children are cared for in private homes by people who have been registered and approved by local government. Care is provided for children up to 12 years of age.

www.latrobe.vic.gov.au/Our_Services/Child_and_Family_Services/Daycare/Family_Day_Care

Please check with your local child care centre/family day care for current prices. There are normally long waiting lists for vacancies at most childcare centres. Most full-fee paying international students are expected to meet full child care fees for their children. Students sponsored or subsidised by the Australian Government may be eligible for child care fee relief.

Child Care Centre
Pooh Corner Childcare Centre at the Gippsland campus provides a friendly, safe and caring environment for children. The centre offers:

- a high quality accredited centre working within the Early Years Learning Framework
- qualified Early Childhood Educators
- flexible, stimulating and inviting learning environments;
- play based learning with an emergent curriculum
- close to the University campus for easy access
- safety and security
- nutritional meals served daily
- open 6.30am – 6.30pm Mon-Fri

Bookings are essential and places are limited. For more information:

Churchill Hub
Phillip Parade, Churchill
Phone: (03) 5122 6227

Kindergarten
International student tuition fees do not apply to kindergartens. Parents are required to pay a small fee, for materials, each term (approximately AU$300 per term).

Latrobe City has a Centralized Kindergarten Enrolment Scheme. The service is offered through the Latrobe City Council and includes a wide range of participating kindergartens. To access information and an application form go to the following link.

www.latrobe.vic.gov.au

Latrobe City lists childcare centres, kindergartens and support services on the following link.

www.latrobe.vic.gov.au
Arriving on campus

A tour of the campus

Campus Map
A campus map is located in your Student Diary or at http://federation.edu.au/about-feduni/our-campuses/gippsland-campus

Student Lounge
The student lounge is located in Building 3N and is an open space where students can relax, play table-tennis, video games or pool. The lounge also contains an area with a microwave and hot water for students to prepare their own meals. The decking area has BBQs.

i-Lounge
The i-lounge is an international student lounge that has a quiet study area, a microwave and couches for socialising.

The i-Lounge is located on the ground floor of building 1E. As the i-lounge is a communal space please ensure it is kept tidy.

Prayer Rooms
A multi-faith prayer room is located on the ground floor of building 1N, next to the bookshop. It can be accessed during business hours.

Postgraduate Lounge
A lounge is available for all post-graduate students at the Gippsland Campus in Room 1S227. Access is granted through Facilities Services office located on Level 2 of the 3W building.

Your 2015 Student Diary contains FedUni campus maps

I recommend you must come to O-Week. This is a time when you meet lots of students, make friends and can potentially meet a new housemate. This time is not only about socialising but it’s the time when you prepare yourself for study. If you arrive late when lecturers have started you are starting behind everyone else.
A tour of campus

Computer Labs and Wi-Fi

Computer labs are placed in each of the schools around the university. FedUni has Wi-Fi access in selected areas of the Gippsland campus. Two 24 hour computer labs are located at 1E214 and 1E213 opposite the IT help desk.

ITS Support

ITS Support is the first point of contact for all computer, telephone and communication-related enquiries. ITS Support provide information and assistance as well as a referral and fault-logging service for more complex and time-consuming desktop and network problems.

Walk in support is available on campus during office hours on level 1 building 1E or phone (03) 5327 9999 (FedUni students) or (03) 9903 2777 (Monash teach out students).

Campus Bookshop

The campus bookshop is located on the ground floor of building 1N. The campus bookshop stocks the majority of textbooks prescribed to undertake your program of study.

On-Campus Café and Bistro

The café and Winston’s bistro are located in Building 2N where students can purchase a wide variety of food with menus changing daily. All meat served on campus is halal certified. Gluten-free, lactose-free and vegetarian meals are all available.

Café
8.30am – 4pm, Monday to Thursday (during semester)
8.30am – 3pm, Friday (standard hours outside of semester)

Winston’s Bistro
9.30am – 2pm, Monday to Friday (during semester)
Fully licensed

What I really enjoy about studying at Gippsland is the library and the huge range of learning resources that I can easily access. The staff are also very helpful and I have had a lot of support from them. I also enjoy the peaceful environment, fresh air and native animals that make me feel like I am living really close to nature.
Health care

Campus Nurse

The FedUni campus nurse provides information and advice about healthcare options. The campus nurse also has a range of non-travel related vaccines and up to date information on travel health issues. Make an appointment at Student Connect in Building 3N or call (03) 5122 6425.

Overseas Student Health Cover (OSHC)

OSHC assists international students to meet the costs of medical and hospital care when in Australia. OSHC will pay limited benefits for pharmaceuticals and ambulance services. Visa length OSHC cover is also a requirement for all student visa holders.

For Federation University students order your OSHC card, check and update your details, print a temporary certificate, find a doctor or file a claim on the Bupa website or call 1800 888 942.

For ‘Monash teach out’ students order your OSHC card, check and update your details, print a temporary certificate, find a doctor or file a claim on the Allianz website or call 13 6742.

Doctors

Our local medical centre bills direct to your Allianz or Bupa health fund. Other centres charge between $60 and $80 for a standard consultation. When you visit a doctor, take your OSHC card with you. You can claim your receipt through your health fund for some reimbursement if there is no direct billing available.

Hazelwood Health Centre
Hazelwood Shopping Village, Churchill
Phone: (03) 5122 2555
Hospitals
There are two hospitals in the Latrobe Valley region. Public hospitals throughout Australia have emergency departments where any person can go, at any time of the day or night, for emergency treatment. If it is not urgent then visit a medical centre.

