

International Student Guide

Your essential guide to life and study



International Student Support

p: +61 3 5327 9446

e: international.ss@federation.edu.au

PO Box 663, Ballarat VIC 3353, Australia

www.federation.edu.au/international/student-support

Connect with Federation University on social media

 facebook.com/FedUniAustralia

 facebook.com/fedunicurrentstudents

 facebook.com/groups/FedUniInternationalCALD

 twitter.com/FedUniAustralia

 youtube.com/FedUniAustralia

 instagram.com/FedUniAustralia

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weibo.com FedUni

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Can't find what you're looking for, or need more
information about anything in this guide?

Contact us:

international.ss@federation.edu.au

+61 3 5327 9446

FedUni

A message from the Vice Chancellor



Welcome to the Federation University Australia community.

Congratulations on joining Australia's premier regional university.

We are deeply embedded in our communities and we support our students to make learning a lifelong pursuit.

We have been educating Australia's future leaders, innovators and thinkers for over 150 years – through wars, disasters, times of strong economic growth and even through a pandemic that gripped the world throughout 2020.

We provide the learning and resilience our students need to survive and thrive in a digital post-COVID world.

You'll be joining a 20,000 strong network of students and 112,000 alumni, across Australia and the world, making their mark in their communities.

Our purpose is to transform lives ... a qualification from Federation University or Federation TAFE does just that.

Our graduates are in high demand thanks to our jobs-focused education and our strong links to industry.

We are rated the number one university in Victoria for full-time employment and our graduates have the highest starting salaries. We are rated the number one university in Victoria for the way we support our students, develop their skills and for the exceptional quality of our teachers. We are number one in all of Australia for postgraduate teaching quality.

Federation works with you to make learning something you can do, whoever you are and wherever you are on your lifelong learning journey. We help you develop the skills you need to follow your passion.

This all combines with our local and international research collaborations that are focused on solving real-world problems and making a difference in people's lives. Our research is world-class and rated well above or above world class in 11 disciplines.

We invite you to become part of our history.

Professor Duncan Bentley

Vice-Chancellor and President

Federation University Australia

Settling In



You will see a lot of the International Student Support team over the first few weeks of the semester as we conduct orientation days and host your social and cultural program.

Attending these programs is important and is a vital part of your university experience. The first weeks of living away from home can feel very strange and at times lonely for new students, even if you are with family and friends. Adjusting to a new environment, people and way of going about your day is both exciting and scary for some. Here are two simple pieces of advice:

'Ask if you don't know'.

The International Student Support team will answer your questions and help you to get the best start to your time at Federation University. Can't find us? Look out for our student volunteers or just ask any member of staff.

'Say Yes' to all opportunities to meet other students and try new things.

Expenses

You might find that things are more expensive here than you're used to.

Great ways that we've found to save money include:

- Shop for groceries weekly, and with your housemates
- Live as close to campus as you can
- Set yourself a weekly budget (and stick to it!).
- Try not to use credit cards

If you have money worries, just see the Financial Support staff on your campus

<https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/financial-information-and-support>

Important Dates

Please check this website for important dates throughout the academic year.

www.federation.edu.au/important-dates



"Federation University is an incredibly safe and friendly place to be. At first, it can be a bit overwhelming to be in a new place with hundreds of new people but you will find that everyone is very helpful and understanding. If you ever need anything or are unsure, just ask!"

"Here at Federation University we are lucky to have world-class equipment to use to help us become career-ready when we graduate. The latest technology and facilities are available to all students, and it's a really beneficial and practical way to learn."



Accommodation



Accommodation Guarantee

First year students are guaranteed accommodation during their first year of study. For full details please visit www.federation.edu.au/fedliving

Living on Campus FedLiving

Success Lives Here. Federation University's research shows students who live in university residences are more likely to be successful in their studies and transition to university life.

Our highly effective support programs, and unique residential experience contribute to greater satisfaction and success in relation to your university experience.

Federation University offers a range of accommodation options located on or close to our campuses in Ballarat, Gippsland and Berwick including short, medium and long term residential options.

Living in university residences enables you to meet a diverse range of people from different backgrounds and cultures, enrolled in a variety of different courses, creating an instant support network and becoming connected with a vibrant and exciting living and learning community. Students who live with Federation University are supported and advised by a dedicated team, whose key priority is your success.

