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# International Student Handbook

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ABN 720 709 84 002 | CRICOS Provider Code 02919C | RTO 5493

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Melbourne, VIC 3000

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## Welcome

Federation Technology Institute (FTI) formerly known as Lyceum welcomes students and makes every effort to provide sufficient information to them before enrolling with us.

This handbook provides you with information about our organisation, what you can expect from us and what we expect from you. You will also find useful information about our policies and procedures and some useful contacts. You will also find information about any regulations governing the training process and our relationship.

We look forward to providing you with optimal support and assistance throughout your training. Please feel free to approach the college or your trainer with any queries.

### About us

Federation Technology Institute Pty Ltd trading as Federation Technology Institute is both a CRICOS registered provider ([02919C](#)) and a Registered Training Organisation ([RTO 5493](#)). The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a register of Australian education institutions that recruit, enrol and teach overseas students.

Registration on CRICOS allows providers to offer courses to overseas students studying, or intending to study, in Australia on student visas. We are registered with the Australian Skills and Quality Authority (ASQA) to provide qualifications listed on the Australian Qualifications Framework (AQF). Being an approved CRICOS provider and an RTO is your guarantee of receiving a quality education developed and delivered to a national standard.

### Our Mission

FTI provides engaging educational experiences, with a focus on supporting the student experience, and delivering positive graduate outcomes.

### Our Vision

FTI consistently demonstrates strong educational outcomes, graduate achievements and student recommendations. To empower our students through education and assist to create a better world of communicators.

### Core Values

We CARE

**C**reativity – we encourage innovation

**A**chievement – we strive for success

**R**espect – we celebrate diversity

**E**mpowerment – we enable potential

## Our Campus

Our campus is centrally located in the Melbourne CBD and is surrounded with cultural attractions, abundant public transport, accommodation, gardens, restaurants and nightlife. With its incredibly centralized location, activities and a wealth of opportunity exist in every direction. Federation Technology Institute Melbourne provides a fantastic place to live, study and start a rewarding career pathway.



Source: <https://goo.gl/maps/sHmY5mGgjp7AVJeP7>

### On-campus facilities

- Classrooms equipped with digital tv / projector
- Free wireless internet (Wi-Fi)
- Common computers
- Photocopying
- \* Library with a quiet study area
- Student kitchenette and lounge

### Some of the available services

- International student orientation
- Accommodation assistance
- Academic writing workshops
- Job preparation workshops
- Welfare and counselling
- Student administration

#### **\*ADDITIONAL RESOURCES – CITY OF MELBOURNE LIBRARIES AND STATE LIBRARY VICTORIA**

There are six branches across the municipality - City Library in Flinders Lane, Kathleen Syme in Carlton, Library at The Dock, East Melbourne, North Melbourne and Southbank Library at Boyd. In addition to the council libraries, there is also the State Library Victoria, the oldest public library and one of the first free public libraries in the world. Here you can access books, CDs, DVDs and a wide range of services and events.

**Library membership is free** and is open to anyone.

To join the library, you will need to:

- complete an online form
- visit one of the libraries with identification with your name and current address

For more information, visit:

<https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx>  
<https://www.slv.vic.gov.au/>

## Information about living, working and studying in Australia

### Visa requirements

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. *These conditions include (but are not limited to):*

- Complete the course within the duration specific on the COE
- **Maintain** satisfactory academic progress
- **Maintain satisfactory** attendance
- **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued a letter (approval) of release from the Institute to attend another institution
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of **mandatory** and **discretionary** student visa conditions including rules for working while studying visit: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

### Cost of Living in Australia

For your reference, here are some of the costs associated with living and studying in Australia.

#### Accommodation

Hostels and Guesthouses– \$90 to \$160 per week  
Shared Rental– \$90 to \$200 per week  
Homestay– \$180 to \$340 per week  
Rental– \$165 to \$500 per week

#### Other living expenses

Groceries and eating out– \$80 to \$280 per week  
Gas, electricity– \$35 to \$140 per week  
Phone and Internet– \$20 to \$60 per week  
Public transport– \$10 to \$40 per week  
Entertainment– \$60 to \$160 per week

## Minimum cost of living

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12-month living cost is:

- You - \$20,290
- Partner or spouse - \$7,100
- Child - \$3,040

For more information please visit

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**

## Health Cover

Overseas Student Health Cover (OSHC) is health insurance that is compulsory for international students applying for a student visa for studying in Australia. OSHC must be arranged to cover you from your arrival in Australia until you leave.

