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WELCOME

Dear Student

Congratulations and welcome to the Danford College.

We look forward to helping you to achieve your study goals and making your experience at the College enjoyable and memorable.

We understand that studying and living in another country is challenging and our friendly staff will support and assist you wherever possible. Our aim is to provide you with a high quality and successful study program, which will ultimately be rewarding for you.

In this handbook you will find basic information to help you plan for your arrival, settle in once you get here, and commence your study with the College.

International students have obligations under their student visa conditions and are required to abide by all the relevant policies and procedures of their education provider. This handbook is a source of information that you can refer to from time to time to assist you in your studies. Information will also be given to you at Orientation, in your Learner Guides, on the Notice Boards and the College’s website www.danford.edu.au

It is important to have a balance in life, to study successfully and to deal with difficulties as they arise. Our friendly International Student Support Team is available to provide you with assistance on any matters related to your study. Please do not hesitate to contact our staff.

We encourage you to take full advantage of the opportunities available to you and look forward to celebrating your achievements in the future.

Yours sincerely

Vikas Wadhwa
Chief Executive Officer
Danford College
## College Contacts

<table>
<thead>
<tr>
<th><strong>Danford College</strong></th>
<th>Email: <a href="mailto:info@danford.edu.au">info@danford.edu.au</a></th>
<th>Web: <a href="http://www.danford.edu.au">www.danford.edu.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> 416-420 Collins Street (Basement) Melbourne 3000</td>
<td><strong>Tel:</strong> +61 3 9642 1667, <strong>Fax:</strong> +61 3 9642 2664</td>
<td><strong>CRICOS No:</strong> 02996A, <strong>RTO No:</strong> 21979</td>
</tr>
</tbody>
</table>

### Trainers

Contact details will be provided on arrival at the College. Please see your Trainers if you have any questions regarding:
- Content of units
- Teaching procedures
- Assessment
- Employability Skills

### Academic Affairs Department

Contact details will be provided on arrival at the College. Please see your Course Coordinator if you have any questions regarding:
- The program as a whole
- Academic regulations
- Difficulties with study
- Decisions to defer from study
- Help with reading, writing, note taking and preparation for tests and assignments

### International Student Advisors

**Contact Names:**
- Heather Powell
- Visa
- Financial
- Enrolment
- Accommodation
- Insurance
- Health Care
- Academic Progression
- General information regarding the College’s policies and procedures

**Telephone:** 03 9642 1667

### International Student 24 Hour Emergency Contact

**Contact Name:** Vikas Wadhwa
- 0433458394

**Contact Name:** Tony Yeung
- 0434039632

### Student Administration Office

**Telephone:** 03 9642 1667

**For matters relating to:**
- Timetable
- Course Enrolment
- Change of Address
- Fee Payment
- Forms
- Policies and Procedures
- OHSC

### Counseling

**Contact Name:** Catherine Chan
- 03 9642 1667

**For matters relating to:**
- Relationships
- Homesickness
- Personal
Checklists (International Students)

These handy checklists will help you organize your trip and ensure you complete all the things necessary to make your experience in Australia a happy one.

Before you leave home

☐ Arrange student visa
☐ Arrange travel
☐ Arrange accommodation
☐ Arrange transport from Melbourne Airport to your accommodation
☐ Pack your bags for the trip. Make sure you put your documents (passport, letter of offer, eCoE, certified copies of your qualifications and other important papers – including children’s school reports if applicable) and this handbook in a bag to carry with you on the flight.

Upon Arrival in Australia

☐ Call home
☐ Settle into accommodation
☐ Contact Danford College
☐ Purchase householder items and food
☐ Enroll children in school/childcare (if applicable)
☐ Attend international student orientation at your College
☐ Receive your student identification (ID) card
☐ Receive your student computer log-in password
☐ Receive your Health Insurance card
☐ Open a bank account
☐ Attend course specific orientation sessions
☐ Receive textbooks, learner guides
☐ Start classes
☐ Apply for tax file number if seeking work
☐ Get involved in student life and associations (e.g. music, sporting, cultural)
Danford College Location

416 Collins Street (Basement) Melbourne 3000
Pre-Arrival Information for International Students

Introduction to Australia

Australia is the world’s sixth largest country, measuring 4000 kilometers (2500 miles) from east to west and 3200 kilometers (2000 miles) from north to south. It has a population of more than 20 million people who have settled mainly around the coastal strip.

The climate varies depending on location. Victoria (Melbourne), in the south, experiences warm to hot summers, mild autumns, cool to cold winters and cool springs. In northern Australia, the weather is tropical, generally hot and humid for most of the year.

Australia is divided into six states (Queensland, New South Wales, South Australia, Tasmania, Victoria and Western Australia) and two territories (the Northern Territory and the Australian Capital Territory (ACT). The country has three levels of government. The Federal government (the Commonwealth) looks after matters concerning the whole of Australia (e.g. immigration, foreign affairs, taxation). The eight state and territory governments look after the affairs of each state or territory (e.g. health, industry regulations and development). Numerous local councils (local government) look after the day-to-day running of smaller local areas within the states.

Multiculturalism

More than 140 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia’s dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Time zones

Melbourne is 10 hours ahead of Greenwich Mean Time (GMT +10). Daylight saving is followed in Victoria, which commences in October and finishes in April. Clocks are advanced by one hour in October and turned back one hour in April. Please visit the website www.worldtimezone.com for information on time zones.

Electricity

In Australia, electricity is 220-240 Volts AC. Electrical sockets require three-pin plugs. Most large hotels feature universal outlets for 240V or 100V shavers, but for any other electrical device you will probably need to use an adaptor. You can buy an adaptor from many department stores and luggage shops.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system, about 15 per cent of those of working age studying for an educational qualification have English as a second language.
More than 800,000 Australians speak a European Union language, apart from English, in the home and more than 800,000 Australians speak an Asian language in the home.

In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment, but all sectors of Australian education and training provide tuition in many other languages as well. English, as it is spoken in Australia, is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion
Australia is predominantly a Christian country however all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Education in Australia
Australia provides a unique kind of education and a learning style that encourages you to be innovative, creative and think independently. Australia attracts the third largest number of international students in the English-speaking world after the USA and UK. In some countries Australia is the students' first choice study destination.

Australia offers an education experience that makes a real difference. Graduates from Australia are very successful in finding jobs and hold prominent positions worldwide. Additionally, they are readily accepted for postgraduate study at leading international universities.

Australia is a dynamic, vibrant country and its people are energetic, friendly and confident. Multicultural Australia is a safe, friendly, sophisticated and harmonious society in which students can learn and travel in an English speaking country.

Australia also offers excellent value for money and a standard of living which is among the highest in the world. Living expenses and tuition costs in Australia are considerably less expensive than the UK and USA.

Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about $335 per week on:

- accommodation
- food
- clothing
- entertainment
- transport
- international and domestic travel
- telephone
- incidental costs

You may spend more or less, depending on the course you choose to study, where you choose to live and your lifestyle.
Accommodation
Accommodation available to International students includes Homestay, Hostels, Guest Houses, Share Accommodation and Rental Accommodation. Prices for accommodation vary in Melbourne for $125 to $350.

Types of Accommodation

Temporary accommodation
International students usually stay in temporary accommodation until they can find more suitable arrangements. Temporary accommodation may be any of the following:
- Shared accommodation with other student/s
- Staying with friends or family
- Staying in a hotel/motel type apartment
- Boarding with a family in a house

Renting a Whole House or Unit
Renting a house or unit provides personal freedom and independence. If you are sharing, it can reduce costs. This is the most common type of accommodation chosen by international students. A weekly rent is charged for a furnished/unfurnished flat or house. Other costs include electricity, gas, and telephone. You may also need to consider purchasing utensils, appliances and furniture, taking out insurance on household items as well as the increased tasks you will face such as shopping, cooking and cleaning.

When renting, a Tenancy Agreement, usually for a minimum of six months, will have to be signed. A Tenancy Agreement is a legal document which sets out rental conditions, together with the minimum period of time for which the property is rented. Rent is generally paid 2-4 weeks in advance.

Signing a Lease
In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property
Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved. A sample Student Property Inspection Checklist is included in this section to assist you.

Ensure that smoke alarms are installed in the property, as this is a legal requirement. Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up.
Handy Hints for Smoke Alarms

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button.
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm/s regularly.
- Replace batteries yearly. Select a date, say a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short ‘BEEP’ every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted.
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)

Utilities
Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, gas and water. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. Generally, you can choose one provider for both gas and electricity. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Restrictions
The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Shared accommodation
Shared accommodation may be offered by either a single person or couples, who might be local residents or other international students. Responsibilities involved in shared accommodation include shopping, cooking and cleaning for oneself. Also, the bond can be shared among the share mates. Shared accommodation can reduce ongoing costs and enable you to form extended friendships. However, sharing also can create conflicts if arrangements are not set out clearly. Some of the questions you may need to consider are listed below. Spending some time thinking about these issues may save conflict with your housemates.

<table>
<thead>
<tr>
<th>Rent:</th>
<th>Whose responsibility is it to pay rent?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How much does each person contribute?</td>
</tr>
<tr>
<td></td>
<td>When do you give your share of the rent?</td>
</tr>
<tr>
<td>Costs:</td>
<td>How will the essential bills be paid? :</td>
</tr>
<tr>
<td></td>
<td>Telephone, electricity, gas food, water</td>
</tr>
<tr>
<td>Food:</td>
<td>Who is responsible for shopping?</td>
</tr>
<tr>
<td></td>
<td>How will you share the cost of food?</td>
</tr>
<tr>
<td>Household Chores:</td>
<td>Who will do the basic cooking and cleaning?</td>
</tr>
<tr>
<td></td>
<td>Do you have an established roster?</td>
</tr>
</tbody>
</table>
**Home stay**

Home stay can offer a secure family atmosphere, with everyday needs being catered. It is also an opportunity to improve your English. Things to consider are lack of privacy and cultural differences. A set weekly fee is charged to cover all expenses associated with food and shelter, including two meals per day, provision of facilities (e.g. towels, blankets, sheets, eating utensils), fuel costs (gas and electricity) and cleaning services (e.g. sweeping and dusting of rooms). Unless otherwise requested, students have their own bedroom with study facilities (e.g. bookcase, desk, study lights) together with the use of other living areas, (e.g. lounge, dining, bathroom and toilet) within the flat/house. The home stay provider may be either a single person or a family.

An Accommodation Checklist and definitions of relevant terminology are appended to this Handbook as Appendix 1 and 2.

**Food**

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Halal and kosher foods are available.

Melbourne’s restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

**Shopping**

Central Melbourne and its suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

**Typical living costs for a single student (This is only an indicative figure)**

The living costs below are based on 2 people sharing an unfurnished two bedroom apartment, flat or house. The amounts are in Australian dollars (A$). Remember to add your program fees and airfares to get a realistic total.

*Establishment costs for first year of study*
- Bond (refundable security deposit) $400 (approx)
- General (furniture, connection fees, etc.) $1000 (approx)
- Overseas Student Health Cover $495 (approx)

*Recurrent costs*
- Rent per person (weekly $100; annually $5,200) (approx)
- Food and drink (weekly $50; annually $2,600) (approx)
- Travel (up to 10km from city) (weekly $22; annually $1,144)
- Telephone (weekly $15; annually $780)
- Gas, electricity, water (weekly $25; annually $1300) (approx)
- Books, stationery, photocopying (annually $500) (approx)
- Personal expenses (clothes, entertainment) (weekly $40; annually $2,080) (approx)
Laws in Australia

In Australia, there are many laws to help maintain order and a civil society. If you are unsure what the law is, it is best to ask someone. Knowing some common laws will help you to adapt to your new life in Australia.

Equality
In Australia all people are equal in the eyes of the law and for all other purposes. They have the right to be respected and treated in a fair manner. No person should be treated differently to others because of their:

• gender
• race
• country of origin
• marital status
• pregnancy
• political and religious beliefs
• disability
• sexual preference

This applies widely in relation to employment, education, accommodation, buying goods, access to services such as doctors, banks and hotels, and detention or arrest by authorities.

Your rights and those of other people are protected by law at the federal and state levels.

The Human Rights and Equal Opportunity Commission has further information available.

Religious freedom and marriage
As a secular state, Australia has no official or state religion. All Australians are free to practice any religion or to have no religion at all. The law does not enforce the religious doctrine of any religion.

Similarly, religious laws are not recognised and have no legal status in Australia. Religious and cultural practices must exist within existing Australian laws.

Violence
Committing an act of violence against another person is against the law in Australia. It is a criminal offence and the penalties are severe.

Any violence is unacceptable at Danford and may be grounds for cancellation based on misbehavior.

Bullying
Bullying is another form of abuse which can affect others. Bullying can affect a student’s confidence and their education.

Bullying can take many forms, and may include:

• Verbal - the student is called names, put down, threatened
• Physical - the student is hit, tripped, poked, kicked, or belongings are stolen or damaged
• Social - the student is left out, ignored, or rumours are spread
• Psychological - the student is stalked or given dirty looks

Bullying is unacceptable at Danford and may be grounds for cancellation based on misbehavior.
Driving
To drive a car in Australia, you must have a driver's licence and the vehicle you are driving must be registered with the government.

The penalties for breaking traffic laws can be severe. These may include expensive fines, losing your driver's licence or imprisonment. The laws are very strict about driving over the speed limit (speeding) and driving after drinking alcohol (drink driving).

Speeding is a major cause of accidents resulting in death. Speed cameras are used by police in all states and territories to measure how fast your vehicle is travelling. If you are caught driving at speeds over the speed limit, you will usually be fined. The amount will depend on how much above the speed limit you were travelling. The fine notice is usually sent by mail. Your driver’s licence will also be affected. Each driver is given a number of points when they are licensed. Points will be deducted for each offence, called demerits. When your licence has no points left, it will be suspended or cancelled.

Drink driving is a very serious matter in Australia. Police randomly test the breath of drivers to measure the amount of alcohol in their blood by using a device called a breathalyser. The permitted alcohol level in most states and territories is 0.05, which is 0.05 grams of alcohol in every 100ml of your blood. The permitted alcohol level in probationary, provisional and learner drivers (P and L plates) are even less, from zero to 0.02.

Drink driving is also a criminal offence in Australia and a criminal conviction is recorded. It is viewed much more seriously than illegal parking or speeding. If you have been drink-driving and cause an accident which results in another person’s death, you can also be charged with murder or manslaughter.

Everyone in your car must wear a seatbelt or a proper child restraint. Not doing so can result in an expensive fine and demerits against your driver’s licence.

If you are involved in a road accident, and somebody is injured, you must report it to the police.

Pollution, littering and protecting the environment
A clean environment and the protection of nature are important to Australians. It is illegal to litter, create pollution or dispose of waste without permission. Lighting fires in outdoor areas is also banned at certain times of the year.

Noise
There are laws that protect Australians from too much noise. The regulations vary across the states and territories, and also depend on whether the area is zoned for commercial, industrial or residential use. In general, neighbours are tolerant of occasional noise, but if it is frequent, excessively loud or occurs at night, a complaint may be made to the local council, the state or territory environment authority, or the police.

Smoking and drinking
Smoking is banned in many places in Australia, including all airports, government offices, health clinics, and workplaces. Smoking in restaurants and shopping centres is also banned in most states and territories. Non-smoking areas are often, but not always, shown by a sign.

It is against the law for a shop or stall to sell tobacco products to a minor (that is, someone under 18 years old). Selling or giving tobacco to a minor is also prohibited in most states and territories.
It is against the law for any person to sell or give alcohol to a minor. It is also an offence for a minor to have alcohol in their possession except on private property such as a private home. Drinking and possession of alcohol is also banned in some public areas.

**Relevant Legislation**

**The ESOS Act 2000**

[Education Services for Overseas Students Act 2000 referenced Act No. 164 of 2000 as amended (compilation was prepared on 8 August 2012) taking into account amendments up to Act No. 9 of 2012, as at 6th November, 2012]

The provision of education and training for overseas students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education, Science and Training and a National Code.

All education and training providers registered on, or seeking registration on CRICOS, must comply with the ESOS Act, ESOS Regulations and the provisions of the National Code.

All States and Territories of Australia operate within this legislative framework. Its purpose is to protect the interests of people coming to Australia on student visas by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The ESOS Act can be downloaded [https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx](https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx)

**The National Code Guideline**


The provision of education and training for overseas students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education, Science and Training.

Providers must comply with the National Code for Registration Authorities and Providers of Education & Training to Overseas Students.

The National Code 2007 replaces the Code established in 2001 and is effective from 1 July 2007. All providers on the Commonwealth Register of Institutions and Courses for Overseas Students CRICOS are required to comply with the Code’s requirements. This obligation applies to all provisions of the National Code 2007 and the code is legally enforceable.

**ESOS Framework Overview**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas* (ESOS) *Act 2000* and the National Code 2007.
Protection for overseas students
As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.dest.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights
The ESOS framework protects your rights, including:
- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:
- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before-hand you need your provider’s permission. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities
As an overseas student on a student visa, you have responsibilities to:
- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.
**Tuition Protection Service**

The Tuition Protection Service (TPS) is a placement and refund service for international students.

The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For further information, please visit: [https://tps.gov.au/Home/NotLoggedIn](https://tps.gov.au/Home/NotLoggedIn)

**Arranging Visas and Bringing your Family**

Each student’s visa situation is unique and requires individual attention; also, if you are bringing family members with you, they will also require visas. More information on visas and conditions is available by contacting:

**Department of Foreign Affairs and Trade (DFAT)**

As well as links from the DIBP website the Department of Foreign Affairs and Trade website [http://www.dfat.gov.au/geo/](http://www.dfat.gov.au/geo/) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

**Department of Immigration and Border Protection (DIBP)**

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.  
Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP 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 making 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 with your Australian education provider for contact details of agents they recommend.

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

Bringing Your Family

Childcare

Child care services are provided in centers throughout Melbourne. There may be long waiting lists, so it is advisable to contact some centers which are conveniently located to you. Please visit the website for further details of child care centers, kindergartens, early learning centers, nannies and babysitters.


Schooling

Education providers

The three main education providers are the State Government (1613 schools), Catholic Education (484 schools) and the Independent schools sector (692 schools). Government schools are often called State Schools or Public Schools. Non-government schools are often called Private Schools.

For more information visit the Victorian Department of Education & Training Schools Online website. This site provides easy access to a wealth of information for parents about Victorian government schools, both state schools and private/independent schools. Explore the site and access information that includes school curriculum and programs, special features and virtual tours of schools that match your interest, and if you find a school that suits your preferences you can make an enquiry to the school or request an information package from the school.


In addition to paying school fees you may also be required to purchase a school uniform, textbooks and other sundry items necessary for study.

Dependant children of international students

A student bringing a spouse and/or children to Australia will need to have enough money to support them before the Australian Government will issue a visa.
For more information, contact the Commonwealth Department of Immigration and Border Protection (DIBP).

School attendance for dependent children
DIBP requires dependant children between the ages of five and 18 to attend school full-time as a condition of the dependent visa.

It is a visa requirement that school-aged children (primary or secondary school age) are enrolled in school. A list of schools which admit international students is available by consulting the Victorian Department of Education and Early Childhood Development website.

The Victorian Government schools website has useful information and lists of schools.
www.privateschoolsdirectory.com.au
www.independentschools.vic.edu.au

Work and study rights for families
You and your dependent family members will have permission to work automatically included with your student visa. Work rights for dependants of students vary between unlimited hours, for dependents of postgraduate research students, and a maximum of 40 hours per fortnight for others. Further information is available from the Department of Immigration and Border Protection (DIBP).

Your spouse can also study whilst they are in Australia for up to 3 months. If they wish to study for longer, they are then required to apply for their own student visa.

For further information please visit the DIBP website.

Religion
Most Private schools have a religious affiliation, but some are non-denominational. All Victorian State schools are non-denominational.

Gender
Most Victorian Government Schools are co-educational however there are some single sex Government schools at the Secondary level. In the Private sector there are co-educational, as well as single-sex schools, at both Primary and Secondary level.

Schooling Levels
Children in Victoria have one year in Prep; six years in Primary school (Year 1 to Year 6) and six years in Secondary school (Year 7 to Year 12). Some schools offer a Pre-Prep year. Not many Government schools are combined Primary and Secondary schools, but some Catholic schools are and many Private schools.

Starting and Finishing Age
Victorian Government schools welcome enrolments for children who turn five (5) years of age by April 30 of the year in which they start school and most begin taking enrolments in May for the following year.
Each Private school sets its own policy on starting age and when they take enrolments. All Victorian children must attend school between the ages of 6 and 15 years inclusive (unless an exemption is granted).

**School Terms** - For current term dates please visit http://www.education.vic.gov.au/about/department/pages/datesterm.aspx


**Arranging Travel**

**Documents**
As well as this handbook and your travel tickets, you should bring originals or certified copies of all your essential documents, including:

- A valid passport that is current for the length of your stay in Australia with a valid student visa. *Pack your passport, tickets and letter of offer etc. in your hand luggage to take with you on the flight for easy access – Don’t pack them in your suitcases.*

- Your letter of offer, confirmation of enrolment (eCOE) and other documentation issued by the College.
- Birth certificate
- Medical records for yourself and any family members travelling with you
- Educational qualifications
- Work references and/or trade qualifications (if applicable)
- Children’s school reports (if bringing children with you).

**On Your Flight**

- The normal allowable weight for an economy class passenger on international flights is generally 20 kilograms, so you should carefully consider what to pack.
- Wear comfortable layered clothing, which is easy to change as temperatures vary.
- Wear practical flat shoes.
- Keep your passport with your student visa and a pen in your hand luggage, as well as your other essential documents, which are tickets and letter of offer etc.
- The airline staff will give you an Australian Immigration and Customs Declaration Form as your flight nears your destination. Complete the form on the plane and ask for help if you are unsure of the answers to any questions.
- If you are carrying more than A$10,000 in cash, you will also need to complete a cash transaction form. It is strongly recommended that instead of carrying large sums of cash, you arrange for wire transfers of funds or deposits into Australian bank accounts.
- If you are getting off your flight in another country before you arrive in Australia, you will have to comply with their customs regulations. If you do not do so, you may face fines or imprisonment. For more information, visit www.customs.gov.au.