Latrobe Regional Hospital (Public)
Address: Princes Highway, Traralgon West
Phone (general enquiries): (03) 5173 8000
Web: www.lrh.com.au

OSHC covers international students for treatment in public hospitals. This applies whether you need to stay in hospital, are a patient at the hospital’s outpatient clinic, or in the emergency department.

Maryvale Private Hospital (Private)
286 Maryvale Rd, Morwell
Phone (general enquiries): (03) 5132 1200
Web: www.maryvaleph.com.au

OSHC will cover you for treatment or stays at a private hospital, but only up to the limits of your insurance cover. You may be required to pay amounts above your OSHC insurance cover.

Pharmacies (Chemists)
Pharmacies dispense medicines on prescriptions from doctors. Pharmacies also stock a wide range of health related products and can be located in most shopping areas.

Churchill Amcal Pharmacy
Shop 3 Hazelwood Village, Churchill
Phone: (03) 5122 1390

Dentists
Dental treatment in Australia is expensive. A basic check-up with no treatment will cost around AU$50.00 and you can expect to pay AU$100.00 for standard treatment. It is recommended you take out special dental cover insurance.

To find a dentist in Latrobe Valley, please visit: www.yellowpages.com.au/find/dentists/
then refine your search for Gippsland.

Optometrists
Fees for eye tests are covered by your health insurance; however, the purchase of prescription glasses is not covered.

To find an optometrist in Latrobe Valley, please visit: www.yellowpages.com.au/find/optometrists/
then refine your search for Gippsland.
Be a SMART student

We all expect that your time at FedUni will be a happy, successful and fulfilling experience for you; however, sometimes things don’t go quite to plan so it’s a good idea to follow these tips for being a SMART student.

**S** Send a follow up email after meetings with your lecturers summarising what has been discussed and agreed; this way you have a record of what’s happened.

**M** Make enough time to fully understand and complete your assignments.

**A** Ask questions, lots of them, all the time; you may come from an educational system where questions are not encouraged but in Australia it’s expected of you.

**R** Relax and enjoy your leisure time; make the most of being here. Join clubs and societies, travel, talk to Aussie students to practice your English.

**T** Talk to people who can help you make the right decisions and help you if you are not sure what to do – your lecturers, International Student Support, Student Advisory Service, PASS and ASK... we are all here to help you make a success of your time at FedUni.

---

**Studying in Australia**

International students may find that studying in Australia is a different experience than studying in their home country. Lectures, tutorials, laboratories, and self-directed study comprise the total learning experience at Australian universities.

Campus life in Gippsland is different from anything I have experienced before. It brings together students from diverse backgrounds into a single community and provides high quality education.

It is a different educational system compared to my country and Aussie accents made me confused in the first few weeks. I had to submit one essay in the fourth week, my main problem was referencing, and by attending the library workshops my problem was solved.
**Assessment**

You will find that assessment processes and procedures used in Australian universities are very different from what you may be accustomed to. Assessment is considered to be part of the learning process and the form of assessment will vary for each subject studied. Details of assessment tasks and processes are included in all FedUni Course Descriptions. Assessable tasks may include some or all of the following:

- Examination
- Seminars (Groups/Individual)
- Test
- Class Participation
- Assignment (e.g. Essay/Report)
- Group Work
- Tutorials
- Laboratory Work

It is your responsibility to read thoroughly the information given in the Course Descriptions.

Extension to the timelines given for assessable tasks will only be allowed under certain circumstances such as medical or other relevant circumstances. Proof of exceptional circumstances must be provided at the time of the request for the extension. Students should use the ‘Special Consideration Procedure’.

For Monash teach out students see http://www.monash.edu.au/exams/special-consideration.html

For FedUni students see http://federation.edu.au/students/essential-info/administration/exams/special-consideration

---

**Results**

Student results will be published at the end of the semester and will be available to you on-line.

**Assessment Grades**

<table>
<thead>
<tr>
<th>Code</th>
<th>Grade</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>High Distinction</td>
<td>80 – 100</td>
</tr>
<tr>
<td></td>
<td>In addition to the passing requirements, the student’s work demonstrated a consistently high level of performance on all criteria for assessment.</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Distinction</td>
<td>70 – 79</td>
</tr>
<tr>
<td></td>
<td>In addition to the passing requirements, the student’s work demonstrated a consistently high level of performance on most criteria for assessment.</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Credit</td>
<td>60 – 69</td>
</tr>
<tr>
<td></td>
<td>In addition to the passing requirements, the student’s work demonstrated a sound level of performance on the criteria for assessment.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>50 – 59</td>
</tr>
<tr>
<td></td>
<td>The student’s work demonstrated a satisfactory level of performance on the criteria for assessment.</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>Fail (Monash teach out students only)</td>
<td>&lt; 50</td>
</tr>
<tr>
<td></td>
<td>The student’s work demonstrated failure to achieve a satisfactory performance on the criteria for assessment.</td>
<td></td>
</tr>
<tr>
<td>MF</td>
<td>Marginal Fail (FedUni students only)</td>
<td>40 – 49</td>
</tr>
<tr>
<td></td>
<td>The student’s work marginally failed to demonstrate a satisfactory level of performance on the criteria for assessment, but nevertheless shows potential for improvement.</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Fail (FedUni students only)</td>
<td>0 – 39</td>
</tr>
<tr>
<td></td>
<td>The student’s work demonstrated serious failure to achieve a satisfactory performance on the criteria for assessment.</td>
<td></td>
</tr>
<tr>
<td>XF</td>
<td>Non-assessed fail (FedUni students only)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The student did not complete any assessed work.</td>
<td></td>
</tr>
</tbody>
</table>
FedReady
FedReady is a week long course before semester commences to help you get ahead in your student career. FedReady will provide you with the tools to succeed at University, no matter what degree you are enrolled in. Here are just some of the things FedReady can help you with:

- Preparing essays and assignments
- Using and citing references
- Understanding the University Library
- Using the University computers
- Participating in tutorials
- Managing your study
- Evening reflective sessions with the Res Team

All this will be done in a relaxed environment, with the days involving information sessions, group activities and chances to explore and understand University and its facilities.

