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Head Office - William Street Campus

Level 8, 277 William Street Melbourne 3000 VIC

King Street Campus

Level 7, 310 King Street, Melbourne 3000 VIC

Ph: +61 3 9642 1667 | Fax: +61 3 9642 2664

admissions@danford.edu.au

www.danford.edu.au

Star Gazers Education Pty Ltd T/AS Danford College
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

Student Handbook

Pre-Arrival Information & Orientation Guide



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1. 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

2. Pre-Arrival Information

Introduction to Australia

Australia is the world's sixth largest country, measuring 4000 kilometres (2500 miles) from east to west and 3200 kilometres (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.

About Melbourne

Melbourne is the capital city of Victoria, and Australia's second-largest city. Focused around a central city, Greater Melbourne's area of approximately 9900 km² of suburbs spread more than 40 km to the south, 30 km to the east, 20km to the north and sprawl across vast, flat basalt plains to the west.

The municipality of Melbourne includes metropolitan Melbourne's innermost suburbs, including the central city. Our municipality is around 37 km² and shares its borders with seven other councils. The municipality of Melbourne is the gateway to Victoria, the seat of the Victorian Government and the headquarters of many local, national and international companies, peak bodies, and government and non-government agencies.

For further information about Melbourne please visit City of Melbourne website at <https://www.melbourne.vic.gov.au/about-melbourne/Pages/about-melbourne.aspx>

Multi-Culturalism

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.

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 & 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 misbehaviour.

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 College and may be grounds for cancellation based on misbehaviour.

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. For further information please visit <https://www.epa.vic.gov.au/for-community/environmental-information/noise/residential-noise-law>

Smoking & 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.

For further information please visit <https://www.vcglr.vic.gov.au/>

Overseas Student Health Cover (OSHC)

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

Learn [more](#) about OSHC, including a list of the providers at www.privatehealth.gov.au/.

The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the [Department of Home Affairs](#) website.

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.

For Further information please visit <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>

3. Transport

Getting from the Airport

Arriving/Departing at Melbourne Airport (Tullamarine)

Melbourne's main airport at Tullamarine is located 23kms from the CBD with the journey taking from 20 to 35 minutes depending on traffic.

On arrival, you will find many transport options (see below) and information access points in the terminals. All terminals are close or adjoin each other and you will not need to get a bus to go to other terminals.

For departures, during morning peaks, (5.30am - 9.00am) and evening peaks (4.00pm- 7.00pm,) travelling time can be 45-60 minutes. It is best to check the <https://traffic.vicroads.vic.gov.au/> website to identify any traffic problems early. Airline check-in queues during peak are also lengthy even in domestic terminals. Give yourself plenty of time.

Transport options:

The below is a short summary of the main transport options and prices to the city centre:

- [Taxi](#): \$55 - \$65 (up to four people) - 20 - 40 mins
- [Skybus](#): \$19 per person - 20 - 40 mins
- [Starbus](#), [VHA Airport Shuttle](#): \$18 - \$25 per person - 20 - 40 mins
- [Public Transport](#): \$4 + \$6 for Myki - 70 - 90 mins
- [Melbourne city Cabs](#) prices here

Taxis: A [taxi](#) to the city should cost between A\$55 and \$65, including the compulsory airport fee payable by departing taxis and CityLink tollway charges. This will all be included in the final fare.

Airport Shuttle Buses

[SkyBus](#) is the main airport shuttle to and from Melbourne Airport and the city. It leaves from two locations directly outside the terminals and operates 24 hours a day, seven days a week. SkyBus travels directly to and from Southern Cross Station and leaves every ten minutes for most of the day. Travel times to Southern Cross Station range from 20 - 35 minutes.

Tickets are \$19 one way/\$38 return for adults and up to four children can travel free. SkyBus have on-board Wi-Fi and a shuttle service from Southern Cross Station to most hotels in the city, including Southbank and Docklands. [SkyBus recommends](#) allowing 1.5 hours when being picked up from your hotel and transiting to the airport.