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

### Where can I purchase OSHC?

OSHC is offered by certain insurers under a Deed of Agreement with the Department of Health to provide adequate health insurance to students at a reasonable cost. Only a small number of registered health insurers offer OSHC:

Health Insurer	Insurer website
ahm OSHC	<a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance (Peoplecare Health)	<a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

Learn more about OSHC, visit [www.privatehealth.gov.au/](http://www.privatehealth.gov.au/)

## Working in Australia

**Student Visa:** If you have been granted a Student Visa on or after 26 April 2008, you will already have permission to work automatically included with your visa. DHA (Department of Home Affairs) has set a broad definition of work that includes both unpaid and paid work. There are restrictions on the number of hours you can work, and it is important that you are aware of the relevant conditions. Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

If you are found breaching their work conditions, this will lead to mandatory cancellation of your Student Visa. For more information please visit:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

**Working Holiday Visa:** All Working Holiday Visas must be obtained overseas – Working Holiday Visa holders must make sure that they abide by the rules of this Visa.

**Tourist Visa:** Tourist Visa holders are not permitted to work in Australia. \*Note: It is important that you be aware of the relevant visa conditions.

For more information visit: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing>

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions.

Pay rates and workplace conditions are set by Australian law.



The [Pay and Conditions Tool \(PACT\)](#) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

### **Your employer cannot cancel your visa**

Only the Department of Home Affairs (DHA) can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

### **Helpful recordkeeping hints when you start working in Australia**

*Keep a diary of days and hours worked keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.*

**Contact The Fair Work Ombudsman** for further information and advice about your workplace rights and obligations, and workplace information translated into [different languages](#). All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their [anonymous reporting service](#).

Refer: <https://www.fairwork.gov.au/employee-entitlements>

**Tax File Number:** To work in Australia you should have a TFN, and you will be required to supply this number to your employer for income tax purposes. A Tax File Number (TFN) is a number issued by the Australian Taxation Office (ATO). Each TFN is unique to a particular person, and only one Tax File Number is issued to you for life.

To apply for a TFN - you must complete a Tax File Number - application or enquiry for individuals' (NAT 1432). Visit the ATO website for online ordering.

You may also apply through the 'Online Individual Tax File Number (TFN) Registration'. Please ask for a copy of step-by-step instructions for this process at the reception. Please note that it may take more than a month to get the TFN once you have applied.

Visit the ATO website for information: <http://www.ato.gov.au>

## **Living in Melbourne**

Melbourne is the capital city of the state of Victoria and is home to more than five million people.

Melbourne is a vibrant and multicultural city that regularly celebrates its diversity through cultural festivals and events.

The city is also home to high profile international sporting events such as the Spring Racing Carnival, the Boxing Day test cricket series, the Grand Prix and the Australian Open

Melbourne enjoys a temperate climate with warm-hot summers; spring and autumn are balmy and mild, the winters cool.

**For more information, please visit** <https://www.studymelbourne.vic.gov.au/>

## Accommodation Options

### Choosing Where to Live

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

**Whilst studying with the college your accommodation options are:**

#### Homestay

The Homestay experience helps visiting students absorb and understand Australian culture & customs while studying here. It is a cultural exchange between the local host (homestay) family and the visiting international student, who lives with the homestay family while studying in Australia

**Australian Homestay Network (AHN)** is Australia's largest and most recognised homestay provider. <http://www.homestaynetwork.org/>

#### Renting

Renting a property is when you enter into an Agreement with a 'Landlord' to reside in a property; you can either live in a property as a single or share or have flatmates (perhaps other students). There are several websites you can look at for choosing a rental property:

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)

## Transport

If you have chosen to be with a home stay family, please discuss your transport options with them before you arrive for pick up from airport or college.

Students who have chosen to stay in an apartment accommodation and /or other rental properties will need to make their own travel arrangements to and from class. A number of local companies in each CBD operate bus services to and from your surrounding area.

**Trains, Trams and Buses** - <https://www.ptv.vic.gov.au/tickets/myki/>

Your Student ID card will give you a discount on the bus and train. Visit the <https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/>

**Taxis - 13 CABS (Ph.: 13 22 27)**

## Adjusting to Australian Culture

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic.

Adjustment to a new country and culture is a process that occurs gradually and takes time. It is not unusual to experience culture shock. Culture shock is the feeling of being out of place in an unfamiliar environment. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

**Listen, observe and ask questions** - Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

**Become involved** - Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

**Try to maintain a sense of perspective** - When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place, Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

**Maintain some of the routines and rituals you had at home** - This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

**Communicate with friends and family at home** - Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

**Sense of humour** - Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these

situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

**Ask for help** - Don't be afraid to ask for assistance or support if you need it. In addition to the college's support services, there are also external organisations that can help you have a successful and enjoyable time in Australia.

(Source: Macquarie University)

## SOCIAL CUSTOMS

**Greetings and goodbyes** - most people say "Hello" or "Hi". In a more formal situation say "Good morning, "Good afternoon" or "Good evening".