Mentor Program
To support your transition to university, FedUni provide you with a Mentor who is in the second or third year of your course. Having already experienced life at university, Mentors provide first-hand support to new students in the first few weeks of their study, when it matters most. Starting in orientation week, your Mentor:

- provides access to a student network in your course
- introduces you to the student support structures at university, and
- orientates you to the campus, the terms used in Australian universities and academic expectations.

There are a couple of things I would highly recommend and one is to complete FedReady. It is really helpful and although you may think you understand writing essays and handing in assignments, FedReady teaches you how to do it to Australian standards.

Lectures
Lectures are held once or twice each week, and convey the core information to be covered for that week. All students enrolled in the unit will attend lectures as a group.

Tutorials
Tutorials, or tutes, are held once a week and involve a smaller group of students. The tutorial provides an opportunity to discuss the lecture content and talk about topics in detail.

Laboratories
Laboratory Sessions (Labs) are practical classes, where students conduct tests and experiments with the assistance and supervision of lecturers and laboratory technicians.

Self-Directed Study
Self-directed study is a student’s personal program of study that complements the ‘contact hours’ of lectures, tutorials and labs. This personal program includes reading, research, reviewing lectures, writing essays and reports, discussion with other students and lecturers, studying for exams, etc. A well organised and regular study program is essential for success at university.

Academic Staff
If you are experiencing difficulties with your studies, discuss this with your lecturer, tutor, or student learning staff. Most lecturers have timetables on their office door indicating when they are available to meet with students. Alternatively, email your lecturer to set-up an appointment.
ASK
ASK is a drop in service for all students run by senior students who have demonstrated abilities in academic writing, research and have been trained to support first year students by offering sessions (individual or group) and workshops on academic skills.

Student Leaders can provide assistance in the following areas:

- Digital literacy (email, Moodle, Turnitin)
- Interpreting assignment topics
- Essay and report structure
- Academic writing
- Referencing
- Exam preparation
- Study skills (time management, oral presentations)
- Referral to other services

www.federation.edu.au/ask

Please note: This is not a proof-reading service

Stuff Students Need to Know
Stuff Students Need to Know is a blog written by the student leaders that run the ASK service.

These leaders write posts frequently to help out with student life. You can find a range of advice here, including study tips, time management, and even how to defer exams. The blog is written by students who have been through this before and offer advice based around their own experience. You can get to the blog simply by going to: www.askstudents.edublogs.org

Yourtutor
‘yourtutor’ lets you refresh your study skills and ask a real-life expert tutor questions about anything related to study and learning. It might be about how to write an essay, answer an assignment question or something that you have forgotten from highschool. Yourtutor gives you access to one-to-one support from an experienced tutor when and there you need it most – whether on campus, at home, or on the bus. It’s free, online and cloud-based, so there are no appointments needed, no registration required, and no extra software to download. FedUni students can access yourtutor from 3:00pm – 11:00pm, six days a week Sunday to Friday during semester. Simply sign in through the University’s learning management system, www.federation.edu.au to access the service
PASS (Peer Assisted Study Sessions)
PASS is for everyone. PASS provides Peer Assisted Study Sessions, where students work together to reinforce key concepts and develop effective study strategies. Whether you are a top performer or could use some improvement, you will benefit from the skills and understanding you will gain from attending PASS. PASS guarantees you weekly dedicated study time with others in the course, facilitated by a senior student who excelled in the course. For more info check
www.federation.edu.au/pass

Library
The Federation University Library offers an integrated library service across all campuses. Campus libraries are located at the Mt Helen, Gippsland, SMB and Horsham campuses. The library provides information in the form of books, journals, newspapers, ebooks, databases and online journals, articles and audio visual materials to support courses offered by the university. Recreational and general interest books, newspapers and journals are also available. Students can access and borrow from any FedUni campus library.
Library staff run specialised training classes throughout the year to help international students use Library resources. Students can also find individual assistance in assignment research. For more information visit the library or check
www.federation.edu.au/library

Moodle
Moodle is the official Learning Management System at FedUni. It contains course descriptions, assessable tasks, resources and activities that are relevant to your courses. All students should access Moodle at the beginning of the semester to understand what is required of them to be successful in their study.

Enrolment
Enrolment means officially becoming a FedUni student. You are required to formally register by completing a FedUni enrolment form and have your details entered on the University student information system. Once enrolled, you will receive an official FedUni Student Identification Card which you can use for a variety of academic and concession purposes. Once enrolled you are allowed to attend classes, access computer laboratories and libraries.

Student Identification Card
Students will be given a student card during the orientation program and it will contain a personal identification number used to give access to FedUni services including library and computers as well as after-hours access to the buildings at Gippsland.

Student Email
Email is the primary method of communication that the university will use to contact you. When you enrol you will be given assigned a student email account. Please be sure to check your email on a regular basis. If you do not know how to use email, the ‘help desk’ staff in building 1E can assist you. If you prefer to use a personal email account (hotmail, gmail, etc.) you can ‘auto-forward’ your student emails directly to your personal account.

Throughout my courses, I have learnt so much from my professors and even had opportunities to work with them as a peer leader.
Peer Support Program

Current students of the University will email new international students prior to their arrival to check on how their preparation is going and to invite any questions that they may have. Students may have questions about accommodation, transport, what is Churchill like? Peer Support Students also assist staff at orientation and during the social welcome events.