Benefits of living on Campus FedLiving

Success: Federation University research shows students who live with us are more likely to succeed

Friendship: Develop instant networks and lifelong friendships with a sense of community

Opportunity: Amazing opportunities, planned experiences, activities and so much fun

Support: 24/7 support so you can enjoy a balanced living and learning community

Convenience: For peace of mind and convenience residences are located on, or close to, campus

Visit our website at www.federation.edu.au/fedliving for full details on your accommodation options.

Phone **+61 3 5327 9480** or
email: fedliving@federation.edu.au



Private Rentals

We know that finding good quality, affordable, safe accommodation is one of the big issues when you're moving to a new home. Here are some of your external housing options – for information about living on campus, head to the next page.

If you need some help with deciding what the best type of housing is for you, please contact us.

Real Estate Agents

There are many Real Estate Agents in all regions in Australia who manage flats/apartments and houses for rent. The rentals generally don't come with furniture.

Most Agents use www.domain.com.au and www.realestate.com.au 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:

www.flatmates.com.au and www.gumtree.com.au

Facebook Group

Facebook and other social media are a great way to connect with students directly. Join our Facebook Group: www.facebook.com/groups/FedUniInternationalCALD and post about what you're looking for!

Federation University Noticeboards

Federation University notice boards often have notices for rooms for rent in shared houses. Take a look at the notice boards around campus (especially the ones near the café!)

Rental Rights

Consumer Affairs Victoria offer a range of hints and tips for students who rent a property, from how to find somewhere to your rights and responsibilities and what to do if something goes wrong.

www.consumer.vic.gov.au/internationalstudents

Legal Obligations

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

- Consumer Affairs Renting | consumer.vic.gov.au
- Tenants Union Victoria | tuv.org.au

If you are still having difficulties finding accommodation please contact us:

international.ss@federation.edu.au

- 1st Level U-Building (**Ballarat**);
- 1st Floor, Building 901 (**Berwick**);
- Student Connect Office (**Gippsland**).

Transport



Public Transport

Victoria is serviced by V-Line trains, which link Melbourne to our campus locations, and other regional cities or towns. Trams and buses are also widely used whatever town you live in. Information about public transport routes, timetables and fares is available at: www.ptv.vic.gov.au

MYKI Travel Card

A MYKI travel card is required to travel on all buses, trains and trams in Victoria. Once you have your card, you can top it up with money online, or at major stops. Just tap the card on the machine when you first get on transport, then again when you get off and the fare will automatically be deducted. MYKI fares and user guide: www.ptv.vic.gov.au

Bikes

Riding a bike offers an affordable transport option and each of our main campuses have good networks of cycling tracks/lanes enabling you to cycle to Mt Helen, Gippsland and Berwick campuses. Bikes can be purchased cheaply through second hand sections in newspapers, online sites and in garage sales.

Ballarat also has the 'ReCranked' Program through the YMCA, offering free bikes for you to own:

<https://ballarat.ymca.org.au/what-we-do/Youth/Pages/Recranked-Recycles.aspx>

Taxi

To call a taxi anywhere in Australia, call **131 008**. Uber is also available in major cities – download the app from your app store.

Driving in Victoria

If you are an Australian resident or citizen, you require an Australian driver's licence.

For further information on the road rules in Victoria visit: www.vicroads.vic.gov.au/safety-and-road-rules

Using your overseas driver licence or permit in Victoria

If you've been living or will be living in Victoria for 6 months or more, you'll need to convert your overseas licence or permit to a Victorian licence.

For further information, please visit www.vicroads.vic.gov.au/licences/renew-replace-or-update/new-to-victoria/overseas-drivers

Car Insurance

If you do drive, make sure the car you are driving has insurance. If you are not insured to drive and you have an accident, you are liable to pay all costs – yours and the other person's.

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 insurance.



Campus Services and Support

International Student Support

International Student Support is a one-stop resource for advice and information about services on-campus and in the community, accommodation, social and development programs and anything else!

From the moment you arrive until graduation (and beyond), if you are unsure of any aspect of your life or study and don't know who to talk to, find the office at your campus or contact us for help.