When you leave friends say "Bye" or "See you later" or "Cheers". In a more formal situation say "It was nice to meet you" or "Goodbye".

**Polite Behaviour** - 'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'.

Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

**Pot luck and bring a plate** - if an Australian invite you for a 'pot luck' meal at their home this means everyone brings along some prepared food to share with all the guests. Or they might ask you to 'bring a plate'. This also means you bring some food. Don't bring an empty plate!

**Smoking** - Smoking has become less acceptable because of the health risks. You cannot smoke in any public building. People go outside if they want to smoke. If you want to smoke, ask people around you "Do you mind if I smoke?"

## ESSENTIAL AUSSIE SLANG FOR INTERNATIONAL STUDENTS

<b>Full on:</b> Intense/Wild	<b>Heaps:</b> A lot or very i.e. 'heaps good'
<b>No worries:</b> Don't worry about it/It's OK	<b>How ya going/How's it going?:</b> How are you?
<b>Arvo:</b> The afternoon	<b>ATM:</b> Automatic Teller Machine
<b>Barbie:</b> BBQ	<b>Bikkie:</b> A biscuit
<b>Bottle-o:</b> Liquor store	<b>Brekie:</b> Breakfast
<b>Flat White:</b> Coffee with milk or cream	<b>Footy:</b> Football (the game or the ball)
<b>Cuppa:</b> A hot beverage	<b>Mate:</b> Friend
<b>Mozzie:</b> Mosquito	<b>Dunny:</b> Toilet

**Goon:** Cheap wine in a bag.

**Servo:** Service station/gas station

[source: <https://insiderguides.com.au/essential-aussie-slang-international-students/>]

## Safety

We take your safety seriously, so we strongly advise you to read all the information below to be well informed on all aspects of your safety prior to coming to Australia.

### Personal safety

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

When you are out and about it is important to be alert and aware of your personal safety.

#### Safety when out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start – move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry large sums of money with you.

For more information visit:

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal)

<https://www.studymelbourne.vic.gov.au/help-and-support/some-tips-for-staying-safe> -

Personal safety tips in a variety of community languages

### Sun and water safety

Students coming to Australia need to be aware of the very different conditions such as swimming at our beaches and swimming safety as well as becoming aware of sun safety.

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Wear a hat and UV protective sunglasses.

- Never dive into a body of water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.

For more information visit the link below:

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water)

## Fire safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia.

### Tips for fire prevention

- Make sure your house or room has a working smoke alarm.
- Keep electric heaters and radiators at least a metre from your bed, furniture or any curtains.
- Remember to turn off all appliances when finished cooking

For more information visit the link below:

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire)

## Emergency on campus

Students must follow all directions given by staff to ensure their own and other individual's safety at FTI. Students have an obligation to ensure that their activities do not place anyone at risk.

### First Aid

The first aid kit is located at the reception marked with a Green Cross. The First Aid Officer / Student Support Officer will assist you with any medical emergency.



### Emergency evacuation procedures

If the fire alarm is sounded:

- everyone must evacuate the area and proceed to the "Emergency Exit"
- move quickly (do not run) but calmly to the designated assembly area (check evacuation diagram located in the main foyer)

- do not use lifts
- DO NOT re-enter the building until instructed to do so

### Critical incident

Critical incident means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

FTI has set up a critical incident team to plan an immediate response, allocate responsibilities and determine ongoing strategies. This role has been allocated to:

- Student support officer (designated officer)
- Admin officer
- Academic / Compliance manager
- CEO

**If an incident occurs that has a significant impact on your well-being, please speak to us immediately.**

#### **Hospital**

The Royal Melbourne Hospital  
300 Grattan St,  
Parkville VIC 3050  
**(03) 9342 7000**

#### **Other public hospitals in Australia**

<https://www.myhospitals.gov.au/search/hospitals>

**In a life-threatening situation please dial **Triple Zero (000)****

## Other Legal Services and Counselling Services

### **LEGAL SERVICES**

<http://www.australia.gov.au/content/legal-aid>

**Other community-based counselling services include:** lifeline – Child, Youth and Family Counselling 24-hour telephone counselling is available. Face to Face counselling is available by appointment. Counselling support is provided for couples, families & individuals suffering crisis & emotional distress. Phone: 13 11 14 Website: [www.lccq.org.au](http://www.lccq.org.au)  
Relationships Australia (Relationship Counselling and Gambling Help) Addiction, Financial & Family Relationship counselling & Medication is available to everyone. Phone: 1300 364 277 Website: [www.relationship.com.au](http://www.relationship.com.au).