Social Activities and Information

The International Student Support office also arranges social events for you to get to know the other students, such as social, recreational and sporting activities occurring on campus and throughout the Latrobe Valley community. A monthly newsletter is distributed to all international students detailing the range of activities and programs on offer and other important messages that should be read. Students are also encouraged to contribute to the newsletter.

My favourite thing is the local sport. There are a lot of activities at the nearby sports centre such as basketball, swimming programs and boxing. The gym is also a great way to become healthier.
**International Student Association (ISA)**

The ISA is dedicated to the welfare and support of international students at the Gippsland campus. ISA often plan trips and events to make your stay at FedUni an enjoyable one.

**International Student Association**
MUGSU, Building 3N, Gippsland Campus
Web: www.mugsu.org.au/student-groups/isa/
Email: mugsu.isa@monash.edu

**Gippsland Association of Postgrad Students (GAPS)**

The role of GAPS is to provide support for the academic and professional wellbeing of Gippsland postgraduate students. GAPS also organises a wide range of postgraduate seminars and recreational activities. Getting involved with GAPS is a great opportunity for expanding your network with other postgrads as well as sharing ideas and experiences.

**Gippsland Association of Postgraduate Students**
MUGSU, Building 3N, Gippsland Campus
Web: www.mugsu.org.au/student-groups/gippsland-association-postgraduate-students-gaps/
Email: gaps@monash.edu

**Counselling Support**

FedUni Counselling Service provides free and confidential service to all students in a supportive and welcoming environment. The counselling team help students meet the daily challenges of student life, and to achieve their academic potential. You can come and talk to a counsellor about a number of issues including:

- Personal
- Academic

To make a confidential appointment with the counselling service, visit

**Student Connect**

Building 3N, room 102
Phone: (03) 5122 6425

**Clubs and Societies**

Become involved in the FedUni community by joining one of the many special interest clubs or sports team. Being part of a club or society can assist you to get to know other students, improve your English and be involved in activities outside of your studies which you will enjoy.

Visit MUGSU in Building 3N or see www.mugsu.org.au/student-groups

**Sport and Recreation**

There are a range of sport and recreation opportunities for students to compete on campus and within the local community. FedUni also has teams represented at intervarsity competitions across Australia.

A number of recreational trips and activities are also conducted throughout the semester.

Visit the Sport & Rec office to learn more (Room 3N122, Gippsland Campus)

www.federation.edu.au/sport

**Chaplaincy**

The University provides spiritual and pastoral care support, as well as practical help, to members of the university community – students, staff and their families. Students do not need to have any particular religion to see the Chaplain.

**Student Connect**

Building 3N, Room 102
Phone: (03) 5122 6425
Careers and Employment
The Careers and Employment office can assist you to gain volunteer, temporary, casual, part-time, full-time, or graduate positions; as well as work to assist or compliment your studies. Many students gain part-time or casual employment to provide financial support whilst studying. International students must comply with the following rules to maintain their student visa:

- During semester periods, International students may only work up to 40 hours per fortnight;
- During term breaks, international students are able to work full-time.
- Spouses or dependants of students who are studying at undergraduate level can only work 40 hours per fortnight during semesters.
- Spouses of students who are studying their Masters or Post Doctorates may work full-time throughout the year.

Important
- Your spouse cannot start working before you have commenced your course of study.

If you would like any further information regarding working while studying in Australia visit:
www.immi.gov.au/students/students/working_while_studying/index.htm

Careers and Employment
(Student Connect in Building 3N)
Phone: (03) 5122 6425

Log in via www.federation.edu.au/studentcareerhub
Follow us on Facebook

Financial Aid
Financial Aid in the form of interest free student loans and emergency grants or vouchers is available through Student Connect. Conditions apply.

Student Connect
Building 3N, Room 102
Phone: (03) 5122 6425

Student Leadership and Volunteer Program
The Leadership & Volunteer Program provides opportunities for all students on all campuses to get involved in the community, whether on campus or in the wider world. We can help you to find your perfect Leadership or Volunteer Role, then provide an inspirational Leadership Development series of workshops, guest speaker events and conferences. You will receive an award at the end of the year, which looks great on your resumé. If you want to boost your skills, meet new people, learn new ideas from experts and become more employable we strongly recommend you get involved!

www.federation.edu.au/student-leadership
www.facebook.com/FedUniLeaders
www.twitter.com/FedUniLeaders

Tax File Number
All adults in Australia who earn an income are required to register with the Taxation Office.

It is recommended that students who plan to stay in Australia for more than one semester, and particularly those who wish to seek paid work, obtain a Tax File Number (TFN).

If you do not have a TFN you will be taxed at the highest rate on any income you may earn.

Tax File Number application forms are available online at www.ato.gov.au
Your rights & responsibilities

Education Service for Overseas Students (ESOS) Act
The Federation University of Australia is bound by the ESOS Act 2000. This Act sets out the legal framework for the delivery of education to overseas students.

Visas
All overseas students are required to have an International Student Visa issued by the Australian Government. Student visas are issued for full-time study on the understanding that the student studies on-campus and has sufficient funds to cover tuition fees and living expenses while in Australia. For further information regarding student visa applications, please visit: www.immi.gov.au/students/

The Student Visa is a multiple entry visa which allows a student to enter and leave the country for holidays during a program of study. It is valid for the entire length of your program. You will only need to renew it if you have changed your program, or are taking more time to complete your program. If you are required to renew your Student Visa, it is important to renew it prior to the expiry of your current visa.