**Entry into Australia**

**Immigration Checkpoint:** All overseas travellers arriving in Australia are required to go to an immigration checkpoint to show their passwork and forms. *Note: It is illegal to use a camera or phone in this area of the airport.*
Baggage Collection: After you have passed through the immigration checkpoint, you should collect your baggage and check that it is in order. If something is missing or you notice damage, you should see an officer at the Baggage Counter to assist you in either finding missing baggage or lodging a claim for damage.

Customs Checkpoint: After collecting baggage, you will go to the Customs Checkpoint, where an officer will check your forms and may inspect your luggage. What you can bring into Australia is restricted. Strict quarantine laws are in place to stop people from bringing in food and plant items which may be harmful to our native flora and fauna.

If you have any of food or plant items with you or in your luggage when you arrive in Australia, you should have declared this on the form you filled out on the plane. The airport customs officers will decide if the material is safe to bring into Australia. If they decide it is not safe, the materials will be confiscated and destroyed. For information, please visit the Australian Quarantine and Inspection Service (AQIS) website at [www.aqis.gov.au](http://www.aqis.gov.au).

Once you have been cleared by customs, you will enter the Arrivals Lounge and have officially arrived in Australia.

You can find out more about the Melbourne International Airport, its service and terminal map by visit the website at [www.melbourneairport.com.au](http://www.melbourneairport.com.au).

**International Students and Visa Conditions**

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 in the CoE
- Maintain satisfactory course progress
- Maintain satisfactory attendance requirement
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principle education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit:


As previously mentioned in ‘Arranging Travel’ if you are bringing family members with you, they will also be subject to visa conditions which relate to them.

1. **Keep your visa current**

- The expiry date is printed on the visa label in your passport
- Changes in your enrolment may affect your visa
- You must renew your visa before your current visa expires
2. **Change of contact details**
   - Inform your education provider of your residential address within seven days of arriving in Australia.
   - Any further change of address and contact details must be lodged with the provider within seven days.

3. **Enroll full time and be expected to finish your course within the date specified on your visa**

4. **Complete six months of principal course of study**
   Before considering a change of provider you will need a Letter of Release if you are seeking release before this six month period and a Letter of Offer from the new provider.

5. **Understand your Work Rights**
   You can work a maximum of 40 hours per fortnight during study periods and unlimited hours between terms/semester break.

6. **Overseas Student Health Cover**
   You are expected to maintain adequate Overseas Student Health Cover for the duration of your studies. It is your responsibility to ensure your cover does not lapse. The college can assist to organise a renewal.

7. **Attendance**
   You must attend classes as detailed in the College’s Monitoring Attendance Policy and Monitoring Course Progress Policy for all courses.

8. **Satisfactory Course Progress**
   You are required to achieve satisfactory academic results in each study period, which is 50% in a single term, failing to meet that requirement, college may report you to DIBP via prisms for breach of your visa condition or you will be require to fully participate in an Intervention Plan, so that you can complete your studies within the expected duration of your course. Refer to Monitoring Course Progress Policy.

9. **School Age Dependent:**
   You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia on a student dependent visa for more than 3 months.

**Reporting Requirements**
Under Australian Government law, the College is required to enter the enrolment of all international students into PRISMS, a database reporting system linked to DIBP. The reporting required by PRISMS is exception reporting. This occurs when a student:
- Does not commence on time. In other words, the student may not turn up or has not arranged for a later start because of compelling and compassionate reasons; or
- Terminates their study before course completion; or
- Changes their program or duration; or
Fails to comply with their visa conditions regarding attendance or academic performance.

The College has an obligation to report these situations into the PRISMS system. If a student is considered to be non-compliant, the PRISMS system will generate a non-compliance notice which is sent to the student. This may result in a cancellation of the visa.

Communication

Postal Services

Australia Post manages postal services in Australia. The cost of a letter to be posted within Australia is usually $0.60. Letters to the Asia/Pacific zone are usually $1.25 and to the rest of the world $1.85.

Australia Post has branches in every suburb. Sometimes these are located in shopping centers and news agencies. Australia Post offers a Bill Pay service where you can pay telephone, electricity, tax, gas and credit card bills. It is a convenient place to get many things done. It is also a Commonwealth Bank agent. There are also red and yellow post boxes where you can lodge stamped letters. Please note that the yellow post box is for express post items. Please check information on the website: www.auspost.com.au

Telephones

Telstra Australia and Optus Communications are Australia’s major telecommunication providers. However, there are many other providers offering interstate and international services at a competitive rate, as well as fax, mobile and network services. The area code for Victoria is 03. The country code for Australia is +61

International calls can be made directly from all phones. **Sundays are a good day to make interstate or international calls due to all-day discount rates.**

- Dial the international access code 0011 first.
- Dial your home country code. If you are not sure what your home country code is you can find out by ringing 132 200
- Dial the area code for your city. Remember not to dial the zero.
- Finally, dial your family’s number.

Phone cards

Some shops sell international phone cards which can also be a cheaper way to call home. Shops usually display signs indicating that they sell these international phone cards.

Telephone Directories

Yellow Pages: useful for searching business numbers www.yellowpages.com.au

Directory Assistance

- Local and National: Tel: **1223**
- International: Tel: **1225**
You can dial these numbers when you are not sure of a phone number. The numbers to dial may be different for mobile numbers depending on your provider.

Computers and Internet

These services are available at the College. You may need to book in during peak hour usage. There are also many internet cafés. Cost start from $2 per 15 minutes. There are a number of Internet Service Providers (ISP) who offer dial up and broadband services for home use. If you have a mobile or a private phone, sometimes it may be cheaper to have these as a package. Your friends could probably tell you what is cheap.

Email

Check your email regularly as the College sends important messages to this address. You should also use your College email address for all correspondence with the College.

Mobile Phones

Sometimes you may feel like phoning home frequently, especially if you are feeling lonely or sad. International calls can be quite expensive and result in additional financial pressure which is unnecessary. If you plan to bring your phone from home, check if the SIM card system is compatible and accessible for international calls. Often other students in Australia will tell you.

You basically have two options with mobile phones:

- Purchase a mobile phone through a plan with a phone company. Phone companies offer competitive packages and you need to carefully check these out. Phone companies require very strict identification documents. They will require proof such as an eCoE as evidence that you will stay in Australia longer than the period of the plan.

- Purchase a pre-paid mobile phone service. These are readily available in a range of stores such as newsagents and supermarkets.

Translating and Interpreting

Tel: 131 450 or visit www.immi.gov.au/tis
This telephone interpreting service is available 24 hours. Refer to the website for a list of services and costs.

Banking

The major banks in Victoria are: ANZ, Commonwealth, Westpac, National Bank, and St George. A number of building societies, credit unions also provide banking and financial services. Most banks have automatic teller machines (ATM's) and offer internet banking facilities. To utilize internet banking, you will need to register with your bank to gain access and be given a confidential password that allows you to use your accounts online.
For locations of ATMs please refer to the telephone directories or the following bank websites:

- National Australia Bank: www.nab.com.au
- ANZ: www.anz.com.au
- Commonwealth Bank: www.commbank.com.au
- Westpac: www.westpac.com.au
- St George: www.stgeorge.com.au

**Opening an account**

To open a bank account, you will need a passport and proof of enrolment or identity. Banks vary with their services and costs. Opening hours are usually Monday-Friday between 9.00am and 4:30pm and some banks open on weekends. Please check details on the websites or ask at the bank information services.

**Money exchange**

You can exchange money at a bank or Money exchange. You should always check the rates as these vary from bank to bank.

**Currency**

Australia has the following currency notes and coins:

- **Currency notes:** $5.00; $10.00; $20.00; $50.00; $100.00
- **Coins:** 5c; 10c; 20c; 50c; $1.00; $2.00

**Telegraphic transfers**

It can take three working days for money to be deposited into your account through Telegraphic Transfer. The bank may charge a fee of approximately $10 to $20 (Depending on the amount) and also a currency conversion fee. Check details with your bank.

**Bank draft/cheque**

It can take 30 days for an overseas bank cheque to clear. You may also be charged a bank currency conversion fee. In order to avoid delays, ensure that the person sending money has your complete bank account details. Also make sure your bank has your current contact details.

**Financial advice**

Whenever you make a purchase, make sure the products you buy are from a registered company, shop or business. This helps to ensure customer protection.

**Insurance**

A range of insurance options are available in Australia to protect people from possible financial losses. For international students, your personal possessions are most likely in need of possible insurance. You can insure your valuable possessions against theft or damage: cameras, watches, jewellery, electric goods and computers.

**Lending Money**

It is not a wise idea to lend money to friends, especially large amounts. It can cause conflict especially if it is not repaid.

**Budgeting**

It is important to budget, otherwise you may end up spending more than you can afford. Plan your expenses carefully. Initial expenses can be quite high. These include accommodation, furniture, connections for gas, electricity or telephones. Regular expenses also include:
• Bills
• Rent
• Food
• Transportation
• Study-related expenses
• Unexpected costs such as medical expenses

Tips for saving money

• It may be cheaper to catch a bus or train, using a weekly or monthly Metcard rather than a daily ticket
• Move to cheaper accommodation or share with others
• Buy only groceries you really need
• Have a meal before you go shopping. If you are hungry, you are likely to spend more
• Scan the newspapers and leaflets for discounts
• Compare prices of fruit and vegetables
• Buy only fruit and vegetables in season
• Be aware of impulse buying
• Learn to compare prices per unit to determine the best value for money
• Watch the supermarket shelves. Items at eye level often cost more than those on lower shelves.
• You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal.

Studying at Danford College

Danford College is a young, dynamic and friendly college in beautiful surroundings located in Melbourne offering the chance to study in peaceful environment with professional staff. Our goal is to provide students with the technical knowledge, skills and hands on training needed to succeed in many of today’s popular fields. We are dedicated to providing quality programs that are sound in concept implemented by a dedicated faculty and geared towards those seeking a solid education foundation for employment in their chosen field. We achieve this by our devoted instructors, small class sizes, flexible start dates and our recognized and standardized curriculum, ensure that you get the most out of the time that you invest in your education.

We believe that an educational college should be a place of light, of liberty and of learning. Our trainers/facilitators are highly experienced and successful in the industry. All facilitators are working with the latest creative techniques and styles. Danford College is a registered training organisation with the Australian Government Qualification Authorities. We provide a learning environment in which education and culture go hand in hand, as it seeks to develop the full potential of each student. We provide state of the art professional training facilities to give students the maximum comfort and friendly atmosphere to complete their training.

All programs of study at Danford College lead to national qualification – recognized by employers, and professional bodies.

Facilities and Equipment
The College has suitable facilities and resources available to international students and provides support and guidance in all areas of a student’s life.
- Computer Lab
- Common Room
- Learning support
- Help to find accommodation
- Airport pick up (if required and prebooked with College)
- Fully equipped hairdressing salon

**Classrooms**
All classrooms are furnished with appropriate furniture and equipment for effective learning.

**Student Area**
The College provides a comfortable student area within the building for students to relax, meet others and converse in English. It can also be used as an area to find information on social activities, accommodation to rent/share and other general information related to international students living in Australia.

**Computer Lab**
Students have shared access to computers and internet within the premises. The College has a total of 50 computers and 3 printers in the computer lab.

**Time Table**
1. Your class times will be between Monday to Saturday 8 am to 5 pm.
2. Your final time table will be given to you at the Orientation and Induction day. This normally happens in the first week of your start date.

**Adjusting to a New Culture (International Students)**
It is normal to feel homesick from time to time. People who move to another country go through different stages of adjustment. At times you may feel frustrated, depressed, anxious or angry. For information on adjusting to a new culture, please ask the International Student Support Team who can guide you to the appropriate help and resources.

Meanwhile, there are some suggestions to help ease the transition. Firstly, however, you must examine your own expectations. Your feelings may be quite reasonable but you may need to put things into a more realistic perspective. Here are some other strategies:

Ask yourself these questions:

- Why did I decide to study overseas?
- What do I expect to gain from studying in Australia?
- What are my goals?
- What are some of the difficulties I might face?
- Have I ever faced challenges in my life?
- How did I solve them?
- How do others solve this problem?
- Am I the only person who feels this way?
- Is this the worst thing that could happen in the world?
Strategies for adjusting to the new culture

The following strategies can help students to adjust to their new culture and decrease the impact of culture shock:

- Keep in touch with family or friends by writing email, letters or talking on the phone. However, try not to phone home too frequently as for some this may inhibit efforts to make adjustments.
- Exercise and learn to relax.
- Look for similarities in cultures.
- Do familiar activities, especially those that demonstrate existing competencies. This will help students to feel comfortable.
- Get involved in activities that encourage meeting people and making new friends: join clubs and societies.
- Seek information and explore the new environment preferably with a few others as this will help you feel more in control of uncertainties.
- Keep in touch with people from the College.
- Get to know a few people well by spending some quality time with them e.g. going to movies or outings together rather than meeting lots of people only once at parties.
- Remember although students may feel negative about new surroundings their mood will lift as soon as they become more settled in routines.
- Get plenty of sleep. Coping with new situations is energy sapping and exhausting.
- Use English language as much as possible. The more conversational English language is used, the more your English will improve (read the local newspaper and watch television).
- Find out about the College’s support services.
- Make sure small goals are set that can be achieved every day.
- Observe what others do in the same situation and reflect on why they do it that way. Talk to them so as to can improve understanding.
- Ask questions when unsure of what is expected.

It is normal to feel homesick from time to time. People who move to another country go through different stages.

Counseling is a form of communication and problem solving. Counseling can help students to succeed in living and studying in Australia. The College has a qualified counselor who can provide brief confidential counseling. Your issue may be resolved quickly or you can be referred for more specialised help. Online resources and other self-help data bases can also be very useful.

Counseling can help students to:

- Understand what is expected of them.
- Understand the education system in Australia.
- Communicate effectively.
- Recognise and cope with pressures.
- Manage stress and anxiety.
- Help develop confidence and a sense of direction.
- Deal with relationship and family issues.
• Manage personal crises
• Manage homesickness and adjustment
• Manage family expectations
• Cope with stress and anxiety
• Manage financial matters
• Deal with depression
• Deal with grief and loss

Student associations
Australia has a number of student associations representing and assisting students from Australian institutions. National associations include:

• **Council of International Students Australia (CISA)** – national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.

• **Australian Federation of International Students (AFiS)** – assisting international students in maximizing the scope and potential of their experience living and studying in Australia.

International Student Care Service (ISCS)
The International Student Care Service (ISCS) is a free and confidential support and welfare service for international students studying in Victoria. The ISCS provides a single point of contact for international students. Staff can be reached on a 24-hour phone line for advice and support, or by visiting the office during business hours. ISCS provides vital support if you are experiencing difficulties during your time of study.

Services offered
Services provided by ISCS include crisis intervention and support in emergency situations. Information about:

• accommodation and housing providers
• legal services
• health services
• other specialist support services

All services are free and confidential.

ISCS can assist you through personal difficulties by providing emotional and practical support that is sensitive to your experience as an international student.

Visiting
You can drop-in to the service without an appointment, though you are encouraged to call first to ensure a staff member is available.

Office hours are Monday – Friday from 9am-5pm. So feel free to come along and seek advice and assistance.

Contact information
Phone: 1800 056 449 (free call from landline phones)
E-mail: info@iscs.vic.gov.au
Drop-in to the office: 599 Little Bourke Street, Melbourne 3000
Salvation Army – The Couch

International students congregate throughout the week at The Couch, based at The Salvation Army Melbourne Project 614’s Hamodava Cafe.

The Couch links students to support services, information and creates an environment to socialise, interact and engage with like-minded individuals. The Couch operates from 5pm to 9pm, Monday to Thursday.

What are the benefits of The Couch?

- Provides a safe, non-commercial lounge space for international students in Melbourne
- Allows students to connect with support services and information on a range of issues including housing, employment, counselling, student services, legal aid, and more
- Provides meals to students
- Creates an environment where students can engage, socialise and interact, which will contribute to their positive experience whilst studying in Melbourne
- Facilitates cultural exchange between local young people and international students through social activities such as footy nights, movie sessions and other activities held within the centre.

For more information please contact:
Peter Hichaaba
Couch Coordinator
Phone: 0451374507
Email: thecouch614@gmail.com

Facebook: https://www.facebook.com/thecouch614


Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities)

Many institutions offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should contact your institution several weeks before you arrive to make the appropriate arrangements for your specific needs.

Institutions must make every effort to accommodate a student with a disability. However, the institution is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. The institution has to prove the changes are unjustified and, before making such a claim, must have direct discussions with the student and seek expert advice.
If you are experiencing a problem with your institution, you should first talk to staff at your institution. If informal discussions do not resolve the problem, you have the option of lodging a formal complaint. Institutions are required to have a process for students to register complaints. If you feel you have a legitimate complaint that is not being recognised by your institution, you should approach the Australian Human Rights Commission. Confidential enquiries can be made by telephone but a formal complaint must be lodged in writing before the commission can take action. Find out more about disability rights in Australia at the commission.
Study Cycle of an International Student

International Administration matters – Letter of Conditional Offer

Student Administration organises enrolment and arranges health insurance

Letter of Full Offer and Acceptance

Student returns signed Acceptance and Fees

Student makes travel and accommodation arrangements

Student finalises visa conditions with DIBP

Student arrives at the Danford College

Registration and ID cards

Documents, Passport, Original Copies of transcripts, IELTS results

Orientation and Induction session

Orientation Folders

Student Survey of International Agent

Course Folders

Classes Commence

Course Co-ordinators provide support and assistance for program-related enquiries

Manager Student Support provides support and referrals related to general welfare

Complete Survey at the end of each term: Student Evaluation of Teaching

GRADUATION

ISSUING OF QUALIFICATIONS

Complete Exit Survey: Learner Questionnaire
Orientation and Induction

Student Induction Checklist

At the orientation and induction session (which normally happens in the first two weeks of your course), you will be given an Induction Checklist which you will sign as you go through the induction program, your trainer will also sign that induction checklist and copy will be placed in your Student File as part of the College’s Quality Assurance processes. If you are not sure of any aspect of your orientation and induction program, please ask your trainer at the orientation and induction session and they will help you or you will be directed to the appropriate staff member for further assistance.

You can also tick the following checklist to indicate that you have received the appropriate induction at the orientation and induction session from the college:

- Attendance requirements and process regarding non-attendance
- Course progress policy and procedure
- Disability Policy
- Plagiarism Policy (Including requirement to submit all the assessments with cover sheet at front to confirm it is your own assessment/work)
- Advise on legal services available to students
- Emergency and health services
- Complaint and appeal process
- Assessment (including variation and re-assessment)
- Delivery options (if applicable)
- Disciplinary action
- Dress (where applicable)
- OH&S (including evacuation procedures and location)
- Issuance of qualifications and Statements of Attainment
- Refund policy
- All legislation that may affect students
- Student Visa obligations
- Explanation of Policies and Procedures
- ESOS rights and responsibilities
- Show animations videos on student rights and responsibilities
- Explanation of books and learning material required and associated cost
- Student welfare services
- Role of student support team
- How to access staff
- Course details
- Campus tour
Student Behaviour

Expectations
The College’s Student Code of Conduct Policy clearly defines students’ rights and responsibilities related to appropriate conduct. The purpose of the Code is to create a positive and supportive learning environment in which all members of the learning community can participate safely and effectively.

Aims
The aims of the Code of Conduct are to:

• Provide a learning culture that prepares students to learn effectively and to gain the necessary skills for employment or further studies.
• Provide superior education in which students are encouraged to strive for excellence.

Requirements
• Students and trainers will help to contribute to this aim.
• Students will practice the qualities that employers seek and to at all times act in a respectful and courteous manner.
• An environment free of harassment, discrimination and threatening behavior will operate at all times.

Values
• Diversity and differences
• Co-operation
• Respect
• Tolerance
• Freedom of expression well-established in social responsibility.

Whilst on campus, all students are expected to behave in a considerate and respectful manner towards other students, staff and visitors. Unacceptable behavior restricts academic progress and hinders the work performance of others.

1. Speak in English whilst on campus
2. Be respectful and courteous to everyone
3. Be punctual and attend all classes
4. Arrive and leave class at scheduled times, otherwise seek permission from your teacher
5. In class, allow everyone an opportunity to learn. Listen and avoid interrupting others
6. Submit all work on time
7. If you miss class it is your responsibility to catch up
8. Turn off your mobile phones or keep them on silent
9. Adhere to the required dress and safety standards in your relevant course
10. Alcohol, drugs and smoking are strictly prohibited
11. Place all rubbish in the bins provided in the classroom
Consequences of unacceptable behavior

A breach of discipline occurs when behavior affects the learning and good order of the College. Disciplinary action will be taken for behavior which is disruptive and unacceptable. The student may be asked to leave the classroom or may be refused entry. The trainer will discuss the behavior with the student and the student will enter into an agreement about what is expected to rectify the situation. In the event a student’s behavior threatens the safety of others and interferes with the teaching and learning process or causes damage to property, the student may be suspended or excluded. Intimidation, bullying, threatening or violence of any sort will not be accepted.

Suspension

In relation to disciplinary matters, education providers can suspend a student, according to the Student Code of Conduct Policy and Procedures. Suspension occurs when a student stops studying for a week or more. DIBP must be informed if a student is suspended. If the period of suspension exceeds 28 days, DIBP may cancel the student’s visa.

Examples of Misconduct

Examples of behavior that is not acceptable include, but are not limited to the following:

- Disrupting learning of others
- Disrupting the trainer from teaching
- Not following directions of staff member
- Endangering the health and safety of staff or students
- Harassment (gender, age, race, sexual preference or religious beliefs)
- Willful damage of College property or any other person studying or working at the College
- Bullying behavior (physical & verbal)
- Breach of rules relating to conduct of assessments
- Possession of prohibited substances (drugs, alcohol, weapons)
- Being under the influence of drugs or alcohol
- Dishonest conduct

Paying Student Fees

Fees can be paid by Cash/EFTPOS/Credit Card/Cheque payable to Danford College.

If you are paying by cheque, please write your name and ID number on the back of the cheque.

The College’s Bank details are:

- **Account name:** Danford College
- **Bank name:** Commonwealth Bank of Australia
- **Bank address:** 99 King Street, Melbourne 3000
- **BSB:** 063020
- **Account Number:** 10470675
- **Swift Code:** CTBAAU2S
Payment terms and frequency are outlined in your Letter of Offer/Written Agreement.