**Salvation Army** Offering support and counselling. Phone: 130 36 36 22

### **BANKING**

To open a bank account, you will need to show your passport at the Bank. You do not need large amounts of money to open a bank account in Australia. Banks are open between 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm Friday. Automatic Teller Machines (TMS) are everywhere in Australia and you can use them 24 hours per day. Remember to CLOSE your bank account before you return to your home country.

### **TRANSLATING AND INTERPRETING SERVICE (TIS)**

The Department of Home Affairs (DHA) provides the TIS National interpreting service for people who do not speak English and for English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organization in Australia requiring interpreting services. Phone: 131 450 Website: <https://www.tisnational.gov.au/en/About-TIS-National>

## Other Important websites

### **Melbourne**

<https://www.studymelbourne.vic.gov.au/>

<http://www.visitmelbourne.com/>

<http://www.melbourne.vic.gov.au/>



## Study in Australia

<http://www.studyinaustralia.gov.au/>

The study in Australia site is owned by the Australian Government and has comprehensive current information on all aspects of studying in Australia including: Entry requirements; living costs and accommodation; student visa options; insurance; banking; working while studying; cost of living; student support; health cover; legislation and much more.

## Life in Australia Book (translated versions)

<https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

## Overseas Students Ombudsman

[www.oso.gov.au](http://www.oso.gov.au)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Call: 1300 362 072

## Department of Home Affairs (DHA) Phone 131 881

Offices in Australia – <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>

The Australian Government's Department of Home Affairs, provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit [homeaffairs.gov.au](http://homeaffairs.gov.au) for the latest information.

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website <http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## Student Visa options

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

## Applying for a Student Visa – rules and requirements

<https://www.homeaffairs.gov.au/trav/visa/appl/student>

## Provider default (if your provider can no longer offer your course for study)

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default>

## Arranging Travel

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jetlag.

We arrange pick up from the airport for a small nominated fee. Once you have your travel details you should advise the College.

## What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

**For further information:**

<https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>

For information on how much luggage you can bring check with your airline.

## Things to Do: Before Leaving Home

It is important to organize and plan your steps before leaving your country to come to Australia. To make sure you won't forget anything, please refer to 'Things to Do: Before Leaving Home', **Appendix A** provided at the end of this manual.

## Upon Arrival in Australia

Once you arrive in Australia, there are a few important things you should consider a priority. At the end of this manual, in **Appendix B**, we will give you a list of things you should do on the first days of your arrival.

## Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially.

The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

### Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them. Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- You must maintain adequate schooling arrangements for your school-age dependents. School fees can range from \$7,800 to \$30,000
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for childcare centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit:

<https://immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family>  
<https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children>

### Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm - 6:00pm). Children who need these programs must be registered with the school.

### Schools:

If you would like to bring your children to Australia with you; it is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia. School fees can range from \$7,800 to \$30,000. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

### Search for a state or private school in the area.

<https://www.australia.gov.au/information-and-services/education-and-training/school-education>

## Courses Provided by FTI

### ELICOS - General English (CRICOS Course Code: 081457G)

This course is intended for students wishing to learn English for a variety of different purposes. The macro-skills of Reading, Writing, Speaking and Listening will be studied in conjunction with an electives program that allows students to enhance their skills in relation with their individual learning needs.

The course is delivered over 67 weeks including holidays.

The course has been designed to run at 6 proficiency levels (10 study weeks per level)

- Level 1: Beginner
- Level 2: Elementary
- Level 3: Pre-Intermediate
- Level 4: Intermediate
- Level 5: Upper Intermediate
- Level 6: Advanced

#### Entry Requirements

Minimum 18 years of age.

**There are no other requirements for entry to this course.** Students can be level-tested on application for enrolment and/or on arrival.

The duration of the course is dependent on your tested level of English language proficiency.

For more information, please visit <http://fti.edu.au/courses/general-english/>

### IELTS Preparation (CRICOS Course Code: 081459E)

This course is intended for students who want to prepare for International English Language Testing System (IELTS) Exam. You will focus on all areas of the IELTS test, learn exam techniques and strategies for achieving the highest IELTS score possible.

#### Entry Requirements

- Minimum 18 years of age
- Must have completed equivalent to Australian year 12
- IELTS band 5.5 (with no individual band below 5.0) or equivalent

For more information, please visit <http://fti.edu.au/courses/ielts-preparation/>

## BSB50215 Diploma of Business (CRICOS Course Code: 096586G)

You will develop broad and specialised skills across a wide range of business functions needed in dynamic business environments. You will learn how to manage risk, plan market research, manage budgets and financial plans, manage people performance and much more.