ESOS protects your rights, including:

- your right to receive current and accurate information about the courses, fees, modes of study and other information before enrolling
- your right to sign a written agreement (your Federation University Australia ‘International Student Course Agreement’) with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement with Federation University Australia
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course
Students must comply with their visa conditions in order to retain their visa.

**The University is obliged to report a student to immigration if not complying with his / her visa conditions:**

- You must provide the university with your address or change of address details within seven days of arrival or change of address;
- Do not leave of absence without university approval;
- You must meet program requirements. Performance would be considered unsatisfactory if a student fails 50% or more of enrolled courses in two consecutive semesters or fails a core course more than once – a student may then be excluded from study which may lead to visa cancellation.
- You must maintain satisfactory attendance in your program.
- You must not undertake employment above the maximum number of hours permitted on a student visa.
- You must maintain Overseas Student Health Cover (OSHC) during you stay in Australia.

If you need to extend your visa in order to complete your course or to study other courses in Australia, you must submit your application before your current visa expires. A fee is charged for this process.

Your application will need to include the results of a health check if you have not had one done in the previous 12 months (a fee is charged for this process), a financial statement and academic transcripts.

Visa online verification:  

**Full Time Studies**  
A **normal load** for a full time FedUni student is 120 credit points of study in one academic year or 60 credit points per semester. This usually equates to four x 15 credit point courses per semester.

A **normal load** for Monash University students is 48 credit points of study in one academic year or 24 credit points per semester. This usually equates to four x 6 credit point courses per semester.

Only in compassionate and compelling circumstances may international students be enrolled in less than 100% of a **normal full time load**. This must be approved in advance, or at the time of enrolment, by the School.

**Attendance**  
Attendance is an important element of your success in your studies, and regular attendance at all lectures and tutorials is expected.

Students who fail to meet attendance requirements as specified in Course Descriptions, may be asked to meet with their Program Coordinator to explain. Students may appeal any formal notification of intention to report to Department of Immigration and Border Protection (DIBP) via the University’s complaints and appeals procedures.
Deferment or Leave from Studies
All commencing students who have been given a formal written offer by the FedUni and who have not yet enrolled may have the option to defer this offer for one teaching period (6 months) to a maximum of two teaching periods (12 months). Students who enrol in the University may apply to defer or take leave from studies on the grounds of compassionate and compelling circumstances.

For more information on deferring, please see the following link:

Leave: Students may apply for leave from their studies under limited circumstances (compassionate or compelling circumstances). These could include:

- Illness, where a medical certificate states that you were unable to attend classes
- The death of a close family member such as a parent or grandparent (where possible a copy of a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and where this has impacted on your studies
- A traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime and this has impacted on your studies (supported by police and psychologist’s reports)
- Where the university was unable to offer pre-requisite course
- Inability to begin study on the program commencement date due to delay in receiving a student visa

You must seek advice from your School about the impact of taking leave on your study and visa requirements before taking any action.

Where deferral or leave is approved, any fee refund will be determined in accordance with the refund policy for international students of FedUni.

Fees Payment & Refund Terms
You are covered by the Federation University Tuition Fees Payment Terms for International Students and Refund for International Students policy. A refund of tuition fees will be granted only in accordance with the University’s Refund for International Students policy. Please refer to the following website for further details:

For Monash teach out students see:

Change of Education Provider
Students who wish to study at another Education Provider must request a Transfer between Registered Providers (Release Letter) if they have not completed six calendar months of their principal course of study.

Students must demonstrate exceptional circumstances justifying the change of provider. Exceptional circumstances can include:

- Ongoing medical condition.
- Loss or Bereavement.
- Hardship/trauma.
- Educational progression problems

For further information please contact staff at the International Student Support Office in Student Connect in Building 3N.

For further information please refer to the Federation University Procedure at:

For Monash teach out students see:
Student Rights Service
The Student Rights Service provides advice and support to students on anything which impacts on your educational experience while you are a student at FedUni. The areas we help students with include grade appeals, academic progress (warning letters and exclusions), charges of plagiarism, complaints and grievances.

We can:
• explain timelines and procedures in relation to your concerns
• talk to others on your behalf
• provide a sounding board to help clarify the issues
• support and advise you during appeals and complaints
• help you write letters or prepare for interviews and hearings, and/or
• attend meetings with you.

If your problem or concern doesn’t seem to be mentioned here, please still feel free to contact us and we might still be able to help you. Please see our webpage for contact details:
Web: www.mugsu.org.au/student-support/grievances/

Special Consideration
As a FedUni student you can apply for Special Consideration if
i. your work at any time during the academic year has been badly affected by illness or some other cause;
ii. you have been prevented by a serious or disabling illness or other significant cause from preparing or finishing an assignment or completing an exam

There are strict timelines and paperwork to be completed if you are applying for Special Consideration; it is not always awarded so it is important to make sure that the forms have all been completed and the necessary evidence supplied.

The following link will give you all the info:
http://policy.federation.edu.au/student_services_and_administration/enrolment/special_consideration/ch01.php
(or just type ‘Special Consideration’ into the Search bar)


Generally, unless it’s clearly a medical issue, students go to the Counselling Service for help with Special Consideration.

Call (03) 5122 6425 to make an appointment. Don’t delay – timelines apply.