Call: **+61 3 5327 9446**

Email: **international.ss@federation.edu.au**

www.federation.edu.au/international/student-support

www.facebook.com/groups/FedUniInternationalCALD



Student HQ

Student HQ is your first point of contact for all course-related enquiries. Please see the website for locations and all the areas they can assist you with: **www.federation.edu.au/student-hq**



"The International student office was really helpful. They are the best listeners, patient and kind staff. In addition, International Student Support organise different events for international students. It is a very very good way to help students find friends here."

Student Services



Student Advocacy Service

Our student advocates work with you, the student and can provide information about your rights and responsibilities at University, and answer questions about appeals; plagiarism; student complaints/grievances; bullying or harassment.

If you ever receive a letter from the University and you're not sure what to do, or feel like you have been treated unfairly, the Student Advocacy Service is here for you:

www.federation.edu.au/studentadvocate

Chaplaincy and Prayer Facilities

Chaplains are available at each campus to discuss matters relating to religious faith and spiritual beliefs. Prayer rooms are also available at all campuses – for more information please visit

www.federation.edu.au/chaplaincy

Careers and employability

Federation University has a team of dedicated Careers and Employment Advisors. As well as providing a range of professional and personal development activities, they can advise on:

- Finding Full-time/Part-time/Casual work
- Graduate employment and Grad schemes
- General career advice, skills audits and career planning, and resume-checking

For a FREE, confidential appointment at your campus, just log into EDGE using your student log-in details:

<https://federation.edu.au/current-students/assistance-support-and-services/edge>

Mentor Program

To support your transition to university, Federation University provides you with a mentor who is in the second or third year of your course. Having already experienced life at university, mentors provide firsthand support to new undergraduate students in the first 5 weeks of semester, when it matters most.

www.federation.edu.au/mentor



On-Campus Retail Services

On-campus retail services at each campus include cafés serving a range of different food and retail stores stocking merchandise, clothing, snacks, drinks, stationery and books.

Visit us online for further details, locations and information on on-campus services.

www.federation.edu.au/campuslife

You can even buy your Federation University merchandise online: <http://fedunistore.federation.edu.au>



Childcare at Federation University

Federation Children's Centres provide a friendly, safe and caring environment for children. We offer:

- high quality accredited centres working within the Early Years Learning Framework;
- qualified Early Childhood Educators;
- flexible, stimulating and inviting learning environments;
- play based learning with an emergent curriculum;
- on university campus for easy access;
- safety and security; and
- nutritional meals served daily
- kindergarten programs available at our

Bookings are essential and places are limited. Please contact us for more information.

- **Mt Helen Campus (Building K)**

Phone: +61 3 5327 9456

- **SMB Campus (Building X)**

Phone: +61 3 5327 8183

- **Gippsland Campus**

(Gippsland Enterprise Centre)

Phone: +61 3 5122 6227

childrenscentres@federation.edu.au

www.federation.edu.au/childrens-centres

Student Services



Library

The Library offers an integrated service across all campuses, and provides information in the form of books, journals, newspapers, eBooks, databases, articles and audio visual materials to support courses offered by the university. Recreational and general interest material is also available, and students can access and borrow from any Federation University campus library.

Library staff run specialised training classes throughout the year to help students use library resources and access individual assistance in assignment research.

www.federation.edu.au/library

24-hour computer Labs

Although we never recommend studying all-night, we understand that some students prefer to study with as few distractions as possible and so 24-hour labs are available at each campus:

- Berwick: 903 G96
- Camp St: Level 0, L building
- Gippsland: 1E 213 & 214
- Mt Helen: F302 - 305

IT Support

ITS Support is the first point of contact for all your IT issues. 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.