### Career Outcomes

- Executive Officer
- Office Manager
- Program coordinator

### Entry Requirements

- Minimum 18 years of age
- Must have completed equivalent to Australian year 12
- IELTS band 5.5 (with no individual band below 5.0) or equivalent

For more information, please visit <http://fti.edu.au/courses/bsb50215-diploma-of-business/>

***For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course marketing material found on our website [fti.edu.au](http://fti.edu.au)***

## Course Credit/Recognition of Prior Learning

***'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'***

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student's course.

Federation Technology Institute requires students to complete the *Application for Recognition of course credit/RPL form* for assessment by the relevant trainer/assessor.

Evidence is required to substantiate previous knowledge/qualifications. Federation Technology Institute may require students to complete an assessment to demonstrate competency. If Federation Technology Institute grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our *Course Credit Policy*.

## General Information on Campus

### Timetables

Students will be able to access their timetable of classes after enrolment via Reception. Please ensure you check your timetable details as this will allow for planning for your days before you start your course and /or when the course commences. These timetables are subject to change and students are advised to contact their trainer to stay up to date with the course timetable changes and important dates.

### Photocopying and Printing Services

Photocopying and printing services are available from reception at FTI for a small nominated fee or at Council Libraries on a user pay basis using your Student Card.

### Dress Code

Students are requested to wear neat, clean and appropriate clothing and footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study or work health and safety rules.

### Privacy Policy at FTI

Federation Technology Institute respects your privacy and has recognised rules to ensure that your personal information is protected. The privacy policy ensures personal information is collected, stored, used and disclosed under strict guidelines to prevent it from being misused or passed on without your permission. Federation Technology Institute adheres to the Information Privacy Act 2009 (QLD) and the Information Privacy Principles. If you have any concerns, please contact student support officer who will advise you in due course.

### Student Support Services at FTI

Federation Technology Institute is here to support all international students to adjust to study and their new lives in Australia.

The staff at FTI is encouraged to help the students to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of the course in which they are enrolled.

The support services include complaint and appeals procedures, course progress, attendance requirements, accommodation issues, counselling and orientation program.

Within Federation Technology Institute, a team of designated Student Support Officers is appointed to ensure successful adjustment by students to life and study in Australia and assist in the resolution of student problems that could impede completion of their studies.

## Legislation and Policies

### Current CRICOS Legislation

- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Students Regulations 2001](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

### Legislation Information for International Students

The *Education Services for Overseas Students Framework (ESOS)* that includes the *ESOS Act 2000*, *ESOS Regulations* and *National Code* and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and help ensure students meet their visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian Legislation and how it affects International Students visit:

<https://docs.education.gov.au/node/39586> (ESOS FRAMEWORK STUDENT FACT SHEET)

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

#### In addition:

- if offering vocational education and training (VET) courses, the provider must comply with the [VET Quality Framework](#), and
- if offering English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the [ELICOS National Standards](#).

## Student Code of Behaviour / Rules

1. Federation Technology Institute prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course
2. Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
3. Students must follow the directions of their teacher/trainer at all times
4. Students are required to wear appropriate safety clothing and use equipment safely
5. Students must not use inappropriate or offensive language, signs or gestures
6. Violent behaviour will not be tolerated.
7. Weapons cannot be carried onto the College premise
8. Racist behaviour will not be tolerated
9. Sexual harassment will not be tolerated
10. English is to be spoken during class at all times
11. Fees must be paid as per the due date on the agreement/invoice. Students will be charged **\$50 per week for late payment** and their enrolment may be suspended/cancelled for non-payment of fees.
12. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Federation Technology Institute accepts no responsibility for personal property lost or stolen
13. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
14. No aggressive physical contact or verbal abuse is to occur between any persons at any time.
15. Smoking is not permitted inside training facilities, Australian Law must be followed
16. Drinking alcohol is not permitted inside training facilities.
17. Eating or drinking is not permitted in any space other than the designated areas.
18. Clothing and behaviour should be appropriate and not cause offence to anyone.



19. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. *Refer to our Overseas Student Visa Requirements Policy and Procedure*
20. Students MUST have overseas health cover for the entire period of their study.
21. Students MUST advise the College of any change to their contact details including address, mobile number, email and emergency contact details, within 7 days of the change, to the college

**All disciplinary matters will be handled by the Director and/or CEO.**

### **NC Standard 3 - Refund policy**

This refund policy is provided in full to all students prior to any payment being made and is contained IN FULL in the *Formal Student Agreement Contract*.

This refund policy applies to all fees paid to the College and includes any money paid to an education agent to be remitted to the College. However, **Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Federation Technology Institute.**

*Any additional fees requested by an agent should firstly be queried directly with the College before payment.*

NOTE: Fees for additional services (not covered by the Letter of Offer of part of the agreement with **Federation Technology Institute** conducted by and paid to Education Agents by students are not covered by this refund policy.

The application for enrolment fee of \$200.00 is non-refundable administration fee.