Student Legal Service
A free and confidential legal service is available for students through the Morwell office of Victorian Legal Aid – Corner of Chapel and George St, Morwell, phone (03) 5134 8055, email: morwell@vla.vic.gov.au

Final Grade Appeals
If you believe that your marks have been affected by circumstances beyond your control or the course hasn’t been delivered correctly, you might want to appeal your final grade. Very strict timelines apply to final grade appeals as you only have 10 working days (i.e. not including weekends or when the University is closed) after your results have been published and only limited factors will be taken into account. For help with final grade appeals contact the Student Rights Officers in MUGSU.
 Unsatisfactory Progress
Under Australian law, the University is obliged to track your progress and make sure that you are successfully completing your studies. If there are signs that you are not doing so well you will receive a letter or email (usually both), warning you that your performance is unsatisfactory and asking you to meet with your Program Coordinator.
DO NOT IGNORE THIS LETTER.
It is extremely important that you follow up and go to the meeting as it is designed to help you get back on track with your studies. If you continue to do poorly your place in the program and your visa are at risk.

Exclusion
If the measures taken following your warning of unsatisfactory progress haven’t been successful and you have failed some courses, you will receive a letter warning you that you will be excluded.
DO NOT IGNORE THIS LETTER; YOUR PLACE AND YOUR VISA ARE AT RISK.
You may have grounds to appeal the exclusion but you will have to act fast as timelines apply. You will have 20 working days to appeal the exclusion. Please note that working days do not include weekends or when the University is closed e.g. the two week shutdown over the Christmas break.
Contact the Student Rights Service at MUGSU for assistance with these procedures.

Privacy & Confidentiality
Federation University Australia is committed to protecting and maintaining the privacy, accuracy and security of personal information in accordance with the Privacy principles contained in the Victorian Information Privacy Act 2000 (Information Privacy Act) and the Victorian Health Records Act 2001 (Health Records Act). For further information please see:

For Monash teach out students see: http://monash.edu/privacy.html

While the University treats a student’s personal information as confidential, under Australian law information provided to the University by an international student may be passed on to certain Commonwealth and State Government agencies, which manage visas and oversee International Student Programs.

The University is also required, under law, to report certain changes to a student’s enrolment and any breach of the student’s visa conditions.
Equity and Equal Opportunity

FedUni is committed to providing equal opportunity and freedom from discrimination and harassment for all members of the FedUni community, and to creating an environment which reflects and values the social and cultural diversity within FedUni community and the communities it serves.

At FedUni you can expect that:

- you will not be treated unfairly because of your sex, race, religious belief or activity, sexual orientation, disability, gender identity, marital status, pregnancy, breastfeeding, status as a parent or carer, lawful sexual activity, age, industrial activity, physical features, political belief or activity, criminal record
- you will not be harassed (made to feel intimidated, offended or humiliated) because of any of the above characteristics
- 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, fairly and impartially.

FedUni also expects you to play your part in making FedUni inclusive and free from harassment and discrimination. You must make sure that your own behaviour does have the potential to make other students or staff feel intimidated, humiliated or offended either on a sexual basis or on the basis of any of the characteristics listed above.

FedUni encourages and will support action by students who feel that they have experienced discrimination, or harassment in any University activities. The Manager, Equity and Equal Opportunity (03) 5327 9357 or equity@federation.edu.au provides information and assistance. More information is available on the Equity and Equal Opportunity webpage at www.federation.edu.au/equity

Complaints or Student Grievance

If you have a complaint, concern or enquiry about the way something is going, most issues can be dealt with by making an appointment to talk to the person who can solve your problem, for example, your lecturer. It is very important that you keep a record of everything that’s being discussed. The Student Advisory Service can help you prepare for a meeting or go to a meeting with you. If this approach doesn’t work then more formal steps can be taken. For further advice and support contact the Student Advisory Service for assistance. Please see our webpage for contact details: www.federation.edu.au/studentadviser
Change of Address / Contact details

Under Australian law all international students must provide their current Australian residential address and phone number to the University. You are required to notify the university regarding any changes to your residential address within seven days of the change.

You can update your address in My Student Centre, – please visit: mysc.federation.edu.au

For Monash teach out students please visit:
https://my.monash.edu.au/wes/

Department of Immigration & Border Protection

The Department of Immigration and Border Protection (DIBP) manages all matters relating to visas, permanent residency and citizenship. For more information on visas and all immigration matters please refer to:
www.immi.gov.au

Translating and Interpreting Service

Dial 13 14 50 for translation and interpreting assistance in over 100 languages 24 hours a day. Some translation services will have to be arranged in advance. You may be required to pay for the service.

Monash teach out students with OSHC Allianz insurance have access to free interpreting services over the phone in emergency situations – call 1800 814 781, 24 hours a day, while Federation University students with OSHC Bupa insurance also have access to free interpreting services over the phone – look for the number on the back of your membership card.

I have found that through the shared experience in the Gippsland community, I have gained many long lasting friendships, and indispensable life skills that have prepared me well for the next phase of my journey.
It takes time to settle

Culture shock
Most students who travel overseas to live and study in a new country will experience some emotional disturbance in response to their new circumstances. This reaction is often referred to as ‘culture shock’.

Everything that you see and experience – the countryside, the weather, people, food and buildings – will be new and may seem different in the beginning. It will take time to adapt to your new surroundings. Culture shock is the feeling of disorientation, loneliness, insecurity or confusion that can occur when someone leaves his or her home country to live in a new culture. Culture shock may come with any of the following symptoms:

- Homesickness
- Loneliness
- Depression
- Need for more sleep than normal
- Withdrawal from social activities
- Compulsive eating or loss of appetite
- Stereotyping of and hostility towards host nationals
- Lack of energy

Before I came here I did not have any knowledge about Australia or its people. I only knew it was a long way from my country and culture, and I was sure I would be homesick very soon. I have lived here now for nearly three years and I rarely miss my country because the people around here are so friendly and charming.