The Service Desk operates Monday to Friday from 8:30am to 5:00pm, but you can log your request/issue online at any time: **servicedesk.federation.edu.au**



Student Lounge

The student lounge is an open space for you to relax, play table-tennis or pool, or sit and chat. The lounge also contains an area with fridge, microwave and hot water if you bring food to University. There is a lounge at each campus:

- Mt Helen: Above the café.
- Berwick: Ground floor Building 902.
- Gippsland: Building 3N

Sports Facilities

Mt Helen - UniSports

Conveniently located on-campus, UniSports offers an exciting range of recreation, education and health programs with fully qualified and experienced staff including: a 25m indoor swimming pool; fully equipped gym; group fitness; and a great range of facilities for hire.

www.federation.edu.au/unisports

Gippsland – Latrobe Leisure Centre

Latrobe Leisure Centre is located just steps away from our Gippsland campus. For more information about facilities, classes and student memberships visit www.latrobe.vic.gov.au/leisure/Home

Berwick – Casey Recreation and Aquatic Centre (RACE)

Casey RACE offers both pool and gym facilities as well as regular group fitness classes, and is located in Cranbourne East. www.caseyrace.ymca.org.au

Student Clubs, Societies and Sport

Whatever your interests, Federation University can help you to follow them while you study with us – sign up for one of our student clubs, join a sports team or social competition or try something completely new! If we don't offer it, we can help you to find local organisations who do:

www.federation.edu.au/clubs-and-societies

Your Health



Health Centres

Mt Helen

The Mt Helen Health Centre is located opposite Student HQ. The Health Centre is staffed during the university teaching periods by doctors, nurses, counsellors and a financial aid officer. For students and children under 16, all services are covered under Medicare and Overseas Student Health Cover (OSHC) so no charge is made to you. For more information about services available and how to make an appointment, head to

www.federation.edu.au/health-centre

Gippsland Campus

The Federation University 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**.

Berwick Campus

The Federation University counselling service, and the Disability and Learning Access Unit are located on Level 1, Building 901.

For other health-related matters, Berwick Healthcare is located at 76 Clyde Road, Berwick. Make an appointment at **www.berwickhealthcare.com.au** or call **03 9796 1500**.

Off-campus Medical Assistance

If you wish to visit a doctor off campus then there are a number of medical practices that you can visit. Ensure you check whether the treatment you are seeking is covered by Medicare or your Health Insurance before you access these services.

Ballarat

Eureka Medical and Dental Centre

14 Albert Street, Ballarat

Phone: 03 5309 1111

Hours: Weekdays, 7am – 8pm; Weekends 8am – 8pm

Gippsland

Latrobe Community Health Service

20/24 Phillip Parade, Churchill

Phone: 1800 242 696

Hours: Weekdays 8.15am – 5pm

Berwick

Berwick Healthcare Medical Centre

76 Clyde Road, Berwick

Phone: 03 9796 1500

Hours: Weekdays 8.30am – 7.30pm



Health Advice

1. Know what's covered

If you're an International Student, your Overseas Health Cover will pay for most medical treatments that you will need, with some important common exceptions:

- Existing conditions within the first 12 months of cover (2 months for preexisting psychiatric care).
- Treatment in hospital, when you are not admitted to hospital (eg: Emergency Rooms), or if the treatment is not covered under Medicare (including podiatry, cosmetic surgery, or experimental treatments).
- Dental treatment.
- Medical examinations, vaccinations or treatments required for visa purposes.
- Pregnancy-related treatment within the first 12 months of cover.

Many of these may be added to your policy for an additional charge – check your Policy online.

2. Hospital Emergency Departments are for emergencies only

As above, you may not be covered for any treatment in an emergency room, so make sure you only visit if you really need to. Unnecessary visits also increase the waiting time for everyone else. For general medical attention during business hours visit a GP or walk-in clinic.

3. Dental treatment is expensive

Basic dental check-ups can cost around \$200, with any treatments adding to the cost significantly. Dental can often be added to Overseas or Private Health Cover at an additional cost.

4. Stay active

Sport and outdoor activities are a major part of Australian life and result in significant health benefits. Whether you play a sport back home that you want to continue with or fancy trying something completely new, we can help you to find a group to connect with: www.federation.edu.au/sport

5. Mental health is as important as physical health ...

If you're ever feeling unhappy, stressed, depressed, isolated or even homesick this can have a major effect on your studies. Some people find that exercise and spending time with friends can help, however if you are in need of more assistance, Federation University offers a free counselling service to students – please call **03 5327 9470** to book an appointment.

Out-of-hours Mental Health Support

If you are in need of immediate mental health support outside of business hours, please call the free University crisis line: **1300 758 109** or if you are outside Australia, SMS **+61 480 089 177** and request a callback. This service operates 4:30pm-9am weekdays (Melbourne time) and 24hrs on weekends and public holidays.