**Late Payment of Fees**

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following procedure will follow:

- First warning letter will be sent to student within 7 calendar days after the due date. Student will have 14 calendar days to make the payment, if still after 14 calendar days student fails to pay outstanding balance it may result that student will not be allowed to attend his/her classes or may even result in cancellation of enrolment. In addition, the $35 per week late charges will be applied. If the student is on payment plan it will be cancelled and student will be required to pay the whole semester’s outstanding balance.
- Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days as stated in final warning letter, Danford College will refer student’s case to college’s debt collection agency The ARMS Global Group. In addition a $500 late fee will be applied.

In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:

- Student name, contact detail and total fee that the student is indebted to Danford College including $500 late charges.
- The student will be informed that they may be contacted by our debt collection agency The ARMS Global Group and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria courts for Melbourne Campus students.
- After student case has been referred to debt collection agency, college may issue student with a ‘Notification of Intention to Report’ indicating Danford College’s intention to report student to the secretary of Department of Education, Employment and Workplace relationship (DEEWR) for non-payment of tuition fees. Student will have 20 working days to make an appeal. For more information please refer to compliant and Appeal policy.
- Students willing to resume study at Danford College will have to re-enrol in the course, provided that they have paid the total outstanding fee in full.
- Where a student continues to have an outstanding fee the following restrictions may apply:
  - Loss of access to enrolment records, examination results and academic transcripts
  - The inability to graduate until the outstanding debt is cleared

**Policies, Procedures and Processes**

**Complaints and Appeals Procedures**

Students have access to a complaints procedure if they feel they have been unjustly treated or have a serious complaint. The following refers to possible disputes.

**Academic Matters**

Students dissatisfied with an activity or decision of a member of the academic staff can voice their concerns to the staff member concerned and, if appropriate, appeal to the Chief Executive Officer.
If the matter is one of general concern students should talk first with the teacher as a group of students. Matters which may cause concern could include the quality of lecturing, apparent prejudice or partiality in assessment, heavy workloads and so on.

**Sexual Harassment and/or Racism**

Sexual harassment is any form of sexual behaviour that is unwelcome, uninvited and unwarranted. This may include touching, sexual suggestions, offensive remarks or messages or displays of sexually offensive material.

Racism may involve prejudice, the holding of negative attitudes about others due to their race, descent or national origin. It may involve discrimination, the negative differential treatment of individuals or groups on the same bases.

Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Campus Manager. (S)he will then decide how to deal with the matter. It would be hopefully done in an informal manner involving discussion with the person accused. This may involve informing the Chief Executive Officer and/or convening face to face meetings with claimant and respondent to assist conciliation. If this route is inappropriate (for example, the counsellor is involved in the harassment in some way), students should contact the Chief Executive Officer.

If the complaint is sufficiently serious, the Chief Executive Officer may establish a formal inquiry and/or refer to external authorities. Following the report produced by such an inquiry, the Chief Executive Officer may decide that the code of conduct has been grossly breached and recommend that a student's enrolment be terminated.

**Other**

Students who feel they have any other type of complaint should first contact the assigned counsellor. If necessary it will be referred to the Chief Executive Officer in order to resolve the situation.

**Appeal Policy and External Complaints Procedure**

There is an external complaint process available to students if they have exhausted the above procedures and still feel unsatisfied. If the internal complaints process is unable to resolve the dispute, students will be referred to an external source by the Chief Executive Officer.

The student should lodge a written appeal to the Chief Executive Officer within 20 working days of receiving notice of the outcome of the internal complaints process. All costs for this process will be covered by the College.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.
Procedure

1. Complaint Procedure

   (a) Complainants are encouraged to speak directly with the person concerned to resolve the problem informally.
   (b) If the student is not satisfied with the outcome following informal discussion, they may request the complaint/Grievance to be referred to the Chief Executive Officer for resolution.
   (c) All records of any complaint will be kept on file.
   (d) A complaint can be about a situation, a process, a person or people, a facility or a service provided by Danford College. A complaint is not about an academic result.
   (e) A complaint can be lodged in writing using the Complaint Form available from Reception, or alternatively in writing identifying the complainant, nature of complaint and must be signed by the complainant. Students must lodge their complaint with the Campus Manager. A written record of the grievance will be kept on file.
   (f) If the student chooses to access Danford College’s complaints and appeals processes, their enrolment will be maintained while the process is ongoing.
   (g) Danford College will investigate and respond to all complaints lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.
   (h) Danford College treats all complaints in confidence and must seek the permission of the student before discussing the grievance with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
   (i) If the student is not satisfied with the outcome following the above process, they may request to appeal the decision through the Administration Manager. The Administration Office will then organise the appeal in accordance with item 3 below.

2. Academic Appeal Procedure

   (a) Notify teacher within 7 days of receiving any result.
   (b) Teacher and/or Chief Executive Officer provide a written statement of outcome within a further 10 days.
   (c) Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.
   (d) If the appeal is still unresolved, the Appeals process as specified for Item 3 below applies.

3. Appeals

   (a) Requests for appeal must be made in writing to the Campus Manager and within 20 working days of written notification of the decision they are appealing.
   (b) Once the Campus Manager receives a request for an internal appeal in writing, they will convene a panel to hear the appeal. The panel will consist of 2 management staff, one of which will be either the Chief Executive Officer or his delegate. The panel will meet with the student and make a determination accordingly.
   (c) Prior to convening the panel to hear the internal appeal, the Campus Manager must brief all panel members on the case.
   (d) Once the internal appeal date and time have been set, the Campus Manager will advise the student of the appointment in writing.
   (e) During the appeal, the student will have the opportunity to formally present their case at no
cost. A student may be accompanied and assisted by a support person during the deliberation. Danford College representatives may also be assisted by a support person during appeals meetings.

(f) At the completion of the internal appeal, the Campus Manager will communicate the outcome to the Chief Executive Officer, where the Chief Executive Officer is not part of the panel, and to the student within 2 business days. A written statement will be provided to the complainant outlining the outcome of the internal appeal and the reasons for the decision within 10 days. If the appeal is not in favour of the student, they will also be advised in writing by the Campus Manager that they have access to an external appeals process which must be initiated within 10 days. Danford College will proceed with its original intention if the student does not request further appeal within 10 days of notification.

(g) Requests for an external appeal can only be initiated by the student by contacting the Overseas Students Ombudsman within 10 working days of the written notice of outcome from the internal appeals process.

(h) Danford College will forward any relevant documentation to Ombudsman as requested by the Ombudsman.

(i) If the external appeal results in a decision that supports the student, Danford College will immediately implement the decision or preventive actions required and advise the student of the outcome. If the external appeal supports Danford College, the original intention will be implemented despite any further review.

(j) The appeals process will be at no cost to the student.

(k) Students must lodge an appeal to the Ombudsman by email to ombudsman@ombudsman.gov.au, by mail to GPO Box 442, Canberra, ACT 2601 or by phone to 1300 362 072.

The Ombudsman’s office will notify you and the College of the outcome.

(l) Students may also seek legal redress through the usual court processes if they feel unsatisfied beyond the first external appeal. Costs of any legal redress by students are to be covered by the student.

(m) If the internal or any external complaint handling or appeal process results in a decision that supports the student, Danford College will immediately implement any decision and/or corrective and preventative action.
Applying for Course Credit - Policy and Procedures

Policy

Course credit is defined by the National Code 2007 as follows:

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

This document outlines the Danford policy and process for students to be granted course credit if they have suitable prior learning or experience.
• Student are required to sign (or otherwise accept) the record of the course credit.
• Students will be given a copy of the course credit for their records, and a copy will be kept on the student’s file. If necessary the duration of study will be adjusted accordingly.

Students can enter a qualification without completing earlier qualifications or doing the prerequisite competencies if they feel they are already competent in those competencies. They are required to undergo a course credit assessment.

Recognition of prior learning and/or mutual recognition, by default, this will result in students being exempt from completing that subject, and receiving course credit. Where a student gains credit, this will result in the duration of their course being reduced and Danford will inform DIBP of the duration variation.

Applications for Exemptions should be submitted either before a student enrols at or by the end of the first month of study and should be submitted to the Administration Manager. Applications for Exemption will only be accepted if:

• the student is enrolled in an approved course of Danford and
• the appropriate fee has been paid, and
• the application is made in the first month of study at Danford except where special circumstances exist.

Exemptions will be granted based on skills and education that a student has already acquired from other appropriate courses (Credit Transfer) or Recognition of Prior Learning.

Exemptions based on RPL will only to be granted where it can be shown that the student has successfully completed other studies that are:

• of a similar duration,
• studied at a similar or higher level
• of similar content.

Danford will recognise qualifications from other countries as long as they meet the above mentioned criteria.

Students who have a completed a qualification/ components/ competencies of a qualification that comes within the Australian Qualifications Framework or other qualifications deemed to be acceptable to Danford, may apply under this same process to have that recognised under the process of mutual recognition. Where the unit complete is the same as in the proposed course, no further assessment is required.

Exemptions are applicable only to the course in which the student is enrolled at the time of applying for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate.

If the college grants the student course credit 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 the course credit is granted after the student visa is granted, the change of course duration will be reported to DIBP via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Time Limit on Credit
(a) Credit will not normally be granted for studies (or other demonstrated learning achievement) that have been completed more than ten years prior to the time of application for credit.

(b) A shorter time limit may be applied where there is concern about the currency of the applicant’s knowledge or skills, and/or where professional accreditation requirements limit the granting of credit. The shorter time limit may apply to all applications for credit in a particular program or to a specific student application.

(c) Exceptions to the ten year time limit may be approved for certain articulation agreements or for individual cases. In considering cases for credit for studies completed more than ten years earlier, post-qualification experience which may contribute to the currency of knowledge or skills may be taken into account.

Process
An application for credit/exemption form is available from Reception. The completed application should be returned to the Operations Officer.

Attach the relevant evidence of prior learning, and return to the Student Service Staff at reception.

The evidence provided must include:
- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.

Students should note that incomplete applications may result in a rejection and/or delay in processing of the application.

Assessment of the skills and knowledge will be carried out in the following ways:
- Assessment by the Principal or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above mentioned criteria and/or
- Sitting a challenge test to assess knowledge of subjects for which RPL has been requested.

The result of the exemption process will result in exemptions granted being shown on the student’s academic transcript and result history, either as Credit Transfer or Recognition of Prior Learning (RPL) as appropriate.

Repeating Unsatisfactorily Completed Units

Where an overseas student is required to take extra units to complete a course of study at the end of their scheduled program, and the remaining units do not constitute a full-time load, the student may complete the units with a less than full-time load. This applies to overseas students who are required to repeat units of study, however, Danford will not allow them to repeat any unit more than once.
Assessment

Assessment for each unit of competence includes a range of approaches to allow students a number of different ways to demonstrate competence. Assessment will include practical demonstration of competence, written tests, assignments, case study reports, participation in role plays and classroom activities. Practical work takes place in both a simulated environment and within a commercial workshop environment for all courses. Students must demonstrate that they are ‘job ready’ in order to complete their program. Assessment criteria and methods are addressed further in this guide.

Transfer between Registered Providers

Transfer from Danford College to another provider and vice-versa for International Students

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of Danford College is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

In regard to releasing current students, all of the students within a degree pathway with a higher education visa have not commenced their ‘principal’ program and thus, all students transferring out of this program need a letter of release from both Danford College and further education provider to be able to enrol in another institution. Our broad policy is to agree to all transfer requests unless there are some particular factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe Danford College course fees or that it is suspected that they are seeking transfer only to avoid being reported to DEEWR/DIBP for failure to meet academic progress or attendance. The Chief Executive Officer will make any final decision as to whether to refuse a letter of release for any student.

Letters of release would always be provided when or if:

1. Danford College registration or that of the Certificate or other course has been revoked.
2. Sanctions imposed on Danford College by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.

Procedure for assessing transfer applications from students wishing to transfer out of Danford College

1. Students make a written request to the Admissions Officer to transfer to another provider. The following must be addressed in the application:
   • Student Name
   • Current Course
   • Date of Application
   • Course Commencement Date
   • Visa Sub-Class
• Principal Course of Study (Note: For a 573 Visa Sub-Class the primary course will be the higher education course)
• What is the reason for this transfer request?
• Explanation of how the transfer will not lead to increased tuition costs, increased duration of studies, a lower level of support services at the new provider and effect the progression through a package of courses where appropriate.

2. The student is asked to provide a valid offer of enrolment from the new institution.

3. If the student is under 18, their parent or guardian must support this request in writing. If they are under 18, they must also provide written evidence that the new provider will accept responsibility for their accommodation and welfare.

4. With these documents sighted, the Chief Executive Officer, or delegate, will assess the transfer request considering the following:
   • Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)
   • Is the student fully aware of the study issues involved in the transfer?
   • Is the student simply trying to avoid being reported to DEEWR/DIBP for lack of course progress or poor attendance?

5. If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not a Higher Education/VET course.

6. The Admissions Officer reports the students’ termination of studies through PRISMS.

7. If any of the answers are unclear, the student is required to attend an interview with the Chief Executive Officer, or delegate, to gain a fuller understanding of the circumstances.

8. The Chief Executive Officer, or delegate, will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process.
9. The assessment procedure should not take more than 10 days once the student has provided the necessary documentation to the Chief Executive Officer, or delegate. All requests, considerations, decisions and copies of letters of release will be retained in the student’s file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

10. Where a letter of release is granted, this will be provided to students at no cost to the student.

Privacy
Danford College takes the privacy of our students very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the NVR STANDARDS we will need to make your information available to others, such as the Australian Government’s State, Territory and Commonwealth Agencies.

In all other cases we ensure that we will seek the written permission of the student.
The ten Privacy Principles are defined below:

1. **Collection** - We will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. **Data quality** – We will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.
4. **Data Security** – We will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. **Openness** – We will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
6. **Access and correction** - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. **Unique Identifiers** - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. **Anonymity** - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. **Trans-border Data Flows** - The individual’s privacy protections apply to the transfer of personal information out of Australia.
10. **Sensitive Information** – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.

**Student Access to Records**

Student records including enrolment information and sufficient data to reproduce a student’s academic achievement are retained by Danford for a period of 30 years.

Students who wish to peruse their computerised academic record or paper records retained by Student Administration will be permitted to do so during office hours. Supervised access will be allowed only within the precincts of the Student Administration, upon arrangement with the Administration Manager.

Records to which access has been given may not be removed from the Student Administration Office.

Students permitted access to their student records may take notes of information appearing on their records.

Students who require copies of information from their student records should request the staff of the Student Administration Office to make the copies for them. Such copies will be available to students within 3 working days.

Some details may be deleted from the copies provided to conform with privacy requirements. Whenever a student accesses his/her Student Administration Office file, a file note will be made in the student record to that effect.
Students are able to access their current progression and attendance summaries from student administration upon request. Attendance and progression summaries will be provided within 3 working days of their request.

**Danford College and Students Visa Obligations**

**Reporting breaches of attendance and course progress**
Danford College as an Education provider is required to report students failing to comply with the attendance or course progress of their visa to the department via the Provider Registration and International Student Management System (PRISMS) system.

Education providers must report students who:
- do not achieve satisfactory attendance
- withdraw from a course
- do not maintain satisfactory course progress.

Satisfactory course progress consists of the following criteria:
- Obtaining a final result of Competent in more than 50 per cent of units undertaken by the student over a 3 month period;
- Completing mandatory directions as specified by a designated Danford staff member and formalised through an applied Intervention Strategy; and
- Completing a course within the expected duration of study as specified on the confirmation of enrolment (CoE).

Students will be allowed 2 attempts to complete a unit. Where a unit is not completed after a second attempt, course progress will be deemed unsatisfactory.

You are also required to ensure that your contact details are always current.

If you change your address during your stay in Australia, you must update your details within seven days.

All student visas granted are subject to a number of conditions. Whilst you are studying in Australia you are required to comply with these conditions. A full list of visa conditions and their meanings is available from:
http://www.DIBP.gov.au/students/visa-conditions-students.htm

**Course Enrolment and Attendance**
- You must be enrolled in a full-time registered program.
- You must complete your study within the expected program duration.

The expected duration is given on your eCoE (Electronic Confirmation of Enrolment), that was used to get your student visa. To complete your program in the expected duration, you will usually need to be enrolled in a 100% load each semester.

There are now situations, however, where you can enrol in a less than full-time load:
- as part of a documented academic performance improvement plan and authorised by your Academic Officer;
- when you have compassionate or compelling circumstances, documented by your Academic Officer;
• when you have undertaken extra scheduled study;
• when you only have a few units left to complete and these do not constitute a full-time load.

Please note: if you do not maintain a full-time load and you do not have a valid reason, if you do not complete your program within the expected duration you will not have grounds to apply for a new eCoE from Danford.

Deferment, Suspension and Cancellation
DIBP will be advised of all deferments, suspensions and cancellations. Any deferment, suspension or cancellation may affect the student’s visa.

Minimum Age of students

We do not currently accept people under the age of 18 for our programs.

In the event that we change our policy or begin to deliver a training program for those under 18 years of age, we will comply with all Federal and State working with Children legislation such as the Child Protection (Prohibited Employment) Act 1998.

Fees and Refunds
Danford College will make a full refund of course fees paid in the following circumstances:

• Visa refused before commencement date
• In the event that a student’s initial visa is not granted, a full refund of fees received by the College will be issued to the student less the Enrolment Fees.
• A request for refund in writing (Application for refund) and proof of visa refusal from DIBP must be provided to the College no later than 28 days after the visa refusal. Documentation received after 28 days will incur a cancellation fee of AUD$500 in addition to the Enrolment fee.
• Without proof of refusal from the Australian Government bodies, NO refund will be granted.
• The Student will need to supply in writing to Danford College, the nominated method of reimbursement.
• The entitled refund will be made to the Student within 10 working days after the written request and evidence of documentation is received.
• The refund will be accompanied by a statement outlining the total refunded amount.

Danford College does not commence a course delivery of a course

If Danford College does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act.

Alternatively, students may be offered enrolment in an alternative course by Danford College at no extra cost. Students have the right to choose whether they would prefer a refund of refundable course fees, or to accept a place in another course.
Danford College ceases delivery of a course

In the unlikely event that Danford College ceases to deliver or is prevented by way of government sanction from delivering the course before it is completed a full refund of refundable course tuition fees paid will be made within ten (10) working days from the time the course ceases to be delivered provided the student has not withdrawn from the course before the default date.

Alternatively, students may be offered enrolment in an alternative course by Danford College at no extra cost. Students have the right to choose whether they would prefer a refund of refundable course fees, or to accept a place in another course. If a student chooses placement in another course, Danford College will ask the student to sign a document to indicate that they accept the placement.

In such case of provider default, student tuition fee are protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: https://tps.gov.au/

Student withdraws more than 60 days before course commencement date

If written notice of withdrawal is received from a candidate more than 60 days prior to the initial course commencement, any and all fees paid are fully refundable, less Enrolment fees of A$200 will be refunded.

Partial Fee Refund

Danford College will make a partial refund of tuition fees paid in advance or in respect to External Appeals process in the following circumstances:

- Student withdraws less than 60 days but more than 28 days before course commencement date
- If written notice of withdrawal is received from a candidate less than 60 days but more than 28 days prior to the initial course commencement, 70% of the tuition fees and 100% of course material fees are refundable, less enrolment fees of AUD$200

No Fee Refund

Danford College will not refund any tuition fees paid in advance or RPL application fees in the following circumstances:

Fee for RPL

There is no refund of the RPL fee should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

- Student withdraws less than 28 days before course commencement date
If the written notice of withdrawal is received from a candidate less than 28 days prior to the initial course commencement there is no refund of any monies paid to Danford College.

**Student cancels enrolment after course commencement date**

In the event that a student cancels their enrolment and requests a refund after the course commencement date, there is no refund of any monies paid to Danford College.

Overseas Students withdrawing from a course of study, will be reported to the Department of Immigration and Border Protection.

**Transfer to another provider prior to completion of six months study of the principal course**

In the event that the student seeks and is granted approval by Danford College to transfer to another provider prior to completion of six months study of the principal course, there is no refund of any monies paid to Danford College.

**Enrolment is cancelled because of misconduct of student with Danford College’ Student Code of Conduct Policy or breach of student visa conditions**

In the event that the student’s enrolment is cancelled because of misconduct of student with Danford College’ Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Danford College.

**SVP Courses (Including Package)**

Once the initial visa is granted and the student has arrived in Australia and they have decided to cancel or withdraw their enrolment before or after commencement, no refund will be provided on any monies paid to Danford College inclusive of initial and other courses in the package.

**Visa refused due to fraudulent documents or claims**

If the student provides fraudulent documents or claims to either Danford College or DIBP and the visa is refused because of fraudulent documents there will no refund of any monies paid to Danford college.

**Visa extension is refused after course commencement date**

In the event that a Student’s extension of Visa is not granted; there is no refund of any monies paid to Danford College. Students are advised not to enroll or re-enroll if they are uncertain if their visa will be extended.

**Abandonment of Course / Failure to return after scheduled break**

In the event that a Student abandons their course without formally cancelling their enrolment:

- No refund will be issued, which includes all monies paid or scheduled to be paid to Danford College and the balance of all outstanding fees for the course will be invoiced to the Student.
- Overseas Students withdrawing from a course of study will be reported to the Department of Immigration and Border Protection (DIBP), as required by law.
Other refunds

Refunds for any monies received by Danford College on behalf of the student for services other than tuition fees

- Refunds for any monies received by Danford College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.
- The enrolment fee is non-refundable and non-transferable in the case of a Student withdrawing after being accepted.

Requests for Refund of Tuition Fees

- Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing (Application for refund form) stating reasons and relevant details. This must be submitted to the Campus Manager at Danford College, at Basement 416 – 420 Collins Street, Melbourne or via email at admissions@danford.edu.au

Tuition Fees Note

- Any fees paid by credit card will incur a credit card surcharge of 2.5%. Any fees not paid by the due date will incur an 18% late payment fees, based on the amount overdue prorated over the period of time overdue.

Approvals

- All refunds must be approved by the Campus Manager.
- Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.