Does everyone experience culture shock?
For some people culture shock is brief and may not even be noticed. Many people, however, may have to deal with culture shock over several weeks or possibly months. So when you feel you experience some of the above symptoms, do not feel ashamed. It happens to nearly everyone who comes to live in a foreign culture.
Australia and Australians

Australia is a diverse nation with a multicultural population. Some of the social customs in Australia are similar to English/American background or social behavior. When in a new culture, it is a good idea to observe the habits and customs of other people because they may express their feelings differently from people of your own culture. At Federation University, you will have many opportunities to develop new friendships and to become involved in social activities or participate in sporting activities. During this time you will also develop a greater understanding of yourself and of other people. It is also important to have confidence in your own traditional values and Australia has a broad multicultural population where other cultural traditions are respected.

To experience a degree of homesickness and loneliness is normal.

Getting involved in university events, such as the International Orientation or the main FedUni Orientation Week Social Program is a great way to make some new friends and begin to feel more settled. If you are feeling unsettled, or unhappy, you are encouraged to speak with International Student Support staff.

Conversation topics

When meeting people for the first time, in general, the following topics are discussed: weather, sport, work, study, films, music and hobbies. Topics typically reserved for friends include personal relationships, politics and religion. However this should not be read as a set of rules for interacting in Australia. It is important that topics of interest to you are discussed too.

Issues addressed by the Australian media may be somewhat surprising if media in your home country does not report matters of politics, sex and religion. In Australia these topics are often discussed on television and in newspapers. Public debate, about such subjects, is considered appropriate.

Equal opportunity

Australians believe in equal opportunity. Women are entitled to the same rights, status and opportunities as men. People who work in non-professional jobs, such as cleaners and truck drivers are entitled to the same respect as those who work in professional jobs. In Australia we have laws that protect people from discrimination based on:

- race, colour, national or ethnic origin, nationality
- sex, sexual orientation, gender identity, marital status, pregnancy or potential pregnancy, breastfeeding, status as a parent or carer, lawful sexual activity.
- religious or political belief or activity, industrial activity
- age, physical features, disability (past, present or imputed), medical record
- personal association with someone identified by reference to any of the above.

If you don’t know what to say, talk about sport!

Everyone loves to talk about sport and it’s a great conversation starter. Even if you know little about football, you can ask someone about it and they will happily explain the rules.
Social customs

Names
Most Australians have three names. A first name, for example Peter (The name used informally – ‘Hi Peter’); a middle name such as George; and a surname or family name, such as Smith. (Used in formal situations and often when a person is senior to you, for example ‘Mr. Smith, I’d like to introduce you to Mr. Allan’).

Your naming system may differ from this; however, for the sake of clarity it is important that on official documents you always use the same names in the same order. It is a good idea to underline your family name, e.g. Wong Fei Wan.

If you are wondering what to call someone, simply ask: ‘What would you like me to call you?’ When you first meet someone it is also appropriate to tell them the name that you prefer to be called.

Informality
Australians often use shortened versions of names e.g. Ronald may be shortened to Ron or Ronnie, Elizabeth to Liz, Lizzy, Beth, or Betty.

Courtesy
Greetings such as ‘Good morning/afternoon’, ‘Hello’, ‘G’day’ and ‘How are you?’ are used commonly even among strangers. It is also usual and expected that you say ‘excuse me’ to attract someone’s attention, when joining in conversations or to be excused from a conversation or meal, ‘please’ when requesting something; and ‘thank you’ when something is done or handed to you. Otherwise, your behaviour may seem very impolite.

Queues
People form queues to buy goods in shops, to wait for service in banks and when waiting for public transport. Pushing in front of someone in a queue is considered very impolite and will not be tolerated. Australians also value their personal space and privacy. Thus, it is appropriate for you to give more space when queuing, while waiting for your turn at a bank ATM or standing or talking in close proximity to other people.
Appointments
It is a usual practice for you to make an appointment to see someone at the University or even before dropping in socially at someone’s home.

Invitations
If you are invited formally or even informally (in person or over the phone) to functions, it is polite to reply as soon as possible. Formal invitations usually have a reply (RSVP) date and replies are expected by the date stated. If you have accepted an invitation and later find you cannot attend, it is good manners to inform the person who invited you of this change. It is also considered polite to say directly if you do not want to accept an invitation.

Punctuality
Punctuality is important. Check your appointment times and locations and allow enough time for travel. If you cannot keep an appointment or you are running late, contact the person you’re meeting and let them know.

Dress code
People tend to dress casually at University and during summer clothing is often kept to a minimum. Please note that it is acceptable for women in Australia to wear shorts and brief tops without being considered provocative or immoral. Formal attire may be required occasionally but would be indicated in advance.

Social gatherings
Social functions such as barbeques, dinners or parties are common and can be held in private homes, parks, restaurants or function centres. Sometimes it can be ‘BYO’ which means ‘bring your own’ drinks or your own meat for a barbeque. Alternatively, it can be a ‘bring a plate’ gathering where each guest brings a plate of food to be shared by everyone. If it is in a restaurant, most of the time the cost of the meals are shared equally.

Physical contact
Handshakes are commonly used to greet each other or say goodbye especially among men. Women display greater physical contact by hugging and greeting each other with a kiss on the cheek. You will also see displays of affection such as hugging, kissing and holding hands between couples in public.

Opening of gifts
While in some cultures, opening a gift/present in front of the person is considered rude, it is just the opposite in Australia. When accepting a gift, you can open it immediately and express your appreciation.
Body Language and Personal Space
People of every culture have particular ways of using their hands, eyes, arms and even standing, that have meaning within that culture. A gesture may mean one thing within one culture but something entirely different in another.

For example, when an Australian is talking to someone, he/she will usually look that person in the eye. We think this shows that we are sincere and are giving the other person our full attention. In some other cultures this would be considered impolite. Likewise, handing someone something with the left hand is an insult in some countries. In Australia, we use either hand to pass things.