6. ... and so is sexual health

Sexual health includes relationships, sexuality, sexual contact with another person, pregnancy and more. Sex should always be safe and consensual – you have the right to decide what sexual practices (if any) are OK/not OK for you, and we always recommend using contraception. Find out more at www.healthdirect.gov.au/sexual-health

In the event of an emergency, phone Triple Zero (000). This emergency line will promptly connect you to the police, ambulance service, or fire department, depending on your immediate needs. You will need to tell them your exact location. For International Students, your OSHC will cover your costs for ambulance in an emergency when you require medical treatment in a hospital immediately. If you are a Domestic student you must purchase Ambulance Cover (www.ambulance.vic.gov.au/membership) unless you have Private Insurance which covers this. Ambulance charges can cost thousands of dollars if you are not covered.

Study and Assessment



Studying in Australia

You may find that studying at Federation University is a different experience to what you are used to. Lectures, tutorials, laboratories, online and self-directed study comprise the total learning experience at Federation University.

Be a SMART student

We all expect that your time at Federation University 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 (if English is not your first language)
- 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 Advocacy Service, PASS and ASK ... we are all here to help you make a success of your time at Federation University

Assessment

You will find that assessment processes and procedures at Federation University 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 for assessment tasks are included in all Federation University Course Outlines, available at www.federation.edu.au/schools.

Select your school then click on Student Resources and then Course Outlines for details, or ask at Student HQ.

Extensions to the timelines 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. For support applying for special consideration ask your course coordinator, or the International Student Support team as soon as possible. www.federation.edu.au/special-consideration

Results

Student results will be published at the end of each semester. You can access an online transcript of your results via: <https://federation.edu.au/current-students/essential-info/administration/examinations-and-results/results>

Assessment Grades

Find out what your grades mean at www.federation.edu.au/GPA



English Language Support Service

Specialised classes and support for first year students instructed by a specialist English Language Lecturer. For more info

www.federation.edu.au/international/student-support

HELPFUL TIP:

We highly recommend checking your Federation University emails every day. People in Australia use email frequently. If you check your inbox daily, you won't miss anything. You can also link your Federation University email with your personal email.



Student Academic and Study Support

FedReady

FedReady is a free online course that will provide you with the tools to succeed at university, no matter what degree you are enrolled in.

www.federation.edu.au/fedready

ASK

The Academic Skills and Knowledge (ASK) program can support you with developing your study skills. Comprised of experienced student leaders, the ASK team is there to help answer any question you may have, from referencing to finding a booklist.

www.federation.edu.au/ask

PASS (Peer Assisted Study Sessions)

PASS sessions offer a fun and informal study environment and are facilitated by experienced students (PASS leaders). PASS gives you the opportunity to get together in small groups to consolidate understanding of the course content and develop your study skills. PASS is usually attached to courses that can be challenging for students.

www.federation.edu.au/pass

Learning Skills Advisors (LSAs)

LSAs are professional staff who can assist you to develop skills in structuring assignments and refining your study and academic skills. Writing Space is also available to guide you through the writing process, and develop your skills and confidence in academic writing. Drop-in, face to face, telephone and online appointments are all available.

www.federation.edu.au/lsa

Student Safety



Being prepared and taking precautions will reduce your chances of becoming a victim of crime. Our communities are generally very safe, however crime does occur and certain times and places are less safe. In general, there's no reason to be worried, however we want to give you some 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 and who is around you.

On Campus Security – 24/7

Federation University Security Officers work day and night to help provide a safe and secure environment on all Federation University campuses. They are all licensed and qualified in first aid. They provide a broad range of security and safety services, such as conducting patrols, providing security escorts on request, responding to incidents, securing buildings, etc.

Feel free to contact Security Officers any time on the numbers shown below if you require an escort, wish to report an incident, or need some security advice.

For security assistance (non-emergency situations), call:

- Ballarat campuses **03 5327 6333**
- Berwick Campus **03 5122 8555**
- Gippsland Campus **03 5122 6662**

For security assistance in an EMERGENCY on campus call **1800 333 732 (1800 FED SEC)**

If you are an international student and involved or affected by a serious incident or crime you need to call our 24 hour assistance number as soon as possible on 03 5327 6665.