Payment of Refund

- All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.
- Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund.
- All Student refunds are made in Australian dollars or the foreign currency equivalent at the time, and will be net of any handling fee charged by local representatives used by the Student.
- Danford College will provide the student with a statement detailing the calculation of the refund.

Requests for refunds must be made in writing utilising the “Request for Refund” form available from Reception at Basement 416 -420 Collins Street, Melbourne.

The completed form should be submitted to Student Services and will be processed with 10 working days.
Note: This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

**Complaints and appeals processes**

If the student is not satisfied that the refund has been accurately calculated then they can access the College’s complaints and appeals process.

**Australia’s Consumer Protection Law**

This policy and the availability of complaints and appeals processes does not remove the right of a student to take further action under Australia’s Consumer Protection Law.

**TPS (Tuition Protection Service) Administrator**

Information relating to, for example:
- provider or student defaults
- students seeking placement or refunds
- TPS online placement system

Please contact: administrator@a.tps.gov.au

Within Australia phone: (02) 6271 3440

Outside Australia phone: +61 2 6271 344

**Language, Literacy and Numeracy (LLN) Assistance**

Our course standard material contains written documentation and very limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a student’s needs exceed our skill we will refer the student to an external support provider.

**Flexible Delivery and Assessment Procedures**

Danford College recognises that not all students learn in the same manner and that with an amount of “reasonable adjustment”, students who may not learn best with traditional learning and assessment methods can still achieve good results.

Danford College will make any necessary adjustment to meet the needs of a variety of students.

The inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.
“Reasonable adjustment” may include having someone read assessment materials to students, or they may include having someone record students’ spoken responses to assessment questions. Where it is within our ability, Danford College undertakes to assist students achieve the required competency standards.

Where we cannot assist a student we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or the Chief Executive Officer.

**Assessment Standards**

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the nationally endorsed training packages. We will ensure that competency assessment is determined by a vocationally competent holder.

- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

- All of our Assessments will be:

  **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,

  **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,

  **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,
  - employ a participatory approach,
  - provide for students to undertake assessments at appropriate times and where required in appropriate locations.

  **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

  We will achieve this through:
  - careful design of the assessments,
  - validation and moderation of the assessment materials conducted in our annual review
  - an understanding of the definition and practical application of the above definitions
**Assessment Criteria**

All our assessments will provide for students to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances.

Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

**Assessment Methods**

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

Students are assessed using a variety of methods to ensure reliability and validity. At all times, your trainer will give you explicit instructions on how each assessment is to be done. These methods include, but are not limited to those described in the following table:

<table>
<thead>
<tr>
<th>Type of Assessment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written assignments</td>
<td>Students will be required to construct a written piece of work on a topic to demonstrate understanding. Your trainer should help you to construct the format of the assignment.</td>
</tr>
<tr>
<td>Tests</td>
<td>Tests may be practical or theoretical, closed or open book, short answers, multiple choices or a close comprehension activity.</td>
</tr>
<tr>
<td>Trainer observations</td>
<td>At times, trainers will make observations in class in order to formulate a judgment about competency.</td>
</tr>
<tr>
<td>Portfolios</td>
<td>These are a collection of evidence using a variety of formats to establish evidence of a competency. Examples might include projects, videos, peer evaluations, CD-ROMs, Photos.</td>
</tr>
<tr>
<td>Group Project Work</td>
<td>Group membership (such as leader, scribe, and reporter) may be assigned or may be a free choice. All members are to commit equally to the project. Successful team or group work is an integral part of both the learning and working environment.</td>
</tr>
<tr>
<td>Journals</td>
<td>Journals take many formats and can represent a factual piece of evidence over time.</td>
</tr>
<tr>
<td>Oral presentations</td>
<td>Students are expected to deliver oral presentations in order to refine techniques as well as impart information. Generally oral presentations include visual or audio material, allow some audience involvement, show evidence of planning, and conform to time constraints.</td>
</tr>
<tr>
<td>Class participation</td>
<td>Students are expected to actively contribute to classroom learning. This will necessitate reading material or completing assigned tasks as required. The class is considered a team/group to which students show commitment.</td>
</tr>
<tr>
<td>Demonstration</td>
<td>Practical demonstrations to reveal knowledge of topic. Some competencies must be demonstrated in a practical manner.</td>
</tr>
<tr>
<td>Case studies</td>
<td>This approach to assessment usually analyses evidence using real life situations.</td>
</tr>
<tr>
<td>Research</td>
<td>Students are expected to use correct format. Generally students must research, deliver information in a readily accessible form, conclude and recommend on the basis of their research.</td>
</tr>
<tr>
<td>Interviews</td>
<td>You may need to interview people in order to gather data. You teacher will instruct you on a format for interviewing.</td>
</tr>
<tr>
<td>Practical demonstrations</td>
<td>To reveal knowledge of topic. Some competencies must be demonstrated in a practical manner.</td>
</tr>
<tr>
<td>Self-paced learning</td>
<td>Some units require students to engage in the self-paced learning approach in which instruction and assistance are provided for students to work independently through material at their own speed. Specific outcomes such as assessments and time lines must be met.</td>
</tr>
<tr>
<td>Field / industry placement</td>
<td>During field/industry placement, students will work, observe, investigate, evaluate, criticise and report orally or in written form. In all cases, students are to demonstrate in various ways after the field experience that they have understood the application of knowledge initially gained in class.</td>
</tr>
</tbody>
</table>

**Competency Based Training and Assessment**

In keeping with the principles and practices of competency based assessment, the determination of competency will be made on an aggregate of evidence, not in isolation.

Once you have been assessed against these standards, you will receive a grade of “C” for Competent and “NYC” for Not Yet Competent. Not Yet Competent means that you have not met the requirements and will be given the opportunity to fill any competency gaps to obtain competency. If you do not fulfill all requirements of a qualification, you will receive a Statement of Attainment, rather than a qualification.
All units in your course are delivered and assessed strictly in accordance with the Unit outlines issued to you at the beginning of the term. Delivery and assessment of Competency is strictly in accordance with the relevant Training Package.

Each part of a Unit of competency must be addressed for a student to be graded as “Competent”. If a student is deemed “Not Yet Competent”, under competency based training and assessment, students are provided with three opportunities to achieve competence. Failing this, the student will need to repeat the unit of study.

Course Progress

1. Course Progress
   a) DANFORD COLLEGE will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
   b) The course progress of all students will be assessed at the end of each semester of enrolment.
   c) Students who have begun part way through a semester will be assessed after one full period of attendance.
   d) To demonstrate satisfactory course progress, students will need to progress in line with the training timeline as specified in their training plan documents. Progression against the training timeline is determined during an interview between the student and the Academic Officer scheduled every 3 months.
   e) If a student does not demonstrate satisfactory course progress, the Training Coordinator will develop an intervention strategy for academic improvement.
      
      This may include;
      i) additional supervised study periods
      ii) tutorial assistance
      iii) other intervention strategies as deemed necessary
   
   f) A copy of the student’s individual strategy and progress reports in achieving improvement are retained on the students administrative file.
   
   g) The student’s individual strategy for academic improvement will be monitored over the following three months by the Training Coordinator and records of student response to the strategy will be kept.
   
   h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next 3 months, DANFORD COLLEGE will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access DANFORD COLLEGE’s internal complaints and appeals process.
   
   i) DANFORD COLLEGE will notify DEST via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
      i) the student does not access the complaints and appeals process within 20 days, or
      ii) withdraws from the complaints and appeals process, or
      iii) the complaints and appeals process results in favor of DANFORD COLLEGE.

2. Completion within expected duration of study (course progression)
   a) As noted in 1(a), DANFORD COLLEGE will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled every 3 months.
b) Part of the assessment of course progress at the end of each 3 month period will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

c) Danford College will only extend the duration of the student’s study where the student will not complete their course within the expected duration due to:
   i) compassionate or compelling circumstances
   ii) student participation in an intervention strategy as outlined in 1(e)
   iii) an approved deferment or suspension of study has been granted in accordance with Danford College’s Deferment, Suspension and Cancellation Policy.

d) Where DANFORD COLLEGE decides to extend the duration of the student’s study, DANFORD COLLEGE will report via PRISMS and/or issue a new COE if required.

3. Course Attendance/Course Progress
The College has adopted the Department of Education, Employment and Workplace Relations’ (DEEWR, now Department of Education) Course Progress Policy and Procedure for all of its VET courses, pursuant to Standard 10 of The National Code 2007, which requires Registered Providers to:
   • systematically monitor students’ course progress;
   • notify and counsel students who are at risk of failing to meet their course progress requirements; and
   • report students, under Section 19 of the ESOS Act, who have breached the course progress requirements.

1. Recording Student Course Performance
Course performance is reviewed at the end of each study period (10 week Term) for each student by the Campus Manager/Academic Officer, considering results, attendance and Intervention Strategy records (if applicable).

Course performance will be recorded by Data Entry Officer on ‘WiseNet’. WiseNet will calculate the course progress for each study period, based on the total number of units that are required to be assessed in 10 weeks (1 term) and the outcome of these assessments.

All students shall be deemed ‘Competent (C)’ or ‘Not Yet Competent (NYC)’ for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the assessment tools and recording processes as required.

All course results are entered into the WiseNet Student Management System by the Data Entry Officer.

It is the responsibility of the Data Entry Officer to ensure that the ‘Student Course Record on WiseNet’ is updated after each assessment is completed and recorded. These records are checked regularly by the Academic Officer for currency and accuracy.

2. Monitoring Student Course Performance
Trainers at Danford College will:
   2.1.1.1 Continually monitor Students’ participation during classes, completion of course assignments, tests and activities and overall course progress;
2.1.1.2 Record each student’s attendance at each class;
2.1.1.3 Provide ongoing constructive feedback to students throughout each study period;
2.1.1.4 Formally assess students’ progress at the end of each competency and, where two (2) or more Reportable Incidents (Student NYC) occur, refer the student to the Academic Affairs Department within 5 working days of the second Reportable Incident for further discussion.

2.2 At the end of each compulsory study period (10 weeks Term) the college will systematically monitor each student’s course progress and identify those students requiring intervention. If it is possible to identify students at risk of making unsatisfactory course progress before the end of the compulsory study period, then the college will initiate the intervention strategies as early as possible. The following strategies apply to monitor and identify a student requiring intervention:

2.2.1.1 Attendance is monitored as a form of additional evidence of students not participating in assessments. Students identified through monitoring as being at risk will:

- Have a verbal discussion with the Academic Officer to implement additional catch-up assessments where compelling circumstances require such support.
- Have a warning letter sent to them requiring to meet with the Academic Affairs Department or Operations Officer (OO).
- At the meeting with the Academic Affairs Department or OO, students will be reminded that low participation in their coursework provides a greater risk of the student falling below course progress requirement of less than 50% in a compulsory study period (10 weeks term).
- Students will be warned of their assessment obligations.

2.2.1.2 Students identified completing or demonstrating competency in more than 50% and less than 100% of the course requirements in the compulsory study period (10 weeks term) may have their academic load adjusted to bring them into alignment with their COE and/or enrolment end dates. The following applies and written warning letter will be sent to the student:

- The student repeats the unsuccessful units/modules in a following compulsory study period or
- The student is provided with the opportunity to demonstrate competency by undertaking reassessments and make up (catch-up classes and assessments) as per the provisions of the reassessment policy.

2.2.2 Students identified completing or demonstrating competency less than 50% of the course requirements in a compulsory study period (10 weeks term). The following applies:

If the student is identified for the first time or subsequent times without a preceding period of identification, the student will:
• Receive a written warning letter from the college advising of not achieving satisfactory course progress under the provisions of the Course Progress Policy in a compulsory study period and they are asked to meet with the Academic Officer or Operations Officer
• At the appointment with the Academic Affairs Department or OO, the following will be discussed to determine the best intervention strategy/strategies necessary to assist the student to achieve satisfactory course progress:
  a. Discussion of course suitability for which the student is enrolled into, e.g., is the student completing a course suited to them?
  b. Opportunities to demonstrate competency by undertaking reassessments as per the provisions of the reassessment policy. This procedure allows reassessment or demonstration of competency in units/modules failed or deemed Not Yet Competent (NYC).
  c. The Client Counseling, Support and Welfare procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student’s capacity and/or ability to progress through their course.
  d. The student will be advised that under this policy unsatisfactory course progress in two consecutive study periods (as described above) could lead to the student being reported to DIBP and cancellation of their student visa, depending on the outcome of any appeals process.

2.2.2.1 If the student is identified completing or demonstrating competency less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:

• The intervention strategies as per below of this policy will be reviewed further with the student.
• The procedure Intention to Report Students to DIBP for Unsatisfactory Course Progress will be initiated by Definition of consecutive periods under this policy is two compulsory study periods that the student was enrolled in and studying, whether or not separated by holiday or deferment periods. Under this policy a compulsory study period is a ten (10) week term.

**Intervention Strategy**

3.1 If an international student is identified as not achieving satisfactory course progress at the end of term (10 weeks), to meet the course requirements, an Intervention Plan will be developed by the Academic Officer in consultation with the Trainer and student to discuss the issues of concern and offer the student support mechanisms to assist him or her in achieving competency. These could include:

3.1.1 English language support for oral and written comprehension
3.1.2 Assistance with academic skills such as assignment writing, meeting assessment requirements and research skills
Attending a study group

3.1.3 Counseling with the Student Counselor for assistance with personal issues affecting course progress
3.1.4 Opportunity for reassessment
3.1.5 Changing courses
3.1.6 Mentoring by the Trainer or a nominated student
3.1.7 Referral to an external organisation for assistance
3.1.8 Reduction in course load
3.1.9 Combination of above.

3.2 Intervention Plans will contain:

3.2.1.1 a statement advising the Student that unsatisfactory Course Progress while the Student is subject to an Intervention Plan could lead to the Student being excluded from the College and reported to the DEEWR now Department of Education, which could result in the cancellation of his or her visa;
3.2.1.2 the Student’s long-term learning goals;
3.2.1.3 the goals of the Intervention Plan, cross-referenced to the core curriculum;
3.2.1.4 any other goals that the Student wishes to achieve, both social and personal;
3.2.1.5 targets and dates for meeting the goals determined;
3.2.1.6 a program of dated Progress Reviews;
3.2.1.7 a section to record achievement of targets and any developments in the Intervention Plan; and
3.2.1.8 the signatures of the Student and the Academic Officer.

3.3 A signed copy of the Intervention Plan will be placed on the student’s file by the Data Entry Officer.

3.4 At a minimum, the College’s Intervention Strategy will be activated where the student has failed or deemed Not Yet Competent in 50% or more of the units attempted in any term, however, the College will provide assistance for any single unit of study where the student has failed.

3.5 Following the implementation of an Intervention Strategy, the Academic Officer, Trainers and the Campus Manager will continue to monitor the course progress of the student for the remainder of the term and review results at the end of each term.

Reassessments

The College will allow students 3 attempts at assessment, ie the original assessment and 1 re-assessment free of charge, to provide sufficient evidence of competency for each unit. The second re-assessment attract a fee of $200 per unit of competency.

Students will be offered the opportunity for re-assessment if they are Not Yet Competent at the first attempt, within a reasonable time negotiated with the teacher. This re-assessment will only be given if the student’s attendance is 70% or above or student has any compelling circumstances for that term.
If the student has not passed after the first re-assessment, the student will be given another opportunity within a reasonable time negotiated with the trainer. This re-assessment can only be given if the student’s attendance is 70% or above or student has any compelling circumstances for that term.

However, there will be an associated cost of $200.00 for a third re-assessment depending on the unit of competency, irrespective of attendance. All fees must be paid in advance. It is the student’s responsibility to learn the material for re-assessment or ask for additional help.

If the student has not passed after the three assessments, the student will be required to re-enrol in the competency and pay the required fees.

Students may apply for a re-assessment by completing the Request for Re-assessment Form within 10 working days. If this matter cannot be resolved, the student is advised of the procedures for an appeal.

If the re-assessment has been agreed to and completed, the teacher must advise administration of recording these amended results, within 3 working days of the re-assessment.

5. **Intention to Report Students to DIBP for Unsatisfactory Course Progress**

If a student is identified as completing or demonstrating competency in less than 50% of the course requirements in a second consecutive compulsory study period the following applies:

- The College will write to the student of its intention to report to DIBP for unsatisfactory progress. Letter to be sent out to their last known residential address. The student has twenty [20] working days to initiate the Client Complaints and Appeals process. A student may appeal on the following grounds:
  - The College has failed to record or calculate the student's marks accurately.
  - The student has compassionate or compelling circumstances that impact on the student’s capacity and/or ability to progress through the enrolled course or
  - The College has not implemented the intervention strategies documented in this policy or referred to in other existing policies provided or made available to the student.

Where a student's appeal is successful the college will do the following depending on the findings of the appeals process:

If an error was made in calculations and the student did make satisfactory course progress, the college will not report the student to DIBP. Further support may be provided as stated above if necessary.

If the college has failed to record a student's marks, the college will correct this omission and the student will not be reported to DIBP. Further support may be provided as stated above if necessary.

If the appeals process shows that satisfactory course progress was not made due to compassionate or compelling circumstances, the student will not be reported to DIBP. Further support will be provided as stated above.
Reporting Students to DIBP for Unsatisfactory Course Progress

Where a student has been identified as not meeting course requirements in two consecutive study periods and the following conditions apply:

The student has chosen not to access the Client Complaints and Appeals process within the 20 working day period from the college notification of intention to report.

The student has withdrawn from the Client Complaints and Appeals process.

The Client Complaints and Appeals process is completed and the student's appeal was unsuccessful, The College will then notify the Secretary of the Department of Education, Science and Training (DEST or DEEWR, now Department of Education) through the Provider Registration and International Student Management System (PRISMS). The report to DEST, DEEWR now Department of Education will result in the student being issued with a notice outlining the breach of visa conditions and letter will be send to student to last known address. This report will require the student to present to DIBP within 28 working days from the issue date

Complaints and Appeals Process

Students are advised in the written notification that they have 20 working days to make an appeal, in accordance with the College’s Complaints and Appeals Policy.

Students may only appeal in the following circumstances:

- marks have been calculated incorrectly;
- compassionate or compelling circumstances apply;
- an Intervention Strategy or other policies were not implemented, according to the College’s documented policies and procedures that have been made available to students.

In the event a student lodges an internal appeal the student:
- must remain at the College and attend classes during the internal appeal process
- will not incur any cost for the internal appeal process;
- will only be reported if the appeal decision does not favor the student.

If dissatisfied with the outcome, the student may exercise his or her rights to make a complaint to an external body, namely the Overseas Students Ombudsman

Completion of Course within Expected Duration

Completion within expected duration’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’ which states:
“Registered providers monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning.”

To enable compliance with the National Code 2007 (Standard 9), international students are required to complete their studies within the expected duration of the program, as specified on the student’s Confirmation of Enrolment (CoE).

The following procedure ensure that students complete their studies within the expected duration of the course and the RTO only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

Students are required to complete their studies within the timeframe indicated on their CoE and student visa. The College shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student’s CoE will kept on the student’s file and variations to the CoE will also be retained within the student file. No student shall be able to enrol in more than 30 hours of full time study per week.

The College does not provide any distance or on-line learning to international students.

All students are required to attend the College on a full-time basis (20 contact hours per week)

The College will only extend the duration of the student’s study where it is clear that the student will not complete the course within the expected duration, as specified on the student’s CoE, as the result of:

a. compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);

b. the College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or

c. an approved deferment or suspension of study has been granted under Standard 13.

The College will follow the steps outlined in the following policies and procedures where a student is identified of the above circumstances:

- Monitoring Course Progress Policy / Procedure
- Deferment, Suspension & Cancellation of Enrolment Policy

Options which may be available depending on modules/subjects:

- Re assessment
- Supplementary examinations
- Tutorial/additional assistance
- Repeat of entire unit/module/subject
On completion of each compulsory study period Danford College Progress policies and procedures will apply. Where, as a result of the Danford College Monitoring Academic progress, a student is identified as not likely to complete their course in the required time; the student is to be notified in writing that they are not likely to complete their course within the expected duration.

**Record-keeping**

A copy of all related documentation, including records of meetings, letters, file notes, forms, reports to the DIBP and cancellation of enrolment will be kept on the students file.

Student records and files will be maintained by the Data Entry Officer and backed up to an offline server.

Student enrolments will be maintained throughout any appeal process

4. **Definitions**

   a) **Compassionate or compelling circumstances** - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:
      i) serious illness, where a medical certificate states that the student was unable to attend classes
      ii) bereavement of close family members such as parents or grandparents
      iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
      iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
      v) where Danford College was unable to offer a pre-requisite unit
      vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

      For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

   b) **Expected duration** - the length of time it takes to complete the course studying full-time.
      This is the same as the registered course duration on CRICOS.

5. There are currently no units on offer by distance or online modes of delivery.

**Deferment, Suspension and cancellation**

Deferment of commencement of study requested by student

(a) DANFORD COLLEGE will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

   i. illness, where a medical certificate states that the student was unable to attend classes
   ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
   iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)

(b) The final decision for assessing and granting a deferment of commencement of studies lies with the Student Management Committee. Students will be advised in writing of the outcome of their application within 10 working days.

Suspension of study requested by student
(a) Once the student has commenced the course, DANFORD COLLEGE will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

i. illness, where a medical certificate states that the student was unable to attend classes
ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)

(b) The period of suspension will not be included in attendance calculations.

(c) The final decision for assessing and granting a suspension of studies lies with the Student Management Committee.

Assessing requests for deferment or suspension of studies
a) Applications will be assessed on merit by Student Management Committee.
b) All applications for deferment or suspension will be considered within 10 working days.

Process
1. All student initiated applications for deferment or suspension must be in writing using the application for deferment form. The form includes the following -

   Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

   Student name:
   Course:
   Current Address in Australia:
   Address in home country:
   Phone no:
   Mobile Ph:
   Email address:

   I am applying for
   A deferment of commencement of studies
   A suspension of studies
   Please state why you wish to defer/suspend your studies.

   Attachments:
   Attach any relevant supporting documentation.
This form will be assessed once all documentation has been received. DANFORD COLLEGE may ask for more documentation if required. Applications are usually processed in 10 working days.

Deferment and suspension of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIBP office to see if this will affect you.