When talking, Australians don’t stand very close to each other. Nor do they touch each other as much as people from some other cultures do. If you are staying with an Australian family, do not enter the bedrooms of family members unless invited to do so. These are regarded as personal space.

Tipping
Australia does not have a strong tipping culture. However, some people leave tips in restaurants and cafés if the service is good.

Independence
Very few Australians have servants. Most people are independent and cook and clean for themselves. Some people may pay a person to come to their home once a week to help with domestic tasks. Manual work is not looked down upon and it is common to see men and women alike doing various chores around the house or garden.

Smoking
Smoking is not allowed on public transport, in restaurants, cinemas and public buildings. You can be fined for smoking in prohibited areas. If you are at someone’s home, it is polite to excuse yourself and smoke outside. The University recognises the adverse effects of smoking, including passive smoking, and the rights of staff and students to work and study in a safe and healthy environment which is smoke-free.

In line with all Victorian universities moving to a smoke-free environment in a co-ordinated approach, Federation University Australia will become smoke-free from 1 January 2015.

Relationships
Young people in Australia are sometimes portrayed as being sexually promiscuous. Do not assume that this is the case. It is quite normal in Western cultures for relationships to develop slowly.

Sometimes people misunderstand each other in social relationships. Someone that you go out with may think that you are willing to have sex because you let them kiss you or are willing to have them visit you alone in your room.

In Australia, if you do not want to have sexual intercourse with someone, you always have the right to say ‘no’. Although this can sometimes be difficult and people can sometimes persist when they should not, your rights remain constant. To protect people from rape or sexual activity without consent, there are severe legal penalties for those who commit such crimes.
Your safety

Being prepared and taking precautions will reduce your chances of becoming a victim of crime. Australia is generally a safe country but like many countries, crime does occur and certain times and places are less safe.

In offering this information it is not our intention to make you worried, rather we want to give you some helpful advice to protect yourself and your possessions. The main idea is to use common sense – Take extra care at night, don’t walk around alone in dark or isolated places, keep your house and vehicle secure and be alert and aware of what or who is around you.

On Campus Security – 24/7

Security Officers at Federation University Australia ensure a safe and secure environment for all our campuses.

Security Officers are employed day and night to respond to incidents, provide security escorts, patrol car parks and Halls of Residence, secure unlocked buildings, and provide assistance to students, staff and visitors.

Our Security Officers are licensed, and hold security and first aid qualifications.

The Security Co-ordinator can provide general advice, office and workplace security assessments, and training in diffusing difficult or aggressive situations.

For any emergency requiring the attendance of the police, ambulance or fire brigade

Call 000

While on campus, if you are faced with an immediate threat or emergency, contact security on 5122 6999 or 333 from an internal phone.

If you are involved or affected by a serious incident or crime you need to advise International Student Support as soon as possible on 0409 948 811
Safety tips

When you’re out

- Maintain a confident appearance. Stay alert and walk with your eyes raised.
- Be aware of your surroundings. Take note of street names and who is around. Most attacks occur early in the morning or late at night when there are not many people on the street.
- At night, if possible, keep to major well-lit streets and avoid dark areas or short cuts. It is not safe to walk alone at night.
- If you think you are being followed, walk close to the road, or cross to the other side. If you are sure you are being followed, use your mobile and contact the police or a taxi, or go to the nearest house and ask the occupants to call for you.
- When using an ATM look around first to make sure that nobody is watching you. Put your money away immediately; never count it at the ATM.
- Be especially alert and cautious in the ‘nightclub district’ at night time. Alcohol and drug fuelled violence is more likely to take place in such areas.
- Racial harassment and abuse is not acceptable. If you experience racial harassment or abuse, report it to your local Police Station immediately.

At home

- Always lock up. Doors and windows should be locked, not only when you are out of the house, but when you are elsewhere, even in your garden or back yard.
- Plan ahead for absences or holidays. Never leave your house obviously unoccupied, even briefly. Arrange for a friend to clear your letter box.

When using public transport

- Check timetables in advance – avoid long waits at platforms and taxi ranks, particularly in the evening. Stay in well-lit areas or wait near local shops. Stand where you can be seen.
- Where possible sit with others or travel with a friend.
- If you are being harassed or assaulted, shout loudly to draw attention to yourself.

When driving

- If a driver ahead of you deliberately forces you to stop by braking or blocking the road, do not turn off the engine as you may stall when trying to restart.
- If the driver gets out of the car and comes towards you, remain in your car with doors locked and windows shut. Sound your horn and flash your lights.
- Avoid parking too close to walls, high fences or vegetation, which might provide cover for an attacker.
- Consider the area you are parking in if not returning to your car until after dark. Does the area have adequate lighting, is it isolated or dark? Don’t park in an isolated or dark position.
- Remove wallets/purses, packages or other easily stolen items from easy view within the car.
- When returning to your car, have the keys in your hand for quick access.
- Before you open your car door, visually conduct a proper check to make sure no one is hiding inside, particularly behind the front seats.

Request an on-campus security escort

If, at any time, you require a Security Officer to escort you anywhere on campus, call the appropriate number below.

Gippsland Campus: dial extension 6662 or call 5122 6662
Other Useful Information

Culture Card
The culture card, available to International students in your orientation pack provides special offers to various events such as trips, sports, arts and cultural events. See www.culturecardvictoria.com.au for further details.

Globall Program
Globall Program gives free tickets for registered International students to attend football and cricket games. See the following websites for further details: www.globall.com.au
Information in this publication was current at the time of printing (November 2014). 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_241114