Here are some useful websites regarding personal safety for students:

- International Student Safety – Think Before video
www.youtube.com/watch?v=JaKOZvEH1tU
- Victoria Police Personal Safety Tips
www.police.vic.gov.au/content.asp?DocumentID=43820
- Home Fire Safety Checklist
www.cfa.vic.gov.au/plan-prepare/home-fire-safety-checklist

Emergency Services in Australia

Police | Fire | Ambulance)

Due to past experiences, sometimes students from multicultural backgrounds may fear or mistrust the Police. In Victoria, the Police seek to actively promote and maintain harmonious relationships with Victoria's diverse communities. Those relationships are based on mutual respect, tolerance and trust. In Australia, all police and emergency services are approachable and here to assist you, and we encourage you to ask for help when you need it.

Police officers are committed to helping the community and ensuring people feel safe while going about their daily activities. If you have anything stolen or are assaulted or threatened, you can contact the police and report the incident.

Reporting a crime WILL NOT impact on your visa if you are an international student.

Crimes can also be reported anonymously to Crime Stoppers on **1800 333 000** or **www.crimestoppers.com.au**

For emergency assistance POLICE, FIRE and AMBULANCE, call Triple Zero (000).

Knowing when and how to call Triple Zero (000) is an important skill for everyone to know. It is an emergency and necessary to call Triple Zero (000) when:

- someone is seriously injured or in need of urgent medical help
- Someone's life or property is being threatened
- You have just witnessed or been a victim of a serious crime
- There is an out of control fire

What happens when you call Triple Zero (000)

- Stay calm and call Triple Zero from a safe place.
- When your call is answered you will be asked if you need Police, Fire or Ambulance.
- If requested by the call-taker, state your town and location.
- Your call will be directed to the service you asked for.
- When connected to the emergency service, stay on the line, speak clearly and answer the questions asked by the call-taker.
- Don't hang up until the call-taker has all the information they need

If it's NOT an emergency and you require assistance, please contact:

Victoria Police
www.police.vic.gov.au
(03) 9247 6666

Health / Illness
Contact your GP or the
Federation University
Health Centre
www.federation.edu.au/health-centre

Country Fire Authority (CFA)
www.cfa.vic.gov.au/home

Metropolitan Fire Brigade (MFB)
www.mfb.vic.gov.au

Critical Incident

At Federation University, your safety is a top priority. We have a dedicated Critical incident Procedure that outlines how we manage emergency situations for International Students.

What is a 'Critical Incident'?

- missing student;
- any fatality or serious injury;
- a serious traffic collision;
- murder or suicide;
- physical / sexual assault or domestic violence;
- severe verbal or psychological aggression;
- fire;
- explosion or bomb threat;
- a hold up or attempted robbery;

- serious threats of violence, and
- storms or natural disasters;
- drug or alcohol abuse.

If an emergency, or 'Critical Incident' happens, what should you do?

Do not put yourself in unnecessary danger

Call 000 for Police, Fire Service or Ambulance

Call **+3 61 5327 9446** for International Student Support, or if we can't answer immediately, call **+3 61 5327 6665** - Our University 24-hr emergency assistance line for International Students. Give these phone numbers to your friends and family, so that if something happens to you, they can talk to us.

We will help guide you on what you need to do next.

Your Rights and Responsibilities



International students only: Education Service for Overseas Students (ESOS) Act

Federation University 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.

If you are unsure about your visa obligations, please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

Deferment or Leave from Studies

For international students any changes to your program, study load or status must be discussed with, and approved by, the International Compliance staff on campus. Federation University can only grant leave from studies for students who have a compassionate or compelling circumstance for wishing to take leave from studies. For more information http://policy.federation.edu.au/learning_and_teaching/academic_progress/standard_9/ch01.php

Change of Education Provider

If you wish to transfer to another Education Provider within the first six months of your principal program at Federation University, you need to apply for a Letter of Release.

Students must demonstrate exceptional circumstances justifying the change of provider, and the application will be assessed accordingly.

For more information

<https://federation.edu.au/international/student-support/current-students/international-student-support/international-compliance/changing-education-providers>

Appeals and Complaints

Students have the right to appeal against certain decisions made by the university, and avenues exist for lodging a complaint.