**Federation Technology Institute** does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less.

**Federation Technology Institute** can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

It is the policy of **Federation Technology Institute** to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by **Federation Technology Institute** for any reason. In this instance a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the *Application for Refund Form* to **Federation Technology Institute** stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

REFUND TABLE	
Unsuccessful Visa application	100% refund of <i>all unused prepaid fees</i> less \$200 administration fee
Cancellation of enrolment more than 20 days prior to commencement date	85% refund of Tuition Fees paid less \$200 administration fee
Cancellation less than 20 days prior commencement date	50% refund less \$200 administration fee
Cancellation after commencement date	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Federation Technology Institute (provider default)	100% refund of <i>all unused prepaid fees</i>

*Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.*

## NC Standard 10 - Complaints and Appeals Policy

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

This policy and procedure must be provided in full in the International Student Contract / Agreement.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Federation Technology Institute (FTI) will in the first instance always endeavour to resolve complaints / disputes informally.

Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

FTI is committed to dealing with complaints/disputes in a fair and timely manner.

- Where possible the complaint will be dealt with immediately by the Compliance Officer, Student Welfare Officer or teacher.

- Students and / or FTI staff may be accompanied and assisted by a support person at any relevant meeting.
- The formal complaints assessment process will commence within 10 working days of FTI's receipt of a written complaint or appeal and supporting information.
- FTI will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- If a student chooses to access FTI's complaints and appeals processes, FTI must maintain the student's enrolment while the complaints and appeals process is ongoing.
- FTI will respond to any complaint or appeal an overseas student makes regarding their dealings with the college, the college's agents or any related party the college has an arrangement with to deliver a course or related services.
- FTI must advise students that are unsuccessful with the college's internal complaints or appeals handling and process, within 10 working days of the decision being made, of the student's right to access an external complaints and appeals process at minimal or no cost to resolve the dispute. The College must advise the student the contact details of the appropriate complaints and external appeals body.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, FTI must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- If the student is not satisfied with the result or conduct of FTI's internal complaints handling and appeals process, FTI will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
- Students can contact the Overseas Student Ombudsman directly.
- The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.

- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- A complaint can be forwarded directly to the Administration desk/Front desk to be passed to the Compliance Manager to allocate the staff to investigate.
- FTI will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and ONE external complaints and appeals process Refer Overseas Student Visa Requirements - Monitoring Course Progress and Attendance policy and procedure.
- FTI will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- For appeals on the college 's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DET/DHA via PRISMS.

*Please refer to full policy – Complaints and Appeals Policy*

## Academic Complaints / Appeals

- Complaints/appeals against **academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.**
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/trainer will be assigned to assess the complaint.

## Student Plagiarism, Cheating and Collusion

FTI has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## Assessment Arrangements

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

## Monitoring Course Progress

The ESOS framework and Department of Home Affairs (DHA) visa conditions require that students maintain satisfactory academic progress in their course.

Unsatisfactory progress for VET courses is defined by Federation Technology Institute (FTI) as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period – 10 study weeks.

FTI advises the course and study requirements of each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Trainers/Teachers will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.

Trainers/Teachers will constantly monitor the progress of students and report any concerns to the Academic Manager/CEO as soon as identified.

Any student that fails a unit of competency in their course may be considered '**at risk**' to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the Academic Manager/Director of Studies.

Students are notified in writing as soon as it is identified they are 'at risk' to not achieve satisfactory course progress (less than 50% of course requirements) (Warning Letter 1) during a study period. Student will be invited to meet with the trainer/student support/director of studies to discuss intervention/support strategies.

Should students continue to not meet satisfactory course progress they will be notified in writing as soon as it is identified they are 'at high risk' to not achieve satisfactory course progress (less than 50% of course requirements) (Warning Letter 2). Students will be required to meet with a trainer/teacher/academic manager/director of studies to discuss what action/intervention strategies are to be taken.

Students who are identified as having unsatisfactory course progress over two consecutive study periods will be reported to DHA for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress outlining to them they have 20 working days to access the FTI's complaints and appeals process. All records will be kept on student files.

#### **For students enrolled in ELICOS:**

- A full (END OF COURSE) assessment of student progress will take place at the end of each study period.
- A progress (MID-COURSE) assessment of students' performance will take place at the mid-point of each study period. As a guideline, teachers should categorise such students as follows:
  - Aggregate marks 55-60% - Class level counselling required
  - Aggregate marks below 55% - initiation of Intervention strategy
- A student will be deemed to have achieved satisfactory course progress at the end of each study period if he or she has participated regularly during classes, completed all scheduled course assignments, tests and activities and has demonstrated improved language skills.
- The Director of Studies will review the overall progress of all students in the ELICOS program. If a student has been identified as being at risk of failing to demonstrate satisfactory course progress, there must be documentary evidence of this (e.g. repeated failure of the same level course, poor attendance records, samples of the student's work, written reports on participation and homework etc.) and then the intervention strategy will be implemented.