Students who have not yet commenced their studies at DANFORD COLLEGE will also need to contact DIBP in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

Student signature  
Date

2. The completed form is to be submitted to the Administration Manager.

3. The Administration Officer will collect relevant information and present the request at the next Student Management Committee meeting, ensuring the request for deferment will be addressed with 10 working days of lodgement.

4. The Student Management Committee will determine whether the deferment is to be granted or not and advise the Administration Manager as such, including a reason for the decision.

5. The Administration Officer will prepare a written response to the request. The written response must advise the student that they have access to the Complaints and Appeals process if they are not satisfied with the decision. A copy of the letter is to be retained in the student's administrative file.

6. Where Danford College has initiated a cancellation or suspension following a decision to do so from the Student Management Committee, the Administration Manager will advise the student as such with the following as a template:

Letter of intention to suspend or cancel enrolment  
Student name:  
Course:  
Current Address:  
Phone no:  
Email address:

This letter is to inform you that DANFORD COLLEGE intends to [Select Appropriate]:  
Suspend your enrolment for [State Duration] days/weeks/months  
Cancel your enrolment

This is due to: [State Reasons]

Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIBP office to see if this will affect you.
You have 20 working days in which to appeal the school’s decision in accordance with the Danford College Complaints and Appeals Policy attached.

7. Where there are extenuating circumstances and the student is to be suspended/cancelled immediately (as determined by the Student Management Committee), the following template is used by the Administration Officer to inform the student:

Letter of intention to suspend or cancel enrolment with extenuating circumstances
Student name:
Course:
Current Address:
Phone no:
Email address:

This letter is to inform you that DANFORD COLLEGE intends to [Select Appropriate]
Suspend your enrolment for [List Duration] days/weeks/months
Cancel your enrolment

This is due to:
[Sate reasons]

Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIBP office to see if this will affect you.

You have 20 working days in which to appeal the school’s decision in accordance with the Danford College’s Complaints and Appeals Policy attached.

However, Danford College has determined that extenuating circumstances apply in this case. For this reason the school will suspend/cancel your enrolment immediately.

Any student initiated cancellation, or withdrawal, must be in writing and submitted to the Campus Manager.

Course Progress Policy

Danford College (the College) is committed to ensuring that all students are supported through their course of study to assist them to achieve the qualification in their enrolled course.

The College has adopted the Department of Education, Employment and Workplace Relations’ (DEEWR) Course Progress Policy and Procedure for all of its VET courses, pursuant to Standard 10 of The National Code 2007, which requires Registered Providers to:

- systematically monitor students’ course progress;
- notify and counsel students who are at risk of failing to meet their course progress requirements; and
- report students, under Section 19 of the ESOS Act, who have breached the course progress requirements.

The following procedures will ensure that all students’ course performance is monitored and students are given every opportunity to achieve the required course progress for each course they are enrolled in.

This required course progress is identified by the number of units assessed as ‘Competent’ within one term (10 weeks) – that is, a student must be deemed ‘Competent’ in at least 50% of the total number of units assessed throughout a term.

A student who fails to achieve a competent result in more than 50% of the units in any single study period will be deemed to be “at risk” of not making satisfactory progress.

A student who does not achieve this 50% competency rate for two consecutive terms shall be considered in breach of this course progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of course non-progress.

This Policy/Procedure ensures the College’s effective monitoring of course progress and that student support is offered to students who are not progressing satisfactorily.

- The progress of each student is monitored, recorded and assessed, at the end of each study period in which they are enrolled;
- An Intervention Strategy will be implemented for students identified as being ‘at risk’ of not meeting satisfactory course progress.
- If a student fails to meet satisfactory course progress in a term then they will be required to meet with and discuss ways of progressing. This will be expressed by way of a signed agreement between the college and the student.
- Where a student has been assessed as not meeting satisfactory course progress the student will be informed in writing of the College’s intention to report. The student will be informed of his or her right to access the College’s complaints and appeals process in accordance with the Complaints and Appeals Policy/Procedure.

This Policy/Procedure applies to international students enrolled in VET courses at the College.

The Campus Manager /Academic Officer is responsible for the implementation of this Policy and Procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

**Course Progress:** The measure of advancement through skill based competencies towards the completion of a course as per unit performance guidelines.

**Study Period:** A period of study within a course, which the College has defined as a term of ten (10) weeks duration, as specified in the course details.

**Satisfactory Course Progress:** Students are responsible for their course progress. Students are deemed to have achieved ‘satisfactory course progress’ when they are deemed competent in more than 50% of the units of competency in any study period.
‘At Risk’ Student: A student who, for any reason, is considered as not, or potentially not, meeting course progression requirements.

Not Meeting Satisfactory Course Progress: Applies to students deemed to be Not Yet Competent in 50% or more units of competency in two consecutive study periods.

Intervention Strategy: Any documented action targeted at addressing the needs of an ‘at risk’ student. An Intervention Plan is developed according to the individual needs of the student.

Compassionate and Compelling Circumstances: Generally, those beyond the student’s control that impact on the student’s capacity and/or ability to progress through a course. These could include, but are not limited to: serious illness; death in the family; major political upheaval or natural disaster in the home country which requires the student to return home; or a traumatic incident.

CoE: Confirmation of Enrolment – a document issued electronically to intending international students by the registered provider, confirming the student’s eligibility to enrol in the particular course of the registered provider. The CoE must accompany their application for a Student Visa.

Appeal: Request by a student to have a matter heard and/or re-considered after receiving an unfavorable decision.

The National Code 2007: The National Code, established under the ESOS Act 2000, is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students). Only CRICOS courses can be offered to international students studying in Australia on a student visa.

ESOS Act 2000: The legal framework governing the responsibility of education institutions towards overseas students.

PRISMS: The Provider Registration and International Student Management System (PRISMS) which is used to process information given to the Secretary of DEEWR by registered providers.

WiseNet: A student management system/electronic database that records student details including course progress records.

Overseas Student Health Cover (OSHC)

All international students are required to pay Overseas Student Health Cover (OSHC). It is the student’s responsibility to check the conditions of this health cover. A Health cover brochure is available from Danford College’s office.

This fee is not payable to Danford College but to Health Cover provider. We can arrange the cover for you on production of a completed application form and a bank draft or bank cheque payable to the Health Cover provider for the appropriate premium.
Services

Access to a Student Counsellor is available (see student services) who can assist students with a range of services and should be the first point of call. Student Services can also assist with referral to external services.

Employment assistance

The College assists students to make connections with industries. There are many skills students need to learn in order to navigate the employment market. The College provides:

1. Information and resources on resume writing and job seeking strategies
2. Assistance with Interview techniques

Counseling

The College has a qualified counselor who can provide brief confidential counseling and resource information on a range of issues which may affect your studies and well being. Your issue may be resolved early or you could be referred to more specialise counselling. It is important to talk to someone who can help prevent problems from escalating. Common issues for students include:

- Personal, relationship and family difficulties
- Study and academic progress
- Unexpected life situations
- Homesickness
- Adjusting to Australian life and culture
- Stress and anxiety
- Financial matters
- Grief and loss
- Anxiety and depression

Basic Computer Literacy Skills

Some basic skills taught include MS Word: opening, saving, spell check, highlighting, page breaks, formatting, finding information, copying, cutting, bullets and numbering, table of contents, inserting pictures/graphics, borders, using keyboard shortcuts. Please let us know if you have difficulties with word processing as it is important to gain these basic skills for assignment presentation.

English Language Support

Additional English language support is offered to international students focusing on specific areas of need, as determined through a screening process in the classroom. For more intensive support, students can take ELICOS lessons with an ELICOS provider to help them with aspects of their language development.

If the students’ needs exceed our capacity we will refer them onto an appropriate external agency.

The following is a list of external services in and around Melbourne which students have access to should they wish to contact community services without the Student Counsellor’s assistance.

Community and Support Services in Melbourne

Community centres, health centres and neighbourhood houses provide health, education, sport, recreation and social services and facilities to City of Melbourne residents.

Centres include:
North and West Melbourne Neighbourhood Centre
58 Errol Street, North Melbourne
Phone: (03) 9328 1126
Fax: 9328 4812
Email: nawmnc@vicnet.net.au

Kensington Community Centre
Corner Kensington Road and Altona Street
Kensington
Phone: (03) 9376 1633
Fax: 9376 6187
Email: kensington@ymca.org.au

Kensington Neighbourhood House
89 McCracken Street, Kensington
Phone: (03) 9376 7280
Fax: 9376 8444
services work together to provide integrated and accessible services for families who live, work or study in the City of Melbourne.

The services operate from six centres across the municipality. Each centre offers a wide range of group activities and individual support for families and children. All centres include maternal and child health services.

Carlton
Carlton Family Resource Centre
216 Rathdowne Street, Carlton
Phone: (03) 9340 1422

South Yarra
Fawkner Park
65 Toorak Road West, South Yarra
Phone: (03) 9820 2759

Kensington
Altona Street Centre
81 Altona Street, Kensington
Phone: (03) 9376 6945

North Melbourne
505 Abbotsford Street, North Melbourne
Phone: (03) 9328 3791

East Melbourne
Powlett Reserve
Corner Grey and Simpson Streets,

East Melbourne
Phone: (03) 9417 2607

Docklands – opening mid 2007
The Hub at Docklands
17 Waterview Walk, Docklands
Phone: (03) 8622 4822

Maternal and Child Health
The maternal and child health service is a free service for families with children aged from newborn to six years.

It provides support, guidance and information regarding maternal wellbeing, parenting, childhood growth and development, child
behaviour, family health, nutrition, sleep and settling, safety and accident prevention.

Immunisation
A variety of free immunisation services are provided for people residing or attending school within the municipality. Maternal and Child Health nurses immunise during key stage consultations with parents of children aged up to four years.

Open immunisation sessions are held regularly at Carlton Family Resource Centre for scheduled, non-scheduled and catch up for children of all ages. Session details can be found at www.melbourne.vic.gov.au or by contacting Family Services on (03) 9340 1444.

Parenting Services
Parenting Services provides support to families with children. This includes information and practical strategies about child development (feeding, sleep settling, language development, play, behaviour etc). Support is available during playgroups, through parenting information sessions or individual appointments.

Parenting Services resource and facilitate playgroups across the municipality and can connect parents with a playgroup that meets their needs.

Playgroups
Playgroups offer parents and children the opportunity to socialise and enjoy fun activities together. Playgroups enable children to interact with others through free play, art experiences, singing, games and movement. Parents can also enjoy sharing ideas and experiences.

The City of Melbourne runs playgroups in Carlton, Docklands, East Melbourne, Kensington, North Melbourne and South Yarra. Playgroups run at various times at each centres and generally go for a two-hour session. A number of culturally specific playgroups also operate. Most playgroups are parent run and supported by Parenting Support Workers.

For more information about playgroups, contact Parenting Services on (03) 9340 1445.

Family Support and Counselling
Family Support and Counselling staff provide personal, practical and social support to families with children up to 18 years. Appointments can be in your own home, at one of the centres or at another agreed place. Services include:
- support for parents and family members regarding personal and family problems;
- referrals to other services, including legal advice, health, housing and immigration;
- support and advocacy in managing contact with other agencies;
- information and links to community groups; and
- individual and family counselling.
Contact the Carlton Family Resource Centre, on (03) 9340 1426 to arrange an appointment.

Other services offered by Family Services include:

Community rooms
Community rooms at Carlton, Kensington, North Melbourne and East Melbourne are available for hire to local not-for-profit community groups.

Community bus hire
A 12-seater bus is available for hire outside normal working hours for local not-for-profit community groups.

Baby capsule hire
Baby capsules can be hired from the Family Resource Centre in Carlton. Contact Carlton Family Resource Centre at least one month before the baby is due to book a capsule.

Children’s centres
The City of Melbourne has a range of high-quality childcare centres within the municipality for children aged up to six years.
All of the City of Melbourne owned and operated centres offer planned programs based on each child’s individual needs and interests.

Integrated and sessional kindergarten are offered at three of the City of Melbourne owned and operated centres, as well as many other centres across the municipality.

Care can be accessed on a full-time, part-time or occasional care basis.

Centres in the Melbourne Central Business District

ABC Melbourne Central
Level 1, Shop OM1
211 Latrobe Street, Melbourne
Phone: (03) 9663 2881
Email: mec@childcare.com.au
Website: www.childcare.com.au

Department of Defence and ABC Child Care Centre
Victoria Barracks
256-310 St Kilda Road
(Coventry Street entrance), Melbourne
Phone: (03) 9282 5009
Fax: (03) 9282 4843
Email: defchildcare@iprimus.com.au

Kids on Collins
Level 3, 600 Collins Street, Melbourne
Phone: (03) 9629 4099
Fax: (03) 9629 4744
Email: info@kidsoncollins.com.au
Website: www.kidsoncollins.com.au

Melbourne City Child Care*
104 A’Beckett Street, Melbourne
Phone: (03) 9329 9561

QV Children’s Centre
Level 8, 10 Artemis Lane
QV Building, Melbourne
Phone: (03) 8616 0350
Email: qv@ecms.org.au
Website: www.ecms.org.au

RMIT City Campus Children’s Centre
97 Franklin Street, Melbourne
Phone: (03) 9662 1295
Fax: (03) 9662 1541
Email: childcare.city@rmit.edu.au

Centres in the Carlton/Parkville area

Central Carlton Children’s Centre*
483 Drummond Street, Carlton
Phone: (03) 9347 4788
Fax: (03) 9347 9668

Melbourne University Family Club
427-429 Cardigan Street Carlton
Phone: (03) 9347 3518
Fax: (03) 9347 3518
Email: mufc@unite.com.au
Website: www.familyclub.org.au

Royal Children’s Hospital Creche
Flemington Road, Parkville
Phone: (03) 9345 5370
Fax: (03) 9345 5372
Website: www.rch.org.au

Royal Women’s Hospital Childcare
132 Grattan Street, Carlton
Phone: (03) 9344 2215
Fax: (03) 9344 2677
Swanston Street Child Care
856 Swanston Street, Carlton
Phone: 9347 9197
Fax: 9347 2338
Centres in East Melbourne/South Yarra area

Christ Church Grammar Kindergarten
677 Punt Road, South Yarra
Phone: (03) 9866 3540
Email: registrar@ccgs.vic.edu.au
Website: www.ccgs.vic.gov.au

East Melbourne Child Care Co-operative,
Powlett Reserve Children’s Centre**
Corner Grey and Simpson streets,
East Melbourne
Phone: (03) 9419 4301
Fax: (03) 9417 7761
Email: emccmanager@emcc.org.au
Website: www.emcc.org.au

East Melbourne Child Care Co-operative,
Yarra Park Children’s Centre
27 Berry Street, East Melbourne
Phone: 9428 0896
Fax: 9428 5010
Email: emccmanager@emcc.org.au
Website: www.emcc.org.au

Fawkner Park Children’s Centre**
65 Toorak Road West, South Yarra
Phone: (03) 9820 2758
Fax: (03) 9866 6504
Email: faw3206@bigpond.net.au

Kids Corp:
ABC Developmental Learning Centre
Level 3 120 Jolimont Road, East Melbourne
Phone: (03) 9650 0360
Email: eam@childcare.com.au
Website: www.childcare.com.au

The Alfred Child Care Centre
11 Baker Lane, Prahan
Phone: (03) 9207 1099
Email: alfredccc@bigpond.com.au

Centres in the Kensington/ North Melbourne area

Kensington Community Children’s Co-op**
81B Altona Street, Kensington
Phone: (03) 9376 4565
Fax: (03) 9376 6008
Email: kccc@netspace.net.au

Kensington Turkish Childcare centre
8 Wolseley Parade, Kensington
Phone: (03) 9376 7989

Showgrounds Child Care
Showgrounds, Leonard Crescent, Ascot Vale
Phone: (03) 9376 7486
Fax: (03) 9376 9333

Curzon Street Child Care Centre
51 Curzon Street, North Melbourne
Phone: (03) 9328 3127
Fax: (03) 9326 8030
Email: curzon.st.cc@kindergarten.vic.gov.au

Lady Huntingfield Children's Centre*
87-93 Haines Street, North Melbourne
Phone: (03) 9328 2083
Fax: (03) 9329 6716

North Melbourne Children's Centre*
28 Howard Street, North Melbourne
Phone: (03) 9328 1592

*Centres owned and managed by the City of Melbourne.

**Centres owned by the City of Melbourne and managed by the community.

Fees
Fees vary from service to service, however families can apply at the Family Assistance Office for the Commonwealth Government Childcare Benefit Scheme (CCB). For more information, contact the Family Assistance Office on 13 61 50 or visit www.familyassist.gov.au
Family Day Care
Family Day Care offers an alternative to centre-based care by providing flexible care arrangements for children in the home of carefully selected and registered carers.

Family Day Care is suitable for parents who have irregular work hours or require extended hours of care. No more than four children under school age are cared for at any one time.

Family Day Care in the City of Melbourne is provided by the Cities of Yarra and Moonee Valley. For further information contact:

City of Yarra
Collingwood Town Hall
140 Hoddle Street, Abbotsford
Phone: 9205 5473
Fax: 9205 5081
City of Moonee Valley
9 Kellaway Avenue, Moonee Ponds
Phone: 9243 8879 Fax: 9375 4393

Outside school hours and school holiday care
Outside school hours and school holiday programs provide a range of supervised activities before and after school and during the school holidays.

For further information, contact the following services:

Carlton Baths Community Centre
Services provided: school holiday programs
248 Rathdowne Street, Carlton
Phone: (03) 9347 3677

Kensington Community Recreation Centre
Services provided: school holiday programs
Corner of Kensington Road and Altona Street, Kensington
Phone: (03) 9376 1633

Kids’ Club
Services provided: outside school hours care and school holiday programs
Carlton Gardens Primary School
215 Rathdowne Street, Carlton
Phone: (03) 9663 5528

Errol Street Primary School (Busy Kids)
Service provided: outside school hours care and school holiday programs
210 Errol Street, North Melbourne
Phone: (03) 9329 5529

St Michael’s Catholic School
Services provided: outside school hours care
Brougham Street, North Melbourne
Phone: (03) 9329 9206

South Yarra Primary School
Services provided: outside school hours care
601 Punt Road, South Yarra
Phone: (03) 9866 3424

Melbourne Community Toy Library
The Melbourne Community Toy Library caters for children up to six years old. Families are welcome to join one of the toy library branches at either Carlton or Kensington. For more information, phone 0425 365 096 or email mctoylibrary@hotmail.com

Kindergartens and preschools
Preschool (or kindergarten) provides educational programs for children during the year before they start school. Children must be four years old before 30 April of the year they attend preschool. Sessional programs are also available for three years olds.

For more information, contact the following preschools:

St Mary’s Anglican Kindergarten
Queensberry Street (corner Howard Street), North Melbourne
Phone: (03) 9329 6662

Christ Church Grammar Kindergarten
677 Punt Road, South Yarra
Phone: (03) 9866 3540

Melbourne Girls’ Grammar School
Barbara Tolson Centre
63 Clowes Street, South Yarra
Phone: (03) 9862 9200
Sessional and integrated kindergarten programs are also available at childcare centres across the City of Melbourne.

Preschool field officer
The preschool field officer supports the inclusion of children with additional needs in state funded preschool programs. For further information, contact the Preschool Field Officer for City of Melbourne on 9688 0128.

Primary Schools
Carlton Primary School
Neill Street, Carlton 3053
Phone: (03) 9347 6022
Carlton Gardens Primary School
215 Rathdowne Street Carlton 3053
Phone: (03) 9663 6502
Carlton North Primary School
Lee Street, North Carlton 3054
Phone: (03) 9347 4822

Christ Church Grammar School
Corner Punt and Toorak roads, South Yarra 3141
Phone: (03) 9886 3540

Errol Street Primary School
210 Errol Street, North Melbourne 3051
Phone: (03) 9329 6902

Holy Rosary Primary School
37 Gower Street, Kensington 3031
Phone: (03) 9376 9455

Kensington Primary School
McCracken Street, Kensington 3031
Phone: (03) 9376 6013

Melbourne Girls Grammar School
86 Anderson Street, South Yarra 3141
Phone: (03) 9862 9200

Melbourne Grammar School
355 St Kilda Road, Melbourne 3000
Phone: (03) 9868 7100

Princes Hill Primary School
Pigdon Street, North Carlton 3054
Phone: (03) 9389 5300

St John’s School
Corner Hoddle and Albert streets, East Melbourne 3002
Phone: (03) 9419 5419

St Michael’s School
Brougham Street, North Melbourne 3052
Phone: (03) 9329 9206

St Brigid’s Primary School
378 Nicholson Street, Fitzroy
Phone: (03) 9489 9546

South Yarra Primary School
601 Punt Road South Yarra 3141
Phone: (03) 9866 3424

Secondary schools
University High School
Storey Street, Parkville
Phone: (03) 9347 2022

Simmonds College
273 Victoria Street, West Melbourne
Phone: (03) 9329 9280

St Joseph’s College
385 Queensbury Street, North Melbourne
Phone: (03) 9328 1162

St Aloysius Girls’ College
31 Curran Street, North Melbourne
Phone: (03) 9329 0411

Melbourne Girls’ Grammar School
86 Anderson Street, South Yarra
Phone: (03) 9862 9200

Melbourne Grammar School
355 St Kilda Road, Melbourne
Phone: (03) 9865 7555

Taylors College
Years 10, 11 and 12
399 Lonsdale Street, Melbourne
Phone: (03) 9670 3788
Website: www.taylorscollege.com

Wesley College
577 St Kilda Road, Prahran
Phone: (03) 9510 8694
Health and Food Safety

Food business or premises enquiries
General enquiries about any aspect of food safety and the legal requirements to register a food business or premises should be referred to Council’s Health Services Branch. Enquiries may relate to ventilation, removal of waste, standards for installation of appliances, room sizes for accommodation and requirements for classification of premises. The Health Services Branch advises on requirements that are necessary to comply with the Food Act and Health Act.

Food safety
Council monitors food premises and investigates complaints regarding food poisoning, food adulteration and food handling practices.