The first step to resolve a problem is always to try to speak with the person involved and come to an agreement. If that isn't possible, please visit the complaints portal to follow the University complaints process.

For more information contact the Student Advocacy Service <https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/student-advocacy>



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

Contact the Equity and Diversity office
(03) 5327 6461 or **equity@federation.edu.au**
for assistance.

More information is available at
www.federation.edu.au/equity



Equity and Diversity

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

At Federation University 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 reasons
- Any concerns regarding discriminatory treatment or harassment will be dealt with promptly, fairly and impartially.

Federation University also expects you to play your part in making University inclusive and free from harassment and discrimination. You must make sure that your own behaviour does not 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.

Your Family



Family Members Permissions to Work

If your spouse is travelling with you on your student visa, they 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 undergraduate/TAFE/ELICOS and non-award courses have the same restrictions on working hours as the student visa holder. Spouses of Masters or Research students have no restrictions on their working hours. To check the terms of your visa:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

Please note: all information is correct at time of writing. You are responsible for checking and abiding by the terms of your visa.

- receive a fully-funded award or scholarship from the Australian government. If you receive a fully-funded tuition scholarship from Federation University, you may also be eligible.

School fees and visa conditions are subject to change, and so please use the government website for the most up-to-date information – the Department of Home Affairs (for Visa conditions): **www.homeaffairs.gov.au** and the Victorian Department of Education (for school fees and fee exemptions): **www.education.vic.gov.au**

Childcare

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.

To search for childcare centres in Ballarat, Berwick and Latrobe Valley, please see **www.echildcare.com.au**, and check with your local Childcare centre for prices and vacancies. Federation University has a childcare centre at each of its Gippsland, Mt Helen and SMB campuses. They offer childcare, as well as kindergarten. Please see page 11 for full details.

For information about Kindergarten, please check with your local council:

Ballarat – **www.ballarat.vic.gov.au/pc/family-and-children/kindergartens.aspx**

Berwick – **www.casey.vic.gov.au/city-of-casey-kindergartens**

Latrobe Valley – **www.latrobe.vic.gov.au/Our_Services/Child_and_Family_Services/Preschool/4_Year_Old_Preschool**

Childcare and Schools

Schools (Primary & Secondary)

Places in government schools are free for children of Australian Citizens and Permanent Residents, however for International student visa holders, schooling can cost between AUD\$9,000 and \$16,000 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:

- hold a Postgraduate Research Visa
- OR



External Services

Centre for Multicultural Youth (CMY)

Providing specialist knowledge and support to young people from migrant and refugee backgrounds.

www.cmy.net.au

Study Melbourne Student Centre (SMSC)

The SMSC is a “one stop shop” where international students in Victoria can access a range of free support, information, events and welfare services.

www.studymelbourne.vic.gov.au

City of Ballarat, City of Casey and Latrobe City

These websites contain information for permanent and temporary residents including local events, regulations, community health, childcare, environmental management, and human and community services

www.ballarat.vic.gov.au | Ballarat campuses

www.latrobe.vic.gov.au | Gippsland Campus

www.casey.vic.gov.au | Berwick Campus

Ballarat

Ballarat Regional Multicultural Council (BRMC)

BRMC's mission is to work in partnership with other community organisations, cultural associations and members to actively promote multiculturalism, cultural diversity and the well-being of all migrant communities throughout the Ballarat region.

www.brmc.org.au

Gippsland

Gippsland Multicultural Services supports and provides many different services to migrants and refugees in Gippsland.

www.gms.org.au

Berwick

Southern Migrant and Refugee Centre provides services for families and young people from diverse backgrounds, allied health services, and education, employment and community support.

www.smrc.org.au

International Student Support

Call: +61 3 5327 9446

Email: international.ss@federation.edu.au

Address: PO Box 663, Ballarat VIC 3353, Australia

www.federation.edu.au/international/student-support

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Disclaimer: Information contained in this brochure was correct at the time of printing (March 2021). Federation University Australia reserves the right to alter any course, procedure or fee, as deemed necessary. Federation University Australia courses are delivered with Victorian and Commonwealth Government funding. CRICOS Provider No. 00103D. National RTO Code: 4909 – DT13

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