There are also a number of shuttle buses that run directly from the airport to inner city hotels, avoiding the need to change buses at Southern Cross Station. They depart from departure [Zone L](#), which is a 50 metre walk from the SkyBus departure point outside arrivals area at the international terminal (refer to the linked [map](#)).

The shuttle buses serve a much [greater area](#) of the inner city than SkyBus, so may be useful for people not staying in CBD hotels or who do not wish to change buses at Southern Cross Station. Prices range from \$18 to \$25 depending on the location. Two of the shuttle companies are [Starbus](#) and [VHA Airport Shuttle](#).

There are many suburb shuttles services the outer suburbs: \$20 to \$90. Various prices depending on distance.

Public Transport

Using public transport takes a little time and effort, but the cost is low using the [Myki](#) card. The PTV (Public Transport Victoria) bus stops are located near Terminal 4 and can be a little hard to find.

Please note there is little public transport information at the airport. An interesting and inexpensive way to get from Melbourne Airport to the city is by combined bus and train.

Take the 901 bus to Broadmeadows station (a ride of about 20 minutes) and change to the train for the 40-minute trip to Flinders Street (Melbourne central business district). This service operates at 15-minute intervals during the week and every half hour at night and at weekends.

Bus routes 478, 479 or 482 runs from the Melbourne Airport bus stop near Terminal 4 to Airport West Shopping Centre that is close to the 59-tram terminus to the city. Visitors connecting to Bendigo can catch a 479 bus to Sunbury station and connect to a V/Line train.

Full details of public transport buses serving Melbourne Airport are at <http://ptv.vic.gov.au/getting-around/...>

General public transport information (for Melbourne and the entire state of Victoria) including a journey planner is at <http://ptv.vic.gov.au/>

Cost & Time Comparison

Ranking in terms of travel times to inner city locations, a taxi will be fastest (approx. 20 - 30 minutes), followed by shuttle buses (25-60 minutes) then public transport (1 - 1.5 hours). In terms of cost, public transport is cheapest (\$6), followed by Skybus and city shuttles (around \$19), then a taxi (around \$50-\$65).

Onward Travel:

Southern Cross station is a major train station in the CBD with access to all train destinations including regional and interstate, good Melbourne tram access, tourist information, buses, taxis, travellers aid etc.

Melbourne's public transport "smart card" fare system is called [Myki](#) and can be confusing for visitors or casual travellers. A good idea is to purchase a Myki card on line prior to visiting Melbourne. Regular Myki cards can be purchased for \$6 at the airport on the 901 bus to Broadmeadows and also by a special visitors' pack available from the Skybus booth (terminal 1). Note that Skybus does not accept Myki but does sell Myki visitor packs. For visitors wishing to purchase a 'full fare' (adult) Myki or add credit to their current Myki card can do so at a Myki machine located on the ground floor of T2, near the toilets at the north end, closest to T1. Full Myki details at Public Transport Victoria.

Hire Cars & Ride Share

If you plan to drive around, you can **hire a car** at the airport from one of several operators such as [Enterprise](#), [Redspot](#), [Avis](#), [Budget](#), [Hertz](#) and [Thrifty](#). The drive to the city is along CityLink. Check with your rental company on how you are covered for CityLink tolls. The alternative, non-tolled route is on arterial roads such as Mt Alexander Road, originally the route to Bendigo's goldfields.

Routes to the city and on to other major centres, Geelong (and then the Great Ocean Road), Bendigo and Ballarat are straightforward. Turn offs are well signposted. For Phillip Island you head towards the city but stay on the toll road, CityLink, and bypass the CBD. You then continue along the Monash Freeway and follow the signs to Phillip Island. Remember that many inner-city hotels charge extra for parking.

Melbourne Airport partners with the original cabfriend.com (taxi share). This can instantly find you a friend to share with in all suburbs and save 30% to 75% of the cost of a taxi. You can also use co seats from the Melbourne Airport ride sharing page.