Hospitals

Private
Freemasons Hospital
166 Clarendon Street, East Melbourne
Phone: 9483 3833

Melbourne Clinic
130 Church Street, Richmond
Phone: 9429 4688

Peter MacCallum Cancer College
Cathedral Place, East Melbourne
Phone: 9656 1111

Epworth Hospital
89 Bridge Road, Richmond
Phone: 9426 6666

Public

Alfred Hospital
Commercial Road, Prahran
Phone: 9276 2000

Royal Children’s Hospital
Flemington Road, Parkville
Phone: 9345 5522

Royal Melbourne Hospital
Grattan Street, Parkville
Phone: 9342 7000

Royal Women’s Hospital
132 Grattan Street, North Melbourne
Phone: 9344 2000

St Vincent’s Hospital Melbourne
41 Victoria Parade, Fitzroy
Phone: 9288 2211

The Royal Victorian Eye and Ear Hospital
32 Gisborne Street, East Melbourne
Phone: 9929 8666

Royal Dental Hospital of Melbourne
720 Swanston Street, Carlton
Phone: 9341 1000

Asthma Foundation of Victoria
69 Flemington Road, North Melbourne
Phone: 1800 645 130 (advisory service)

Red Cross Blood Bank
Bourke Street Donor Centre
Level 2, 360 Bourke Street, Melbourne
Red Cross, Southbank
Kavanagh Street, Southbank
Phone: 13 14 95

After-hours pharmacies

Mulqueeny Pharmacy
99 Swanston Street, Melbourne
Phone: 9654 8569
Monday to Friday, 8am to 8pm;
Saturday 9am to 6pm; Sunday 11am to 6pm

My Chemist
128 Elizabeth Street, Melbourne
Phone: 9663 6704
Monday to Friday 7.30am to 9pm; Saturday 9am to 6pm; Sunday 10am to 6pm

Victoria Market Pharmacy
523 Elizabeth Street, Melbourne
Phone: 9329 7703
Monday to Thursday 8am to 5.30pm; Friday 8am to 6pm; Saturday 7am to 4pm; Sunday 9.30am to 3.30pm

Creelman’s Chemist
Shop 20, Target City Centre
236 Bourke Street, Melbourne
Phone: 9663 1943
Monday to Wednesday 8.30am to 6pm; Thursday to Friday 8.30am to 7.30pm; Saturday 9am to 6pm; Sunday 10am to 6pm

Pulse Pharmacy
253 Flinders Lane, Melbourne
Phone: 9650 2200
Monday to Friday 7.30am to 6.30pm; Saturday 10am to 5pm; Sunday 10am to 3pm

Victoria Harbour Pharmacy
Base of ‘The National’
800 Bourke Street, Docklands
Phone: 9642 0774
Monday to Friday 8am to 6pm; Saturday 9am to 1pm

Legal counselling/advice
Free legal counselling is provided by several agencies in and around the city.
These include:
Fitzroy Legal Service
124 Johnston Street, Fitzroy
Phone: 9419 3744
Fax: 9416 1124
Email: enquiries@fitzroy-legal.org.au

North Melbourne Community Legal Service
504 Victoria Street, North Melbourne
Phone: 9328 1885
Fax: 9326 5912
Email: mnls@vicnet.net.au

Victorian Aboriginal Legal Service (VALS)
6 Alexandra Parade, Fitzroy
Phone: 9419 3888
Youthlaw

C/- Frontyard
19 King Street (near Flinders Lane), Melbourne
Phone: 9611 2412
Freecall: 1800 800 531

For further information regarding free legal advice and a list of specialist law services in the City of Melbourne, contact the Federation of Community Legal Centres on 9654 2204.

Financial counselling

Carlton/Fitzroy Financial Counselling Service
22 Pitt Street, Carlton
Phone: (03) 9349 2562
Email: cffcs@labyrinth.net.au
Dignity Financial Counselling Service
22 Belair Street, Kensington
Phone: (03) 9376 4366

Libraries

There are three public libraries in the City of Melbourne:

City Library
253 Flinders Lane, Melbourne
Phone: 9664 0800

East Melbourne Library
122 George Street, East Melbourne
Phone: 9201 1510

North Melbourne Library
66 Errol Street, North Melbourne
Phone: 9297 3280

There is also a neighbourhood computer access service at Café Domain, 171 Domain Road, South Yarra, phone 9866 3120.

A home library service for people with a disability and frail older people is available.

For further information on hours of opening and access to online services, visit the library website at:
Multicultural information

Adult Multicultural Education Services (AMES)
255 Williams Street, Melbourne
Phone: 9926 4666

Ethnic Communities Council of Victoria
150 Palmerston Street, Carlton
Phone: 9349 4122

Victorian Office of Multicultural Affairs
Department of Victorian Communities
1 Spring Street, Melbourne
Phone: 9208 3333

Centre for Multicultural Youth Issues
Level 1, 308 Drummond Street, Carlton
Phone: 9340 3700

Victorian Multicultural Commission
Level 15, 1 Spring Street, Melbourne
Phone: 9208 3184

Multicultural Arts Victoria
1st Floor, Fitzroy Town Hall
201 Napier Street, Fitzroy
Phone: 9417 6777

Australian Multicultural Foundation
185 Faraday Street, Carlton
Phone: 9347 6622

Action on Disability Within
Ethnic Communities - ADEC
175 Plenty Road, Preston
Phone: 9480 1666

Places of worship

Anglican
St Alban’s
Corner Melrose and Mark streets
North Melbourne
Phone: 9376 6920

St Mary’s
Corner Howard and Queensberry streets
North Melbourne
Phone: 9328 2522

Mission to Seafarers Vic Inc
717 Flinders Street
Melbourne
Phone: 9629 7083

St James’ Old Cathedral
Corner King and Batman streets
West Melbourne
Phone: 9329 0903

St Jude’s
Corner Lygon and Palmerston streets
Carlton
Phone: 9347 5152

St Paul’s Cathedral
Flinders Street
Melbourne
Phone: 9653 4333

Baptist
Collins Street Baptist Church
174 Collins Street Melbourne
Phone: 9650 1180

Central Chinese Baptist Church
524 Elizabeth Street
Melbourne
Phone: 9347 7745

Buddhist temples and centres
Bau Sen Buddha Ru Yi Temple
Floors 1 and 2, 322 Little Lonsdale Street
Melbourne
Phone: (03) 9842 5972

Heavenly Queen Temple Society
2nd Floor, 113 Lonsdale Street
Melbourne

Catholic
St Augustine’s
631 Bourke Street
Melbourne
Phone: 9629 7140
St Patrick’s Cathedral
Corner Gisborne Street and Cathedral Place
East Melbourne
Phone: 9662 2233

St Francis’
326 Lonsdale Street
Melbourne
Phone: 9663 2495

St Mary’s Star of the Sea
Corner Victoria and Howard streets
West Melbourne
Phone: 9328 3474

Ss. Peter and Paul Ukrainian Catholic Cathedral
Corner Canning and Dryburgh streets
North Melbourne
Phone: 9320 2566

Christian Science
First Church of Christ Scientist
Corner St Kilda Road and Dorcas Street
Melbourne
Phone: 9690 1369

City Reading Room
30 Degraves Street
Melbourne
Phone: 9654 8461

Scientology
Church of Scientology
42 to 44 Russell Street
Melbourne
Phone: 9654 8655

Lutheran
St John’s
20 City Road
Southgate
Phone: 9682 4995

Melbourne Unitarian Peace Memorial Church
110 Grey Street
East Melbourne
Phone: 9417 4178

Metropolitan Community
Church of Melbourne
271 Burnley Street
Richmond
Phone: 9716 3197

Mosque
Islamic Council of Victoria
66 to 68 Jeffcott Street
West Melbourne
Phone: 9328 2067

Presbyterian
Scots’ Church
Corner Collins and Russell streets
Melbourne
Phone: 9650 9903

Salvation Army
69 Bourke Street
Melbourne
Phone: 9653 3277

Synagogue
The City of Melbourne Synagogue
East Melbourne Hebrew Congregation
488 Albert Street, East Melbourne
Phone: 9662 1372

Orthodox
Holy Cross Orthodox Mission
261 to 265 Spring Street
Melbourne
Phone: 9639 0260

Russian Orthodox Church of the Holy Trinity Moscow Patriarchate
(English-speaking)
Royal Parade (corner The Avenue)
Parkville
Phone: 9364 1728

Syrian Orthodox
St Nicholas
Corner Simpson Street and Victoria Parade
East Melbourne
Phone: 9417 2266

Uniting Church
St Michael’s
120 Collins Street, Melbourne
Older people and people with a disability
City of Melbourne’s aged and disability services are designed to help people maintain a healthy, active and independent lifestyle in their own homes and community and to prevent inappropriate admission to long-term residential care.

Under the Home and Community Care program (HACC), Linkages and the Community Aged Care Packages program, the City of Melbourne provides a range of services including assessment and case management, home care, personal care, respite care, home-delivered and centre-based meals, planned activity programs, community transport, social support and property maintenance.

The City of Melbourne has contracted Southern Cross Care (Victoria) to provide home and community care services. Once an assessment has been completed and services confirmed, Southern Cross Care (Victoria) will contact consumers to make arrangements about the times and days that the services will be provided.

Referral and assessment

Upon referral for these services, an assessment officer from City of Melbourne will visit people at home to determine eligibility and provide advice on which services would best suit their needs. Referrals to the service come from a variety of sources including self, family or friend, doctor, hospital, social worker, allied health professional and spouse. In certain situations, services may be refused for a variety of reasons, including: ineligibility to the programs available, current access to services from another government funded program or services requested may be better provided by another agency.

Fees
City of Melbourne’s Home and Community Care services are charged according to income. The City of Melbourne, the State and Commonwealth governments subsidise these services to ensure they remain affordable to all residents.

Home care
This service is available for people who can no longer manage home care tasks. Assistance is available for a range of basic domestic tasks including light cleaning, bill-paying, laundry, personal shopping, meal preparation and accompanying consumers to health-related appointments.

Personal care
This service is specifically designed to assist people who are frail or physically incapacitated. The visiting assessment officer can organise assistance with daily self-care tasks such as eating, grooming, bathing, getting in and out of bed, toileting, monitoring medication, dressing and moving about the house.

Property maintenance
This service helps older people and people with a disability, with the upkeep and repair of a home, garden or yard to ensure that the environment remains healthy and safe. Examples of the property maintenance service available, include: installation of hand rails and ramps, changing light bulbs, installation
of smoke detectors and replacement of batteries, minor carpentry and other miscellaneous tasks in and around the property.

Delivered and centre meals
Prepared meals can be delivered to your home, either hot and ready to eat, or chilled. Meals can be arranged to meet special dietary or cultural needs including gluten free, vegetarian, low salt, diabetic, halal or Chinese meals.
A hot three-course meal is available Monday to Friday at Council’s Senior Citizens Centres in Carlton and South Yarra. (Please contact the centres directly for more information.)

Planned Activity Groups (PAG)
Planned Activity Groups are designed to provide for people who are keen to remain socially active, connected and independent. This program also offers respite to carers. The centre operates daily and a broad range of activities are offered including bus trips, outings, craft and talks.

City of Melbourne coordinates one planned activity day per week for people from Indo China and two planned activity days for people from Italy. Staff supporting the activities of the culturally and linguistically diverse groups are bilingual.

Respite care
This service provides substitute care in order to give full-time carers a break and some time away from their caring responsibilities. This may involve a replacement carer coming to the home to allow the full-time carer to leave or taking the person and/or the full-time carer on an outing.

Specific care
In certain circumstances, a suite of the Home and Community Care services is available to families caring for a child with a disability. This may involve a carer providing a respite service to enable family members to go out, or it may be that a carer can assist with the transportation of a child to and from school.

Community transport program
The community transport program is available to transport eligible people to a range of local amenities and destinations including shopping at local markets and shopping centres, leisure activities and senior citizen centres.

Community Aged Care Packages (CACP)
Community Aged Care Packages target frail older people living in the community who have complex needs and wish to remain independent in their own homes and community. A key feature of this program is the provision of individually tailored packages or care services designed to meet people’s daily needs. This program is funded by the Commonwealth Government and requires an assessment by an Aged Care Assessment team.

Linkages program
Linkages is a case management service which has brokerage funds to purchase additional services when needs cannot be met by the usual level of our Home and Community Care Services.

A key feature of this program is to support individuals with complex care needs to live independently in the community by providing individually tailored packages of care. The Linkages program is intended to meet the needs of people who might otherwise require admission to a low-care residential service.

The program, in essence, provides case management and brokerage funds for people assessed as having more complex needs than can be met through the normal suite of Home and Community Care services, or people who would benefit from a case management service.

Social Support program
The Social Support program is designed to assist people to remain socially active and independent. The program fosters connections between people in their local community. The program provides a broad range of activities including bus outings, guest
speakers and talks, meals, concerts and musicals, newsletter and other information, seniors festival grants, and activities for people from culturally and linguistically diverse backgrounds.

Senior citizen centres
Senior citizen centres provide a range of recreation and social activities designed for older people. An affordable three-course meal is also available at our senior citizen centres. These include:

Carlton Senior Citizens Centre
180 Palmerston Street, Carlton
Phone: 9347 7823

South Yarra Senior Citizens Centre
65 Toorak Road, South Yarra
Phone: 9820 2760

The East Melbourne Social Support Program
Powlett Reserve Community Room
Corner Grey and Simpson streets,
East Melbourne
Phone: 9658 9542

The Kensington Social Support Program
94 Ormond Street Hall or
Clifford Terrace Hall, Kensington
Phone: 9658 9542

For additional and more detailed information on these services, please contact City of Melbourne’s Aged and Disability Services on 9658 9542.

Mobility Map
The City of Melbourne’s CBD Mobility Map contains helpful information on the most accessible paths through the city; accessible toilets, pay phones and parking (disabled) bays. The map also contains information on gradients and the location of major transport centres and taxi ranks. Useful service and telephone numbers are also listed to help with ease of access for people with limited mobility. The Mobility Map is available free in hard copy, in Melway map 1E, or at www.accessmelbourne.vic.gov.au

To obtain a Mobility Map, or for more information regarding City of Melbourne initiatives for people with a disability, call 9658 9658.

Melbourne Mobility Centre
The Melbourne Mobility Centre is located on the first floor of the Federation Square Car Park. This customer service centre is designed for people with disabilities, older persons, and those with temporary disabilities to support and enable easier access to central Melbourne.

Features of the service include:
- equipment for hire; including: motorised wheelchairs, manual wheelchairs, scooters, walking frames, crutches, and canes for the vision impaired;
- two fully accessible toilets;
- proximity to accessible car parking and/or a drop-off point;
- discounted parking fees at Federation Square;
- TTY telephone;
- scooter battery re-charge facilities;
- free tea and coffee facilities; and
- comfortable seating for a short respite break from the hustle and bustle of the city.

Hours of operation
Monday to Saturday: 9am to 6pm
Sunday and public holidays: 10am to 4pm,
Phone: 9650 6499
Fax: 9650 9491
Freecall: 1800 735 266
TTY: 9650 9316

Carers
The City of Melbourne recognises the important role of people who are carers of older people and people with a disability. Council provides a number of support mechanisms to help carers, including respite care, special home care, recreation and social activities. Our culturally and linguistically diverse communities are also provided for through these services.
Residents’ groups
The City of Melbourne supports and values residents’ groups in our municipality.

Residents’ groups meet regularly and with various levels of government to discuss issues in their neighbourhood, advocate on behalf of their membership and provide a valuable link to the local community.

For a list of residents’ groups currently active in the City of Melbourne or for more information on how Council can assist resident groups call Council on 9658 9658.

Docklands Community Association
The Docklands Community Association holds ‘Meet your neighbours’ events for the Docklands community that provide the opportunity to get to know other people living and working in Docklands.

As well as social networking, the association holds information session and discussions about Docklands development.

The association is open to anyone who lives, works or is a rate payer in Docklands. Those interested in membership should contact Docklands Community Association President Lisa Muscatello by email at lisa@staffconnect.com.au

Young people
The City of Melbourne is a city of young people. Its vision is of an inclusive, fair and healthy city where every young person can benefit from vibrant and cohesive communities. The City of Melbourne is committed to ensuring that all young people have opportunities to participate, contribute and engage in the life of the city.

Activities, programs and supports for young people include: sporting and recreational facilities and activities such as skateboard parks, swimming pools and bike paths; events such as the Fringe Festival, National Youth Week and New Year’s Eve celebrations; city classrooms; youth grants scheme; and CBD and neighbourhood youth services including Frontyard Youth Service, Carlton Parkville Youth Service and Youth Unlimited.

Signal Youth Space, Northbank
Signal is a new arts project by and about young people. Young people will be able to work with professional artists on high-quality arts and media projects, developing their own voices and sending out their own Signal.--

Signal Youth Space is available for youth events and activities that showcase youth culture and identity. For more information about how to use the space, contact Artplay on 9664 7901.

National Youth Week
National Youth Week offers a week of celebrating youth culture and identity. The City of Melbourne hosts a range of events, activities and programs for young people during this time. For more information, contact 9658 9658.

Frontyard Youth Service
Frontyard operating platform is funded by City of Melbourne and provides a range of co-located services for young people who are homeless or in need. All services are free and most are drop-in, so no appointment is necessary.

Frontyard is located at:
19 King Street (near Flinders Lane), Melbourne
Phone: 9611 2411
Freecall: 1800 800 531

Frontyard Youth Service includes:

Melbourne Youth Support Service (MYSS)
A statewide telephone information and referral service, and face-to-face crisis and telephone service for the inner city. The service operates weekdays, weekends and public holidays.
A casework service is accessible during the week. Phone 9614 3688.

Gateway Reconnect
Reconnect offers support to young people between 12 and 18 years and their families. The program aims to assist young people leaving home early or helping young people and their families get back together. Through referral and counselling, family mediation and outreach, Reconnect can help out with advice and support toward accessing health, income, accommodation, training, education and employment options. Phone 9611 2433.

Centrelink
Provides young people who are homeless or in need with advice and referral regarding income support, New Start, Youth Allowance, job search and returning to work. It also provide referrals to Centrelink specialist services and programs. Phone: 9611 2411.

Job Placement, Employment and Training (JPET)
Assists young people aged between 15 and 21 who are homeless, at risk or who are unemployed, to get back on track with personal help and support to get back into school, training or work. Phone 9611 2439.

Youthlaw
Youthlaw provides free legal advice and casework to young people. Youthlaw also conducts education programs relating to legal issues for young people and youth workers. Phone 9611 2412.

Young People’s Health Service (YPHS)
Nurses, doctors and counsellors are available at Frontyard to help out with general health, sexual health, drug and alcohol issues, emotional wellbeing, vaccinations, blood tests, pregnancy, and aches and pains. No appointment. No cost. Confidential. Phone 9611 2409.

Youth Transition Model (YTM)
The YTM is an early intervention, partnership program, offering long-term, affordable housing with intense support for 16–25 year olds at risk of homelessness. Phone 8625 4490.

Carlton/Parkville Youth Services (CPYS)
The Carlton Parkville Youth Service is funded by the City of Melbourne and managed by the YMCA. The service provides generalist youth services to young people aged 12–25 who live in the Carlton and Parkville area. CPYS offers programs in the following five areas:
- personal support, advocacy and referral;
- personal development programs;
- youth recreation activities;
- school-based services; and
- youth events.

Carlton Parkville Youth Service is located at:
Ground Floor, Carlton Primary School
150 Palmerston Street, Carlton
Phone: 9347 3600

Youth Unlimited
Youth Unlimited is funded by the City of Melbourne and is located at the Doutta Galla Community Health Centre in Kensington. Youth Unlimited provides a range of services to young people in North and West Melbourne, Kensington and Flemington. These services include recreation, social, personal and crisis support, school-based programs, referral and case management to young people.

Youth Unlimited is located at:
12 Gower Street, Kensington
Phone: 8378 1600

Other youth organisations and services in the City of Melbourne
Student services
All universities provide a range of support services to assist domestic and international students with academic and campus life, health, counselling and housing issues. For
more information, contact your student union.

Capital City Learning and Employment Network (CCLLEN)

The CCLLEN brings together local education and training providers, employers, unions, youth service providers and City of Melbourne to support young people's transition to education, training and employment. Contact the CCLLEN on 9473 4353.

Youth Affairs Council of Victoria
The Youth Affairs Council of Victoria Inc. (YACVic) is the peak body and leading policy advocate on young people's issues in Victoria. It is an independent, non-government organisation that values and provides opportunity, participation, justice and equity for all young people.
Level 2, 172 Flinders Street, Melbourne
Phone: 9267 3799

Action Centre
The Action Centre provides medical and counselling services on all issues relating to sexual and reproductive health for young people up to the age of 25. The centre is open from noon to 5pm Monday to Friday – no appointment necessary.
Level 1, 92–94 Elizabeth Street, Melbourne
Phone: 9654 4766

Centre for Multicultural Youth Issues (CMYI)
CMYI is a community-based organisation that advocates for the needs of young people from migrant and refugee backgrounds. In supporting young people, CMYI combines policy development and direct service delivery within a community development framework.
Level 1, 308 Drummond Street, Carlton
Phone: 9340 3700

Victorian Aboriginal Youth Sport and Recreation Co-operative (VAYSAR)
The co-operative has a holistic approach to ensuring that Aboriginal people have access to sporting and recreational programs, services and facilities to further develop and heighten Aboriginal participation at local, regional, state, national and international levels of sport and recreational activities. VAYSAR continues to support the development of Aboriginal Youth and Children in their respective sport and recreation activities. Phone 9484 5351.

Legal and financial aid
Financial help and free legal aid are provided by several agencies in and around the city including:

Carlton/Parkville Inner City Youth Service
248 Rathdowne Street, Carlton
Phone: 9347 3677

Legal advice
Accommodation referral
Counselling
Youth clubs
Employment assistance
Argyle Housing Service
Lot 2, 107 Cambridge Street, Collingwood
Phone: 9417 2500

Housing information and referral for crisis accommodation
Limited financial assistance
Assistance with public housing applications

CASA House (Centre Against Sexual Assault)
270 Cardigan Street, Carlton
Phone: 9347 3066
Crisis Line: 9344 2210

Counselling
Health services
Legal advice
The crisis-care unit at the Royal Women’s Hospital, Carlton, is available after hours for recent assault victims.