*Please refer to full policy - Overseas Student Visa Requirements Policy and Procedure*

### **Monitoring Course Attendance - ELICOS**

This policy is only applicable to students who are enrolled in English language intensive courses for overseas students (ELICOS) at Federation Technology Institute (FTI).

This document provides procedures to ensure the attendance of all ELICOS students is recorded and that these attendance records are monitored. This allows for early detection of a student's poor attendance and enables FTI to provide the student an opportunity to rectify their situation before being reported for breaching attendance requirements.

Students should attend all classes (100%) of their course to gain optimum learning. All ELICOS courses are delivered face-to-face for a minimum of 20 hours per week.

**All International ELICOS students must maintain a minimum of 80% projected attendance rate** for their course duration (total scheduled contact hours) to avoid being reported to the Department of Home Affairs (DHA).

All student attendance records shall be regularly monitored against this requirement as described below.

All staff are made aware of the requirements of this policy and procedure and related attendance requirements through the FTI Staff Induction process and ongoing professional development activities.

Students are made aware of attendance requirements through a variety of methods such as: Pre-enrolment information provided to students; Student Orientation undertaken on commencement; And throughout the course where students are identified as being at risk of not meeting the required attendance requirements.

Students must contact the College every time they will be absent prior to the regular class time, via email, phone or SMS to a member of staff.

Students who do not advise the College of absences will be contacted/counselled by the Student Support Officer or another staff member.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate that states the student was unable to attend classes.

**Note:** *The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.*

Any absences for five (5) consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying the College when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DHA, next of kin)

## Responsibility

The Director of Studies of ELICOS is responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures.

## Recording Student Attendance

*Before the course begins:*

- the Director of Studies will produce a formal class attendance roll for each class, including contact hours and names of all enrolled students, and
- teachers will receive a class attendance roll (either in hard or electronic copy) for the courses they teach.

Teachers will ensure that the attendance roll is completed at the beginning of each class as specified in the official timetable. At the designated class start time the teacher will mark the roll.

Student attendance is monitored each and every hourly session of scheduled class time using the class attendance roll. This sheet is broken down into 4 or 5 x 1-hour sessions and requires an indication of attendance in every session.

A symbol shall be placed in the box beside each student's name to indicate their attendance.

**Absence:** Besides not attending class, any student who arrives over 15 minutes late to a scheduled study session will be marked absent for that session. Students who leave a study session for extended periods of time during a scheduled study session will also be marked as absent

**Lateness:** A student who arrives less than 15 mins late to one study session in the week will not be deducted attendance hours. However, a student who arrives late to any subsequent study session in that week (without a valid reason) will be marked absent from each of those sessions.

The following symbols are to be used in recording a student's attendance:

**P** = Present for entire session

**L** – Less than 15 minutes late for a study session.

**A** – Absent for an entire session

The ELICOS teacher will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student. The Student Attendance Record is to be submitted to Student Administration at the end of each day.

All attendance shall be recorded in a spreadsheet which records each student's attendance and calculates the projected attendance of each student if they were to attend all remaining classes.

At the end of each week, attendance data will be input into a spreadsheet by the teacher, senior teacher, Director of Studies or administration staff.



## Monitoring Student Attendance

The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

Calculation of attendance will be made on each Monday of the course starting from Week 2. If a student is absent for five (5) consecutive days without approval, the teacher will notify the Director of Studies/ Student Support Officer. The Director of Studies/ Student Support Officer will contact the student to check that they are safe and if necessary, warn the student of their attendance obligations. The Director of Studies will request a meeting with the student and keep a written record of this meeting.

On a weekly basis, the Director of Studies, senior teacher or administration staff will advise Student Support Officer of any student/s who need to be sent a notification.

Student Support Officer will notify the student by email of their low attendance and that they are at risk of failing the course and breaching their student visa.

Students will be sent two warning letters/emails. The **first warning** will be sent when **projected course attendance falls below 90%**. The **second warning** will be sent when **projected course attendance falls below 85%**.

On the occasion of each warning sent to the student, the Director of Studies or senior teacher will meet with the student to discuss their attendance record and establish a plan to ensure the student's projected course attendance remains above 80%. Written records of meetings, including follow up meetings will be recorded in the student intervention plan.

Teachers, senior teachers and the Director of Studies will closely monitor students whose projected attendance is low throughout the remainder of the course. If the student's attendance continues to decline, the Director of Studies will request a meeting with the student to discuss.