Regional Buses

Another Bus option for regional travellers, connecting to V/Line train services from Melbourne Airport (bus stop outside terminal 1) via the infrequent 479/478 buses to Sunbury (on the Bendigo line) and the 901 to Broadmeadows (on the Seymour/Albury/Shepparton lines). V/Line tickets can be used on metropolitan public transport services (but not Skybus) for no extra charge. But they would need to be purchased in advance (on line) in order to be used from the airport by arriving passengers.

Arriving/Departing at Avalon Airport

[Sita Buses](#) offer transfers between Avalon Airport and the Southern Cross Station Coach Terminal in Melbourne for \$20 one way/\$36 return. If at least 48 hours' notice is given buses will also pick up at city hotel and accommodation venues, Werribee RSL and suburbs up to 6 kilometres from the city

(additional charges apply). Buses are timed to meet all Tiger and Jetstar flights. Approximate taxi fare to/from Melbourne is \$80. Another option is to take a taxi to Lara train station and catch a V/Line train to Melbourne. Avalon is also serviced by each of the major car rental companies.

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.

For further information please visit <https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules>

4. Legislation

This Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students (ESOS) Act 2000.

The ESOS Act 2000

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

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with the ESOS Act, ESOS Regulations and the provisions of the National Code 2018.

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 National Code 2018 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 2018 replaces the National Code 2007 and is effective from 1 January 2018.

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 2018 and the code is legally enforceable.

ESOS Framework

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 2018.

For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

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

The National Code of Practice for Providers of Education and Training to Overseas Students 2018: <https://www.legislation.gov.au/Details/F2017L01182>

The Standards for Registered Training Organisations (RTOs) 2015
<https://www.legislation.gov.au/Details/F2017C00663>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):
<http://cricos.education.gov.au>

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>

Workplace Rights Whilst Studying in Australia

The Department of Education has developed the below suite of resources to help international students learn about their workplace rights while studying here in Australia and an accompanying toolkit for education providers.

The Provider Toolkit is free to download and provides useful context and tips of how and when you can best use the resources. They've also created a best practice model, self-assessment tool and workbook that will help you identify what best practice means for your institution and expand current practices and policies to help prevent the workplace exploitation of international students. Please refer to the Appendix for a list of resources.

5. Arranging Visas & Bringing Family

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to apply with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

To apply for a student visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, overseas student health cover.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

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: The Department of Foreign Affairs and Trade (DFAT)

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

The Australian Commonwealth Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. For further information please visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Migration Agents

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

For further information about migration agents please visit <https://www.mara.gov.au/>

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 our website for contact details of agents we have appointed in your region at https://danford.jobreadyplus.com/public_pages/agents

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

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

<http://www.echildcare.com.au/region/melbourne-city/>

Schooling: Education Providers

The three main education providers are the State Government (1613 schools), Catholic Education (484 schools) and the Independent school's 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.

<https://www.education.vic.gov.au/parents/Pages/default.aspx>

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

Dependent Children of International Students

A student bringing a spouse and/or child to Australia will need to have enough money to support them before the Australian Government will issue a visa. For more information, contact the [Department of Home Affairs](#) (DHA) or visit Study in Melbourne website <https://www.studymelbourne.vic.gov.au/visa-information/bringing-your-family>

School Attendance for Dependent Children

[DHA](#) requires dependent 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 school's website has useful information and lists of schools.
<https://education.vic.gov.au/Pages/default.aspx>

Work & Study Rights for Families

You and your dependent family members will have permission to work automatically included with your student visa. Work rights for dependents of students vary between unlimited hours, for dependents of postgraduate research students, and a maximum of 40 hours per fortnight for others.