Frontyard Youth Services
19 King Street, Melbourne
Phone: 9611 2411

Accommodation referral
Centrelink
Youthnet
Gateway reconnect
Legal advice
Health services
Counselling

Open Family
Phone: 0409 804 578
Phone: 0407 867 039
Phone: 0407 852 994

24-hour outreach for young people

Clothes
Blankets
Food
Accommodation referral
Drug and alcohol referral
Legal advice referral

Fitzroy Legal Centre
124 Johnston Street, Fitzroy
Phone: 9419 3744
Email: enquiries@fitzroy-legal.org.au
Tram route 10, 11 and 12
National Bus Route 253

Flemington and Kensington Community Legal Centre
22 Bellair Street
Kensington
Phone: 9376 4355
Fax: 9376 4529
Email: fklegal@fkclc.org.au or visit
www.communitylaw.org.au/flemingtonkensington

For more information on free legal advice and a list of specialist law services in the City of Melbourne, phone the Federation of Community Legal Centres on 9652 1500.

Youthlaw
Based at Frontyard
19 King St (near Flinders Lane), Melbourne
Phone: 9611 2412

Youthlaw
Based at Frontyard
19 King St (near Flinders Lane), Melbourne
Phone: 9611 2412

For more information on free legal advice and a list of specialist law services in the City of Melbourne, phone the Federation of Community Legal Centres on 9652 1500.

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International Student Ombudsman

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<th>Get more information</th>
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<tr>
<td>Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a></td>
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<tr>
<td>Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.</td>
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<tr>
<td>Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)</td>
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<tr>
<td>Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.</td>
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<td>Postal: GPO Box 442 Canberra ACT 2601.</td>
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ACPET – Australian Council for Private Education & Training

National office

Suite 101, Level 1
126 Wellington Parade
East Melbourne VIC 3002

1800 657 644 (toll-free in Victoria and Tasmania)
(03) 9412 5900
Fax: (03) 9416 1895
acpet@acpet.edu.au

Legal Aid Victoria (Legal Services & Advice)

1300 792 387, Monday to Friday from 8.45 am to 5.15 pm, for free information over the phone about the law legal services and advice

Student Safety

While Australia is considered to be a very safe country, obviously it is still wise to avoid dangerous situations. Personal safety and security is a matter of common sense and awareness. Trust your instincts. If in doubt, move away. Here are a few tips for your personal safety.

Useful Tips When You Are Out And About

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during
the day than it is at night. These differences can have a very different impact on the way you feel when you are in them.

For example:

- The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe;
- A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark; and
- A school between the hours of 8am and 5pm is usually lively and active. After 5pm, on weekends or during school holidays however, it may be isolated or dominated by particular groups of people.

Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

- Walk in well lit areas
- Walk mid-point between travelled routes between buildings
- Try to walk with a group of people – organize a group of other students if you are going in the same direction.
- Use caution when using elevators, isolated stairways, or toilet areas.
- Plan the safest route to your destination and use it. Stick to the main roads if possible. Never hitchhike!
- Remain alert. Use your peripheral vision. Wearing headphone may decrease your awareness.
- If approached, maintain a comfortable distance while you answer a question or give directions. Never turn your back on someone who has approached you.
- Try and arrange a lift home from a friend or a taxi if you are going out late. Get dropped off as close to your door as possible.
- Avoid using ATM’s in dark or lonely places.

If you suspect you are being followed

- Be suspicious – keep looking behind you, so the person knows you cannot be surprised.
- Cross the street or change direction.
- Go to a well-lit area, enter a residence or building where there are people and phones.
- Do not wear a personal audio player or play music so loudly that you are unaware of your surroundings.
- If you are on campus, contact any staff member.

Personal Safety On Public Transport

While public transport in Australia is comparatively safe, you should still exercise the same caution as you would at home.

- Don’t stand alone while waiting for a tram, bus or train, especially at night. Stand with other people.
• If you’re on a tram, bus or train and it’s nearly empty, sit near the driver or as close as possible to the guard’s compartment.
• At the railway station, stand back from the edge of the platform. Avoid sitting near the exit door of the train as an attacker may be able to grab your property and run before you can react.
• When disembarking from public transport, walk with other commuter.
• If travelling by taxi, remember the driver’s identification number displayed on the dashboard. There should also be a photo of the driver, if it is not there don’t get in. Once you’ve reached your destination, ask the driver to wait until you have safely entered.
• If you are catching a tram or bus, check the timetable before so that you are not waiting at the bus stop for long periods. Select a well-lit bus stop at night and make sure that you can see the area around you.

Here are few general tips to help keep you safe on public transport such as buses, trams and trains:

• Keep your belongings close to you and know where they are at all times;
• Keep your valuables, like your wallet, mobile phone or iPod out of sight;
• If you’re travelling at night, travel with friends if possible and sit as close to the driver as you can;
• Where possible, stick to well lit, busy areas when walking between train or bus stations and your home;
• Always be aware of your surroundings, including where your fellow passengers are sitting;
• If someone is making you uncomfortable or goes so far as to threaten you, tell the driver;
• Always be alert at train stations, tram and bus stops;
• Never hang around train stations or bus stations at night. If you must get on public transport at a station at night, check the timetable and try to arrive right before the train or bus to minimise the amount of time you spend waiting; and
• Train carriages nearest the drivers are left open and lit.

In most cases taxis are a safe way of getting home at night. However, as with all forms of public transport passengers need to be alert. To increase your confidence when travelling by taxi, consider the following suggestions:

• Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made;
• You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi;
• Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
• Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with;
• Take note of the Taxi Company and fleet number (usually located at the front of the taxi). This will help in identifying the taxi if required;
• If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details (eg – "Look after my friend, Mr/Ms Yellow Cab number 436");
• Stay alert to your surroundings and limit your conversation to general topics;
• If you don’t want your home address known, stop a few houses away from your destination; and
• If the driver harasses you when travelling in a taxi your options include:
  o Ask the driver to stop. You may choose to make up an excuse to do so;
  o Leave the taxi when it stops at a traffic sign or lights;
Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop; and
Read out the fleet number and advise the driver you will report him/her if they don’t stop.

Personal Safety When Driving

- Plan the safest route to your destination and avoid isolated roads especially at night.
- Be alert when walking to your car and always have your keys ready.
- Before you open the door, check the rear seat and luggage compartment.
- Lock your car once you’re inside it. Keep your windows up when travelling alone.
- If your car breaks down, move the vehicle off the roadway if possible, raise the bonnet, activate the hazard lights and then lock yourself inside the vehicle call the RACV-13 72 28 for Roadside assistance. Wait for an emergency vehicle to offer assistance.
- If you think you are being followed, drive to the nearest Police, Fire or Service Station for assistance. Don’t drive home.
- Make sure you always have enough fuel in your vehicle.
- Never pick up hitchhikers.

Handbag Snatching

- Keep your handbag in front of your body, avoid dangling it by your side from your hand or shoulder.
- Be aware of people coming from behind – even on motorbikes and cars.
- Never leave your bag on a shopping trolley – or at your feet or on the hook of the door in a public toilet – always keep it with you.
- When you put money in your handbag, don’t let people see where you put it – especially when you are using an ATM.
- Be constantly aware of what valuables are in your bag – eg. driver’s licence and credit cards.
- If your bag is taken, immediately cancel any credit cards, and change your house locks as soon as possible. Report to the police.
- When packing groceries into your car, never leave your handbag on the boot or roof of your car. Thieves are watching and can easily grab your property. Always leave your bag locked inside your car when you are packing groceries away.

REMEMBER: If confronted by somebody trying to take your bag, give it to them. No amount of money or inconvenience is worth serious injury.

EMERGENCY CONTACTS

Police, Ambulance and Fire Brigade – 000

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.
If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station. Contact details for your local Police Station can be found at the http://www.police.vic.gov.au/content.asp?Document_ID=7.

**Hotline – 1800 342 800**

This helpline – staffed by trained volunteers fluent in English and Hindi – provides guidance on what to do and where to go in a crisis. It is an initiative of a police reference group, formed with members of the Indian community.

**OSHC Worldcare 24-hour Emergency Helpline – 1800 814 781**

OSHC Worldcare has a 24-hour Emergency Helpline that provides medical, legal and interpreting services to students in need.

**Victims of Crime Helpline – 1800 819 817**

Whatever the incident, being a victim of crime can be a frightening experience with many short and long term consequences. If you are a victim of a crime and would like to speak to someone, please call 1800 819 817 (free call).

**International Student Legal Advice Clinic (ISLAC)**

ISLAC is a free advice clinic to help you with any legal problems relating to employment, student rights, discrimination, victims of crime, police complaints and more.

Wednesdays 6.00pm–8.00pm. Western Suburbs Legal Service, 30 Hall Street, Newport. (Behind Newport train station; 10 minutes from Footscray station on the Werribee line.)

No appointment required. Phone (03) 9391 2244 for more information.”

**International Student Hotline**

**1300 363 079 - Monday to Friday 8.00am to 6.00pm**

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying.

If you are having problems with your study, safety, accommodation or at work, you can call the International Student Hotline, which is operated by the Department of Education, Employment and Workplace Relations (DEEWR):

- For advice on who you should contact, or
- To report your concerns.

“There is no need to give your name.”

**Dealing with confrontation**

If you are faced with a confrontation, verbal or physical, don’t panic. There are things you can do to minimise the danger, evade your attacker and get away safely:
• Be prepared. Rehearse possible options and techniques to use in the event of a personal confrontation;

• If faced with a robber, ask yourself whether it is worth placing your personal safety at risk for the sake of property that can generally be replaced. Staying safe may mean handing over your wallet or handbag. Try and note the description of the offender, details of the attack (including how and in which direction the offender left) and report the matter to police. Remember that you should try to keep cash and valuables that you carry to a minimum, so that if you are robbed you will not be left entirely without funds;

• Attackers target vulnerability. Act with confidence, assertiveness and strong body language. If you are attacked, do whatever you believe will keep you the most safe at the time. If you can escape by any means, such as running away, do so. Report the incident to police as soon as you can;

• Scream. An aggressive, loud, guttural roar, rather than a high-pitched squeal of fear, turns fear of being attacked into anger. This produces an adrenaline rush, allowing you to move faster, think quicker and multiply your strength. It also is likely to temporarily shock the attacker and attract attention from any bystanders; and

Remember that in emergency situations you can call 000 and ask for police or ambulance assistance.

Sexual assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

• When socialising, be smart. If you are drinking, drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked (drugged) quite easily;

• Walk with confidence and purpose;

• Avoid lonely or dark places;

• Be wary of strangers, whether they are on foot, in cars or at parties;

• Be aware of the people around you;

• Respect your intuition; and

If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the Police or your closest Sexual Assault Service:

• From a public phone or mobile phone, ring the police on 000. Do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call;

• Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs, as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker; and
• Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

Other support services

Some other support services that may be useful to know while you are studying in Australia are:

**Emergency Contacts**

Contact details – 000  
Service details – Life threatening situations, such as a car crash or a fire.

**Local police – non urgent matters**

In Victoria you need to call your local police station (consult your local Telephone Directory) or 000  
Service details – Police attendance for non-urgent matters.

**Lifeline**

Contact details – 13 11 14  
Service details – Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

**Kids Helpline**

Contact details – 1800 551 800  
Service details – If you’re between 5 and 25 and you’re feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).

**Poison Information Centre**

Contact details – 131 126  
Service details – Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

**Sexual Assault counseling service**

Contact details – To contact any CASA and the after hours Sexual Assault Crisis Line (SACL) simply call 1800 806 292 or Email SACL atahcasa@thewomens.org.au or Sexual Assault Crisis Line on 1800 806 292 or Men’s Referral Service on 1300 766 491
Service details – If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counseling services. These provide a free 24 hour, 7 day a week telephone counseling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

Home Safety

Source: Study In Australia - http://www.studyinaustralia.gov.au

Home safety and security are issues for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks, doors should have dead-bolts, a security chain and a peep hole, and if the property has an alarm system – that would also make it an excellent choice.

It is recommended that if you are in a rental property that you obtain contents insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have house insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. The cost is around a few hundred dollars a year and depends on the value of your belongings.

Australia is a safe country with low rates of crime. But that doesn’t mean that crime doesn’t happen. Don’t make breaking into your home easy for thieves. Here are some tips to help keep you safe at home:

- If a stranger knocks, talk to them through a locked screen door. Don’t let a stranger in the house. Check the credentials of tradesmen;
- Know your neighbours. You will know who is supposed to be in the area and people are more likely to offer assistance if they know you;
- Do not leave messages on the front door. It lets people know you are not home;
- Avoid having parcels left on the door step. If you have to have something delivered while you are out have the neighbours collect it;
- Create an invisible housemate. Women living alone may choose to have a male relative or friend speak on their answering machine, such as “We’re unable to take your call, please leave a message”;
- Lock your doors and windows when you go out. It’s a good idea to have them locked when you’re at home as well, even if you are well above street level;
- When out, leave a radio or television on or a light in the evening to give the impression you are home;
- Don’t leave a set of spare keys outside your house. If you have a trustworthy friend or neighbour, consider leaving spare keys with them;
- Don’t leave vehicle keys lying around inside your house. If you are burgled, the intruder may take the vehicle as well;
- If you purchase expensive electrical appliances, cut the boxes into pieces before recycling. Discarded boxes outside a home can let burglars know what is new in the house;
- Mark your property with an identifying code (such as your passport number or birth date) using an engraver or ultra-violet markers. These markers are now available to buy from various electrical stores. Marked property is much harder for burglars to resell;
• Keep a list of the serial numbers of your electrical appliances such as televisions, DVD players, video recorders, CD players etc. In the event that they are stolen and recovered, you are more likely to be in a position to identify them as your property;
• Back up computer hard drives and keep these copies in a separate location to reduce the risk of information loss;
• Be careful about the information you give to strangers over the phone, or through social networking internet sites. If you aren’t at home or go on holidays, don’t make the information available to strangers (through an answering machine message or a social networking page);
• Use deadlocks and door chains if you have them. If you don’t, ask your landlord or real estate agent to install them;
• If your house has an alarm, make sure you use it;
• Prepare an emergency escape plan for your home in case of life threatening situations, such as a fire;
• Ensure your house number is clearly visible from the street in case of an emergency;
• If you come home to find evidence of a break-in (such as a broken window or door lock), don’t go in. You may disturb evidence or put yourself in danger if the thief is still there. Ring the police from a safe location outside; and
• Remember to call 000 in the event of an emergency. Do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call.

Internet safety

The internet is a useful tool for a range of information purposes, such as communicating with friends and family; personal and academic research; and financial transactions. But you should be aware of dangers such as theft of identity or personal details, which can lead to possible embarrassment or serious financial loss.

Here are some tips for you to remember:

• Ensure your computer is physically protected. Keep it in a secure place and don’t leave a laptop unattended if you carry it with you;
• Protect your electronic data by installing and maintaining anti-virus and anti-spyware software, a firewall and an anti-spam filter for your email applications. Use and update this software regularly;
• Regularly download and install the latest security patches for your computer software, including your web browser. Use automatic software security updates where possible;
• When using social networking sites, be careful about the information you share. The personal photos and messages that you post can provide information to criminals for use in identity theft. Think carefully about the amount of personal information you post and who is able to see it;
• Use unique passwords and update them regularly;
• Never click on suspicious links, even if they come from someone you know. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a ‘trojan’, being downloaded to your computer. This is a commonly used and effective means of compromising your computer;
• Delete suspect emails immediately. Don’t open these emails;
• Only open an attachment to an email where the sender and the contents of the attachment are known to you;
• Don't download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you; and
• Be wary of online scams and threats. These change all the time. Stay informed by signing up to services like the Stay Smart Online Alert Service. This is a free information source designed to provide Australian home users and small businesses with up to date and simple advice and information on the latest e-security threats and software vulnerabilities.

Fire safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Smoke alarms

When you are sleeping you have no sense of smell, so you cannot smell smoke. A smoke alarm is a device that detects smoke from a fire and sounds an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. For your protection, a smoke alarm must be installed in your home.

In Australia it is compulsory for all rental properties, rooming houses and hostels to have smoke alarms installed. It is the legal responsibility of owners and landlords to install working smoke alarms before you move in. It is your responsibility to maintain the smoke alarms.

There are three steps to maintaining a smoke alarm:

• Test the smoke alarm each month by pressing the button (use a broom handle if you are unable to reach it);
• Change the battery in your smoke alarm yearly (choose a public holiday or your birthday, so it’s easy to remember); and
• Dust around the vents of your smoke alarm yearly.

Look after your smoke alarm. Only working smoke alarms save lives:

• Don’t remove the battery;
• Don’t take the smoke alarm down;
• Don’t cover the smoke alarm;
• If cooking sets off the alarm, do not disable it. Turn on the exhaust fan, open a window or wave a towel near the alarm;
• If the battery is low the smoke alarm will sound a short ‘BEEP’ every minute or so. This is to alert you that the battery needs replacing; and

If there is no smoke alarm or it does not work tell your landlord.

Electricity

The safe use of electricity assists in preventing house fires:
Improper use of powerboards and double adaptors can lead to fires. A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the electrical system. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating;

Be careful to keep electrical appliances away from water. A hair dryer takes time to cool down. For safety, allow this to happen on a non-combustible surface before storing it;

Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control; and

Light globes can become very hot. It is dangerous to cover a lamp with any type of fabric.

Heaters

It’s nice to keep yourself warm in cooler weather, but remember heaters are a major cause of house fires:

- Read and follow the operating instructions for your heater;
- All clothes and curtains should be at least one metre from the heater;
- Turn off all heaters before you leave your room or go to bed; and

Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and any fires are extinguished.

Candles, Oil Burners and Cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards:

- Do not smoke in bed;
- Dampen cigarette butts before putting them in the rubbish;
- Make sure your candles are on properly designed candle holders;
- Don’t leave your room when a candle or oil burner is alight;
- Don’t go to sleep when a candle or oil burner is alight; and
- Do not put candles or oil burners near windows. Be careful, curtains can catch fire easily.

Cooking

Most house fires start in the kitchen:

- Always stay in the kitchen while food is cooking;
- Hot oils and fats catch fire easily:
  - Do not use water to put out an oil fire; and
  - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, but only if safe to do so.
- Keep tea-towels, sponges and paper towels away from burning gas stoves;
- Turn off the cooking appliance before you leave the room or go to bed; and

Only prepare food in the kitchen.
Plan Your Escape

If a fire occurs where you live, you may have to get out in the dark.

Make sure:

- doors are not blocked, preventing you from evacuating;
- you can find your key easily (in the lock is best); and
- you check if windows can be opened to evacuate.

In a fire:

- Get down on the floor. Crawl to the door;
- Get out of your room;
- Close the door. This prevents smoke and fire from spreading;
- Alert others;
- When outside, stay out. Never re-enter a burning building; and
- Call 000 (zero, zero zero) to alert the fire department.

What to do when you call 000:

- say “There is a FIRE”;
- wait;
- tell the operator your address and nearest cross street/corner; and

Do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call.

Bushfires

Bushfires commonly happen during drier and hotter periods of the year and almost any part of Australia could come under threat from bushfire at some time. Bushfires that occur on hot, dry and windy days can threaten lives and cause significant damage to property. Check weather forecasts in local newspapers, radio and television, and the fire services website for Fire Danger Ratings and Total Fire Ban days in areas where you live, work or are travelling.

You can reduce the fire risk around your home by clearing out anything that could fuel a fire:

- Clear grass and weeds from around your house;
- Clear gutters, roofs and down pipes;
- Store anything flammable (eg – firewood, rubbish, garden furniture, gas bottles) away from your house; and
- Make sure your garden hoses are long enough to reach all areas of your property.

If you are going on holidays or travelling in rural areas, make sure you stay informed about bushfires while you are away. Check the Fire Danger Ratings and local fire restrictions, including Total Fire Bans for the areas you are travelling through and staying. You can find this information on the rural fire service web page for your state or territory:

- Be prepared to change your travel plans on hot, dry, windy days to stay away from areas where bushfires may occur;
Tell a family member or friend where you are going, and let them know if you change your plans; and
Consider taking food and drinks with you.
Have a woollen blanket in the car to protect you from radiant heat if you are trapped by fire.

Avoid driving in areas where there is bushfire activity, as roads become extremely dangerous. If you see smoke, turn around and drive away from it. If you get caught on the road this is a threat to your life as your car offers very little protection from radiant heat.

To increase your protection:

- Park behind a solid structure to block as much radiant heat as you can. If this is not possible, then pull over to the side of the road into a clear area, well away from debris that may ignite;
- Wind up the car windows, close the vents, put on the hazard lights and headlights, leave the engine running and air conditioning on recirculate. Do not get out of the car and run;
- Get down as low as possible below window level;
- Cover yourself with a woollen blanket until the fire passes; and

Get out of the car once the fire passes.

Fire safety contacts

Read more about fire safety at the following sites:

- Queensland Fire and Rescue Service [www.fire.qld.gov.au](http://www.fire.qld.gov.au)
- Tasmania Fire Service [www.fire.tas.gov.au](http://www.fire.tas.gov.au)
- Fire and Emergency Services Authority of Western Australia [www.fesa.wa.gov.au](http://www.fesa.wa.gov.au)

Drugs and the law

The purchase of cigarettes and alcohol is legal for people over the age of 18. However, if you look younger than 25 you will still be asked to show proof of your age (with a driver’s licence, student identification (ID) card or similar). This practice protects the shop owner, as there are heavy penalties for selling or serving cigarettes and alcohol to people under 18 years.

Buying, selling, possessing or using all other drugs, including marijuana, amphetamines and opiates, is against the law. If you are caught you will face severe penalties, including fines, imprisonment and even deportation.

Read more about drug-related issues at [www.drugs.health.gov.au](http://www.drugs.health.gov.au)
**Smoking**

Although smoking is permitted in Australia, it is not recommended. The long-term effects of smoking are well documented: cancer, heart disease, blood clots, respiratory infections and stroke. In the short term, you will suffer from bad breath and smelly hair and clothes, stained fingers and teeth, reduced physical fitness, and a severe cough.

Smoking is also linked to depression. And if none of that puts you off, consider the financial cost. High taxes are placed on cigarettes, making the smoking habit expensive.

Remember that smoking tobacco is prohibited in a growing number of public places in Australia, including shopping centres, restaurants and on public transport. It is also prohibited in most government offices, health clinics, and workplaces. Non-smoking areas are often, but not always, indicated with a 'no smoking' sign. In Australia there are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products.