**If a student's projected attendance falls below 80%**, the student will be notified in writing/email (a *Notice of Intention to Report*) of the FTI's intention to report the student's breach of course attendance to the Department of Home Affairs. Students will also be notified of their right to access the FTI's complaints and appeals process within 20 working days.

After the 20-working day period, if a student does not submit an appeal or the student's appeal is unsuccessful, the director of studies will advise CEO/Administrator to report the matter to the Department of Home Affairs (via the PRISMS website) as a course variation caused by unsatisfactory attendance.

FTI may choose not to report a student for attending less than 80% where all of the conditions below are met:

- the student produces documentary evidence demonstrating that compassionate or compelling circumstances apply, and

- the student has attended at least 70% of the scheduled course contact hours.

In all other circumstances if the student's attendance drops below 80%, FTI must report the student for breach of course attendance to the Department of Home Affairs.

### Other Important Policies and Procedures:

- Summary of Critical Incidents Policy and Procedure
- Overseas Student Transfers Policy and Procedure
- Overseas Student Visa Requirements Policy and Procedure
- Deferring Suspending or Cancelling the Overseas Student's Enrolment
- Overseas Student Support Services Policy and Procedure
- Complaints and Appeals Policy and Procedure

*These Policies can be viewed and downloaded by visiting [fti.edu.au](http://fti.edu.au)*

## Important Contacts

### Main Contact

Level 8, 131 Queen Street, Melbourne, VIC 3000  
Phone: (03) 9600 1194 Email: [info@fti.edu.au](mailto:info@fti.edu.au)  
Timings- Monday to Friday 9:00 AM to 05:30 PM

### PEO/CEO

Wanna HE - [wanna@fti.edu.au](mailto:wanna@fti.edu.au)

### Academic Manager

Linh LE - [linh@fti.edu.au](mailto:linh@fti.edu.au)

### International Student Support Officer

Panny YANG - [support@fti.edu.au](mailto:support@fti.edu.au)

### Study Melbourne Student Centre

17 Hardware Lane, Melbourne  
Phone: 1800 056 449

### Department of Home Affairs (DHA):

Phone: 131 881 <http://www.homeaffairs.gov.au/>

### Local Medical Centres:

#### William Street Clinic

Suite 1, Mezzanine Level, 181 William Street  
Phone: (03) 9670 4011

#### Era Health Doctor Melbourne CBD

Level 9, 460 Bourke Street, Melbourne  
Phone: (03) 9944 6200

### Transport:

Transport VIC - <https://www.ptv.vic.gov.au/>

Phone [1800 800 007](tel:1800800007)

#### Taxi

Phone 131 008

### Public Facilities:

#### Post office - Australia Post, Melbourne CBD

260 Elizabeth Street, Melbourne VIC 3000  
Phone: 13 13 18

#### Public library

253 Flinders Ln, Melbourne VIC 3000  
Phone: (03) 9658 9500

**Emergency (Police, Fire, Ambulance) – Dial 000**

## STUDENT DECLARATION

**STUDENTS NOTE:** You are required to return a signed copy of this page to Federation Technology Institute with your enrolment application.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specific on the CoE
- Maintaining satisfactory attendance and academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during school study periods.
- I have been provided in plain English with information regarding –
  - the requirements for an overseas student’s acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
  - the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
  - course duration and holiday breaks
  - the course qualification, award or other outcomes
  - campus locations and facilities, equipment and learning resources available to students
  - the details of any arrangements with another provider, person or business who will provide the course or part of the course
  - indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider’s cancellation and refund policies
  - the grounds on which the overseas student’s enrolment may be deferred, suspended or cancelled
  - the ESOS framework, including official Australian Government material or links to this material online
  - where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)
  - accommodation options and indicative costs of living in Australia

**I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies** outlined in this handbook and the links provided.

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

Name (please print): \_\_\_\_\_

**Education Agents CANNOT sign on behalf of the student**

## APPENDIX A

### Things to Do: Before Leaving Home

- Apply for passport
- Arrange student visa
- Contact the College
- Complete required forms with College
- Make payments to Institute
- Arrange for immunisations and medications from doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance / OSHC
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of a College representative
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - Important documents:
    - THIS HANDBOOK!
    - Passport
    - Letter of Offer
    - Confirmation of Enrolment (CoE)
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, driver licence, birth certificate (or copy)
    - Receipts of payments paid to the college
    - Medical records and / or prescriptions.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## APPENDIX B

### Things to Do: Upon Arrival in Australia

- Call home
- Settle into accommodation
- Contact Institute
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation at College (compulsory)
- Advise Institute of your address, phone and email
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations
  - (eg music, sporting and cultural clubs)
- Keep copies of all payments you make to the College
- Keep a copy of your Student Contract