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. Further information, please visit the Department of Home Affairs (DHA) website <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

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 & 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

<https://education.vic.gov.au/Pages/default.aspx>

For a full list of Victorian Public Holidays, see: Victoria Online:

<http://www.vic.gov.au/Victorian-Public-Holiday-Dates.html>

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 passport 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. 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

International Students & Visa Conditions

As a prospective international student applying to study in Australia, you are required to obtain a student visa before travelling to Australia. Student visas are issued by the Australian Department of Home Affairs (DHA). There are a number of specific requirements that must be met before a student visa can be issued. These requirements vary, depending on your nationality, and the level/type of study you intend to undertake. For further assistance or information regarding student visa, visit the DHA website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

You may also seek assistance from an Australian Diplomatic Mission <https://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx> or an Danford College authorised representative, in your home country.

Student Visa Conditions

Whilst studying in Australia your visa is subject to a number of visa conditions that you must comply with. It is your responsibility as a visa holder to be aware of these conditions.

The following condition(s) might be attached to this visa:

[8104 - Work restriction: 40 hours a fortnight](#)

[8105 - Work restriction](#)

[8201 - Maximum 3 months study](#)

[8202 - Meet course requirements](#)

[8204 - Study limitations](#)

[8303 - Not be disruptive](#)

[8501 - Maintain adequate health insurance](#)

[8516 - Continue to satisfy the criteria for the grant of the visa](#)

[8517 - Maintain adequate arrangements for the education of your school-age dependants](#)

[8518 - Maintain adequate arrangements for your education](#)

[8532 - Maintaining welfare arrangements for minors](#)

[8533 - Inform provider of address](#)

[8534 - No further stay](#)

[8535 - No further stay](#)

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. In general, you must follow below:

1. Keep your Visa Current

Regular check your visa details and conditions on Visa Entitlement Verification Online (VEVO) it allows visa holders, employers, education providers and other organizations to check visa details and conditions.

VEVO tells you:

- which visa
- the expiry dates
- The date that you must not arrive after
- the period of stay (how long you can stay)
- conditions (what you can and can't do).

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

Changes in your enrolment may affect your visa. You must renew your visa before your current visa expires

2. Change of Contact Details

Pursuant to our obligations under the ESOS Act, it is very important that Danford College has the correct contact details of all current and enrolled students (address, mobile phone number and email address) and update this information whenever there is a change.

You must provide us with your correct contact details (address, mobile phone number and email address) and inform us of any change to these details within 7 working days of the change occurring. If you need to update your details, you will need to complete a 'Change of Personal Details Form' available at Reception and on our website. We will aim to remind you to update your details by emailing you. However, it is your responsibility to notify us of any change to your contact details. If you are an International Student, it is one of your visa conditions that you must notify your education provider of any changes in contact details within 7 working days.

Enrolment & Course Completion

Enrol in a full-time course and be expected to finish your course within the date specified on your visa and duration of your Electronic Confirmation of Enrolment (ecoe).

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 per your visa conditions min 20 hours a week.

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 DHA via PRISMS (Provider Registration and International Students Management System) for breach of your visa condition or you will be required 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 available at our website www.danford.edu.au

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 DHA. The reporting required by PRISMS is exception reporting.

This occurs when a student:

- Does not commence on time. In other words, the student may attend 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. This may result in a Student Handbook NovaCore\Danford VET\Manual\ Revision: 1.9 Revision Date: 08 Apr 2021 Next Review: 08 Apr 2022 Approved by: Vikas Wadhwa

cancellation of the visa. For further information how your visa may be cancelled please visit:

<https://immi.homeaffairs.gov.au/visas/cancelling-a-visa>

6. Communication Services

Postal Services

Australia Post manages postal services in Australia. The cost of a letter to be posted within Australia is usually \$1.10. Letters to the Asia/Pacific zone and to the rest of the world will cost more.

Australia Post has branches in every suburb. Sometimes these are located in shopping centres 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.

- 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

White pages: useful for searching residential phone numbers and addresses/business names
www.whitepages.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 & 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 registered 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 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 & Interpreting

Phone: [131 450](tel:131450) (within Australia)

Phone: [+613 9268 8332](tel:+61392688332) (outside Australia)

This telephone interpreting service is available 24 hours. Refer to the website for a list of services and costs.