For more information, visit the QUITLINE website at [www.quitnow.info.au](http://www.quitnow.info.au) or call 131 848.

**Alcohol**

Australia has a bit of a reputation for being a country that enjoys alcohol. There’s nothing wrong with having a few drinks to unwind or celebrate, but binge drinking (drinking excessively to inebriation) should be avoided. Aside from giving you a hangover (headache, tiredness, nausea and vomiting), it makes you more susceptible to injury and assault, and can have an impact on your physical and mental health.

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over how much they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

- A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

If you are going to drink alcohol, don’t drive. Driving with a blood-alcohol level above the legal limit is dangerous to others as well as yourself and severe penalties apply. There are a number of factors that will affect your blood-alcohol concentration including body size, whether you have eaten recently, and body fat. For more information about alcohol and how it can affect you, visit the Australian Drug Foundation website at [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au)

Please keep in mind:

- Some hotels don’t serve standard drinks – they might be bigger. Large wine glasses can hold two standard drinks or even more;
- Drinks served at home often contain more alcohol than a standard drink;
- Cocktails can contain as many as five or six standard drinks, depending on the recipe; and
- Pre mixed bottled drinks often contain more alcohol than a standard drink.
Of course, you may choose to go to events and gatherings where alcohol will be served but not drink any alcoholic drinks. This is fine, and you have every right to drink water, juices or soft drinks (i.e. sodas, pop).

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. If you must put your drink down – for example, to go to the bathroom – leave it with a trusted friend to look after. Drink spiking (putting extra alcohol or other drugs into a person’s drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call emergency on 000 immediately to report it and get help.

Read more about alcohol-related issues at www.alcohol.gov.au

Gambling

Most people can enjoy gambling from time to time. However, it can become a problem and affect your health if you spend more time or money than you can afford on it, or if it is has a negative impact on your relationships with other people.

If gambling is a problem for you, call Gamblers Anonymous for free assistance and support on (02) 9628 5065.

Relationships Australia also offers a free 24 hour anonymous counselling referral service. You can access their Help Line on 1800 156 789. An information pack for people affected by problem gambling can be downloaded from www.relationships.com.au/resources

ESOS FRAMEWORK


The ESOS framework

Providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.
Your rights
The ESOS framework protects your rights, including:

• your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
• your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
• your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

• orientation and access to support services to help you study and adjust to life in Australia
• who the contact officer or officers is for overseas students
• if you can apply for course credit
• when your enrolment can be deferred, suspended or cancelled
• what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
• if attendance will be monitored for your course, and
• a complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before hand you need your provider’s permission. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities
As an overseas student on a student visa, you have responsibilities to:

• satisfy your student visa conditions
• maintain your Overseas Student Health Cover (OSHC) for the period of your stay
• meet the terms of the written agreement with your education provider
• inform your provider if you change your address
• maintain satisfactory course progress
• if attendance is recorded for your course, follow your provider’s attendance policy, and
• if you are under 18, maintain your approved accommodation, support and general welfare arrangements.
Contact details

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<th>Who?</th>
<th>Why?</th>
<th>How?</th>
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| Your provider | For policies and procedures that affect you | • Speak with your provider.  
• Go to your provider’s website. |
| Department of Education, Employment and Workplace Relations (DEEWR) | For your ESOS rights and responsibilities | • ESOS Helpline  
+61 2 6240 5069  
• Online enquiry form  
www.aei.gov.au |
| Department of Immigration and Citizenship (DIBP) | For visa matters | • www.immi.gov.au  
• Phone 131 881 in Australia  
• Contact the DIBP office in your country |

Keeping your contact details up to date

**Important Notice**

IT IS IMPORTANT THAT YOU NOTIFY DANFORD COLLEGE OF ANY CHANGES TO YOUR CONTACT DETAILS WITHIN 7 DAYS OF ANY CHANGES. HOWEVER NOW IT IS MANDATORY FOR EVERY STUDENT TO COMPLETE THE CHANGE TO PERSONAL DETAILS FORM EVERY SIX MONTHS DURING THEIR ENROLMENT AT DANFORD COLLEGE

Being an international student is exciting, but it can also be challenging. We have a designated Student Support Officer who can be approached to gain advice on academic and personal issues at no cost to students. The Student Support Officer offers professional and confidential advice in areas where they can help. They can also provide links to external sources of support where the college is not qualified.

The following support services are to be available and accessible for all students. The College will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the College are no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such external services.
### English Language Requirements for Overseas Students

**Certificate III Entry Requirement**

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<th>Assessment Level</th>
<th>English Proficiency</th>
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<tr>
<td><strong>1 &amp; 2</strong></td>
<td>No Academic</td>
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**Assessment Level 3**

- Academic: Completion of senior high school or equivalent to the Australian Year 11 of education
- Min. Overall Band Score of **5.5** or **4.5 + ELICOS**

**Assessment Level 4**

- Academic: Completion of senior high school or equivalent to the Australian Year 12 of education
- Min. Overall Band Score of **5.5** or **5.0 + ELICOS**

**OR**

- Other recognised English Language tests such as: **TOEFL iBT** Test Score of 46
- **PTE Academic Test** Score of 42
- **Cambridge English Advanced (CAE) Test Score of 47**
- **OET Pass Grade TOEFL PBT Test Score of 527**
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<td><strong>Assessment Level 3</strong></td>
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<tr>
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See minimum requirements as per Country Assessment Level on DIBP website

Min. Overall Band Score of 5.5 for Academic: Completion of senior high school or equivalent to the Australian Year 11 of education

Min. Overall Band Score of 5.0 for Academic: Completion of senior high school or equivalent to the Australian Year 12 of education

See minimum requirements as per DIAC but preferably completion of Year 10 or equivalent Provide evidence of English language qualifications

OR

Danford College may conduct an English Proficiency Test where English is not a first language

Academic: Completion of senior high school or equivalent to the Australian Year 11 of education

Min. Overall Band Score of 5.5 or 4.5 + ELICOS

OR

Other recognised English Language tests such as: TOEFL iBT Test Score of 46 PTE Academic Test Score of 42 Cambridge English Advanced (CAE) Test Score of 47 OET Pass Grade TOEFL PBT Test Score of 527

Academic: Completion of senior high school or equivalent to the Australian Year 12 of education

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No Academic requirements as per DIAC but preferably completion of Year 10 or equivalent Provide evidence of English language qualifications OR Danford College may conduct an English Proficiency Test where English is not a first language.

See minimum requirements as per Country Assessment Level on DIBP website

Academic: Completion of senior high school or equivalent to the Australian Year 12 of education Min. Overall Band Score of 5.5 or 5.0 + ELICOS OR Other recognised English Language tests such as: TOEFL iBT Test Score of 46 PTE Academic Test Score of 42 Cambridge English Advanced (CAE) Test Score of 47 OET Pass Grade TOEFL PBT Test Score of 527
# Advanced Diploma Entry Requirement

<table>
<thead>
<tr>
<th>Assessment Level</th>
<th>Assessment Level</th>
<th>Assessment Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 &amp; 2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

## Academic

- **Assessment Level 1 & 2**
  - No Academic requirements as per DIAC but preferably completion of Year 10 or equivalent
  - Provide evidence of English language qualifications

OR

- Danford College may conduct an English Proficiency Test where English is not a first language

## English Proficiency

### Assessment Level 3

- Academic:
  - Completion of senior high school or equivalent to the Australian Year 11 of education
  - Min. Overall Band Score of 5.5 or 4.5 + ELICOS

OR

- Other recognised English Language tests such as: **TOEFL**
  - iBT Test Score of 46
- **PTE Academic**
  - Test Score of 42
- **Cambridge English Advanced (CAE)** Test Score of 47
- **OET Pass Grade**
  - **TOEFL PBT Test** Score of 527

### Assessment Level 4

- Academic:
  - Completion of senior high school or equivalent to the Australian Year 12 of education
  - Min. Overall Band Score of 5.5 or 5.0 + ELICOS

OR

- Other recognised English Language tests such as: **TOEFL > iBT**
  - Test Score of 46
- **PTE Academic**
  - Test Score of 42
- **Cambridge English Advanced (CAE)** Test Score of 47
- **OET Pass Grade**
  - **TOEFL PBT Test** Score of 527

See: [Student Visa Options](#) on DIBP website
Are you an international student studying in Australia on a student visa?

The Australian Government has brought in new rules to better protect you

Stronger, Simpler, Smarter ESOS – Protecting International Students
Studying in Australia

Australia has been providing high quality education to students from around the world for many years.

Over 1200 Australian providers teach international students who are in Australia on a student visa. Before an education provider can enrol any international student they have to meet all the same high quality standards required for Australian students, as well as extra requirements to protect the interests of international students. These requirements are in the ESOS Act, which was reviewed in 2009 and since updated to make it simpler, smarter and stronger.

Both publicly-funded and private education providers must meet the same quality requirements and be registered under the ESOS Act.

Providers who deliver education and training to international students may be large or small, deliver one level of course or a mix of courses from basic English language programs through to higher education awards.
What is the ESOS Act?

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirements for education institutions (providers) who deliver education services to international students on a student visa. These laws are there to protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

What's changed?

For many years Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa.

Changes to the ESOS Act make these protections even stronger. Additionally an Overseas Students Ombudsman was established in 2011 to assist overseas students who have a complaint about a private provider. Students of publicly-funded providers already have access to the relevant State Ombudsman.

Most international students have a positive study experience in Australia and one of the reasons they choose to come to study here is because they are well-protected by providers and the Government. On the rare occasions that a provider is unable to deliver a course you have paid for and does not meet their legal obligations to make alternative course placements or provide you with a refund, it is good to know there is help available.

From 1 July 2012 a Tuition Protection Service (TPS) will operate, backed by all education providers who enrol international students.

Additionally, providers:
- must meet stricter requirements to be registered with the Australian Government
- face tougher penalties if they don’t assist or refund students according to the law
- must keep accurate records of student contact details and any units of study completed.
What is the TPS?

The TPS will help you quickly find another course, if your provider can't deliver the course you have paid for. The TPS will use an online placement service to give you all the information you need so you understand your options and can choose an alternative course that best suits you. Additional assistance will be available if you need it. You will still have to meet all the course entry requirements of another provider and any extra costs if the provider is more expensive than the one you originally enrolled with.

What if I can't find a course that I like?

If you are unable to find an alternative course after a reasonable period of time set by the TPS, the TPS will refund you the tuition fees you have paid for the part of the course that you haven't yet received. If you do receive a refund, you are still required to meet all the conditions of your student visa in terms of having a current enrolment. For more information on your student visa obligations, please visit the Department of Immigration and Citizenship (DIAC) website www.immi.gov.au.

What if I need a new student visa?

If you require a new student visa as a result of a closure of an education provider, you should contact DIAC immediately. Contact details are available on the DIAC website: www.immi.gov.au

Written agreements

Under Australian law, when you accept an offer of a course, it must be in the form of a written agreement. This is the document that you sign when you enrol with an education provider.

In your written agreement, providers must give you detailed information on:
• the course you are enrolled in
• payment plan for tuition fees including the number and length of each study period
• any non-tuition fees
• refund entitlements in different situations
• course requirements including minimum English language
• requirements on attendance and making satisfactory progress
• any services that can support you or keep you safe.
Fees paid in advance

Under the changed rules, providers are not allowed to collect more than 50 per cent of the total tuition fees for the whole course before you start, unless your course is 24 weeks or less.

After you start your course, your provider cannot require you to pay any remaining tuition fees until two weeks before your second study period.

Any money you pay to a provider that is not directly related to your course, such as for homestay accommodation, is not protected under the TFS.

Keep your contact details up to date

It is very important that your provider has your correct contact details and we encourage you to update these whenever they change, however these must be updated at least every six months. The details required are a current residential address, and a mobile phone number and email address (if you have one). Having current contact details will ensure you can be reached in an emergency or if you need to be assisted by the TFS.

Where can I go if I need help?

The Australian Government is committed to ensuring you have a great education experience here.

If, however, you have a complaint about your education provider you may take the matter to an independent complaints handling body. This will be the relevant State Ombudsman if you are enrolled with a publicly-funded provider or the Overseas Student Ombudsman if you are enrolled with a private provider. Visit the relevant state ombudsman’s website or www.oso.gov.au, for more information.
Your responsibilities – some tips to make sure you’re covered

☐ Read your written agreement carefully before you sign it – it is a legal contract

☐ Make sure you are clear about the number of study periods in your course, how the fees are distributed throughout the course and the difference between tuition fees and other types of unprotected fees such as accommodation

☐ Understand the terms of any refund you may be entitled to if you do not meet the conditions of the written agreement or in the situation where your visa is not approved

☐ Keep a copy of all receipts for money you have paid to a provider

☐ Make sure your provider gives you (and you keep) a record of all study completed at each stage of your course

☐ Let your provider know as soon as any of your contact details change.

Visit www.aei.gov.au or phone (+61 2) 6240 5069 to find out more about your rights and responsibilities.
# APPENDIX 1 – Rental and Accommodation Terminology Definitions

<table>
<thead>
<tr>
<th>Word</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrears</td>
<td>The amount of money owed by a tenant who has fallen behind in paying rent.</td>
</tr>
<tr>
<td>Bond</td>
<td>An amount of money a tenant is asked to pay before moving in. The bond is usually the same as one month’s rent. It is returned at the end of the tenancy. The bond may not be returned if the property is dirty or damaged, or the tenant owes rent.</td>
</tr>
<tr>
<td>Bond Claim Form</td>
<td>Tenants and landlords must complete and sign a Bond Claim Form at the end of a tenancy. Never sign a blank Bond Claim Form.</td>
</tr>
<tr>
<td>Bond Lodgment Form</td>
<td>Tenants must complete and sign this form before paying the bond. The landlord or agent must give this form and the bond money to the Residential Tenancies Bond Authority (RTBA). The RTBA keeps the bond, which is usually returned at the end of the tenancy.</td>
</tr>
<tr>
<td>Bond Transfer Form</td>
<td>Co-tenants in a shared house who move out before the end of the lease agreement should sign a Bond Transfer Form with the new co-tenant and send it to the RTBA. Do not send money.</td>
</tr>
<tr>
<td></td>
<td>The new tenant usually pays their share of the bond to the former tenant. At the end of the tenancy the new tenant usually receives that share of the bond when it is refunded from the RTBA.</td>
</tr>
<tr>
<td>Condition Report</td>
<td>This is a written report that tenants complete to describe the state of the property before they move in. This report is important because it can be used at the end of a tenancy to prove:</td>
</tr>
<tr>
<td></td>
<td>• who should pay for cleaning, damage or replacement of missing items, and</td>
</tr>
<tr>
<td></td>
<td>• the amount of bond to be refunded. Never sign a blank Condition Report.</td>
</tr>
<tr>
<td>Co-tenants</td>
<td>Students who share responsibility for a rental property are called co-tenants. Students who are co-tenants must:</td>
</tr>
<tr>
<td></td>
<td>• be named in and sign the lease agreement</td>
</tr>
<tr>
<td></td>
<td>• be named in and sign the Bond Lodgment Form</td>
</tr>
<tr>
<td></td>
<td>• help complete and sign the Condition Report</td>
</tr>
</tbody>
</table>
### Word Definition

- Give 28 day’s written notice to the landlord or agent before they move out. This applies even if other co-tenants are still renting the property.

### Discrimination

It is against the law for landlords or agents to refuse to rent properties to people because of their:
- marital status
- gender
- race
- sexual orientation
- disability
- religious or political beliefs, or
- whether or not they have children.

### Head tenant

A head tenant signs a lease (residential tenancies) agreement for a property, then lets out rooms to others who are called sub-tenants.

Head tenants can ask sub-tenants for a bond. If head tenants collect a bond they must get sub-tenants to fill out a Bond Lodgment Form and send this with the bond money to the RTBA.

Head tenants may live at the rented property or may live elsewhere.

A head tenant is advised to sign a separate lease (residential tenancies) agreement with each sub-tenant. The head tenant then acts as the sub-tenant’s landlord.

### Landlord

The owner of the rented property.

### Lease Agreement

A term often used that means the same as Residential Tenancies Agreement.

*Never sign a blank Lease Agreement.*

### Notice to Landlord of Rented Premises Form

Tenants wishing to end their lease can use a Notice to Landlord of Rented Premises Form, which is available from Consumer Affairs Victoria.

When ending a lease, you must give 28 day’s notice in writing. Write the date you plan to leave on the form and sign it. If you are mailing the form, allow extra days.

### Notice to Vacate

Landlords and agents can give tenants a Notice to Vacate when they want to end the tenancy.

Landlords and agents can give different reasons for a Notice to Vacate. There are different amounts of time allowed for a Notice to Vacate, depending on the reason landlords have for ending the tenancy.

### Quiet enjoyment

Tenants have the right to privacy.

Landlords and agents usually must not enter the property without getting your agreement not more than seven days before the visit. They must not enter in an unreasonable way or stay longer than needed. Landlords or agents do have the right to enter if they have given 24-hours written notice, in order to:
<table>
<thead>
<tr>
<th>Word</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>• complete repairs or maintenance</td>
<td></td>
</tr>
<tr>
<td>• have the property valued</td>
<td></td>
</tr>
<tr>
<td>• show the property to prospective buyers or lenders</td>
<td></td>
</tr>
<tr>
<td>• check a reasonable belief that you have not met your duties as a tenant</td>
<td></td>
</tr>
<tr>
<td>• make one general inspection in any six-month period, but not within the first three months of the tenancy</td>
<td></td>
</tr>
<tr>
<td>Show prospective tenants through if you are moving out, although this can only happen during the 14 days before the end of the notice to vacate period.</td>
<td></td>
</tr>
</tbody>
</table>

**Real Estate Agent**

An agent who acts for the landlord in renting the property.

**Rent**

Rent is the amount of money a tenant pays to the landlord, agent or head tenant to live at a property.

Tenants can negotiate their method of paying rent with the landlord, agent or head tenant. This method should be stated in the lease agreement. If it is stated in the lease agreement, the landlord or agent cannot change the way you pay, unless you agree to the change in writing.

**You must always pay the rent on time. Never withhold rent for any reason.**

Landlords or agents can give you a 14 day Notice to Vacate if you do not pay rent. If you are having problems paying the rent, contact the landlord or agent before the rent is due and explain the problem. Try to get an agreement about how you will pay the money.

Landlords or agents must give 60 days’ written notice of an increase in rent.

**Repairs**

The landlord must keep the property in good repair. Tenants must contact the agent if there is an urgent repair, for example:

- a burst water service
- a blocked or broken toilet
- serious roof leaks
- gas leaks
- dangerous electrical faults

**Residential Tenancy Agreement (lease)**

A written contract (also called a lease agreement) between a tenant and the landlord or agent. The agreement must be signed by the tenant and the landlord or agent and must contain the:

- property location
- total rent amount and day or date payments are made
- bond amount
- start and end date of tenancy time period
- landlord’s name and contact number
<table>
<thead>
<tr>
<th>Word</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never sign a blank Residential Tenancy Agreements</td>
<td></td>
</tr>
<tr>
<td>Residential Tenancy Application</td>
<td>A form landlords or agents may ask you to complete when you are interested in renting a property. Landlords or agents use this information to check your references and ability to pay rent. Complete the entire form. Check it has a privacy statement that says how your details will be used. Beware of paying a holding deposit – it may not guarantee you’ll get the place but may commit you to lease that you might not want.</td>
</tr>
<tr>
<td>Sub-tenant</td>
<td>A sub-tenant shares a property by leasing it from a head tenant. The head tenant signs a lease with the owner of the property or their agent. The sub-tenant should sign a lease agreement with the head tenant. Sub-tenants pay their share of the rent to the head tenant, who is responsible for paying the entire amount of rent to the owner or agent. The head tenant acts as a landlord to sub-tenants.</td>
</tr>
<tr>
<td>Tenant</td>
<td>A person who signs a lease (residential tenancies) agreement with a landlord or agent and pays to live at a property owned by the landlord. Tenants must pay rent on time and look after the property.</td>
</tr>
<tr>
<td>Utilities - electricity, gas, telephone</td>
<td>Tenants should contact relevant utility providers to get the telephone, gas and electricity connected and arrange for the bills to be put in their name.</td>
</tr>
</tbody>
</table>
## APPENDIX 2 – Student Property Inspection Checklist

<table>
<thead>
<tr>
<th>Property Location</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the property close to transport, shops and campus?</td>
<td></td>
</tr>
<tr>
<td>Is the area noisy? Is the property on a busy road?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Property Features</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the oven and stove operate correctly?</td>
<td></td>
</tr>
<tr>
<td>Do the toilet and shower operate correctly?</td>
<td></td>
</tr>
<tr>
<td>Are there laundry facilities?</td>
<td></td>
</tr>
<tr>
<td>Do the light fittings work?</td>
<td></td>
</tr>
<tr>
<td>Are there enough electrical power points to plug in your electrical appliances without overloading electrical power boards?</td>
<td></td>
</tr>
<tr>
<td>Is there a telephone line already connected?</td>
<td></td>
</tr>
<tr>
<td>Is the place furnished? What kind of furniture?</td>
<td></td>
</tr>
<tr>
<td>Is there good security?</td>
<td></td>
</tr>
<tr>
<td>Where locks are fitted on doors, can they be opened from the inside without a key?</td>
<td></td>
</tr>
<tr>
<td>Do front and back doors open easily from the inside to allow escape in case of fire?</td>
<td></td>
</tr>
<tr>
<td>Is a Smoke alarm fitted outside your bedroom? <em>(by law smoke alarms must be fitted and maintained)</em></td>
<td></td>
</tr>
<tr>
<td>If you are living in a rooming house, are there smoke alarms in your room?</td>
<td></td>
</tr>
<tr>
<td>Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly?</td>
<td></td>
</tr>
<tr>
<td>Is there damp or mould on the walls?</td>
<td></td>
</tr>
<tr>
<td>Is there painting required?</td>
<td></td>
</tr>
<tr>
<td>Is there an insect / pest problem?</td>
<td></td>
</tr>
<tr>
<td>Will the landlord carry out any repairs before you move in?</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
</tr>
</tbody>
</table>