<https://www.tisnational.gov.au/en/Help-using-TIS-National-services/Contact-TIS-National>

Language, Literacy & 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.

Assessing Your Qualifications, Experience & English Proficiency for Entry into VET Courses

Pre-Requisite/Entry Requirements

Age Requirement

To study at Danford College, all international students must be at least 18 years of age or above when the course starts.

Academic Requirements

Vocational Courses: All international students must meet a minimum academic requirement to gain admission to Danford College. Danford College requires the successful completion of studies equivalent to Australian Year 12 education as the minimum level of entry into our courses.

Post Graduate Programs: Year 12 and have completed a Diploma or Advanced Diploma qualification in any fields of study (Both onshore or Offshore qualification); or have completed a Bachelor degree in any fields of study (Both onshore or Offshore qualification).

In some cases, if you do not meet the college academic entry-level requirements, you may apply as a

mature age student. A mature age student is considered to be over 21 years old, who has been out of fulltime education for at least one year. You should also be able to provide documentary evidence of any work experience undertaken since leaving school that is related to your chosen course. Entry as a mature age student is also dependent upon having a satisfactory level of English language proficiency.

International Students: An English Language Proficiency Level of One of the Below:

Vocational Programs: For most Vocational course's students are required to have a minimum IELTS (International English Language Testing Service) score of 5.5 overall with no band/sub score under 5.0 or equivalent English language tests as per accepted by the Department of Immigration.

Post Graduate Programs: For most Graduate Diploma courses students are required to have a minimum IELTS (International English Language Testing Service) score of 6.0 overall with no band/sub score under 5.5 or equivalent English language tests as per accepted by the Department of Immigration.

English language tests accepted by the Department of Home Affairs are listed below for your information.

- IELTS [International English Language Testing System](#)
- OET [Occupational English Test](#)
- TOEFL iBT [Test of English as a Foreign Language Internet-Based Test](#)
- PTE Academic [Pearson Test of English](#)
- CAE [Cambridge English: Advanced](#)

An IELTS score or equivalent no longer than two years. Alternative test scores benchmarked as against the IELTS band scale:

English Proficiency Test	Course with IELTS 5.5 overall No individual band less than 5.0	Course with IELTS 6.0 overall No individual band less than 5.5
International English Language Testing system (IELTS Test)	5.5 overall individual bands: min 5.0 each module	6.0 overall individual bands: min 5.5 each module
Test of English as a Foreign Language internet-based test (TOEFL iBT)	49 overall min score to: Writing: 18 Speaking: 16 Reading: 8 Listening: 7	64 overall Min score to: Writing: 21 Speaking: 18 Reading: 13 Listening: 12.
Cambridge English: Advanced (CAE) test	162 over all individual bands: 154	169 over all individual bands: 162
Pearson Test of English Academic (PTE)	42 over all communicative skills: 36	50 over all communicative skills: 42
Occupational English Test (OET)	a score of at least B for each test component of the OET.	a score of at least B for each test component of the OET.

Circumstances where the IELTS Requirement May be Waived:

Academic transcripts showing that you have successfully completed at least 51% of a course leading to a qualification from the Australian Qualifications Framework at Certificate IV level or higher as the

holder of a student visa not more than 2 years before your visa application. This does not include foundation courses.

Or

Senior Secondary Certificate of Education, completed in English in Australia in the last two years

Or

Evidence of completion certificate for a Foundation Course in Australia in the last two years.

Or

Evidence that you have completed at least five (5) years of study in English undertaken in one or more of the following countries: Australia – Canada - New Zealand - South Africa - the Republic of Ireland - the United Kingdom and the United States of America.

Or

Provide evidence you have completed or have enrolled into an ELICOS or alternative English course as accepted by the Department of Home Affairs. Minimum requirement to enter into any of Danford College courses is “Upper Intermediate” or “Advanced”.

Or

You are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland.

Refer to the admission requirements for your country risk rating requirement. More information available about which English language tests are accepted by the Home Affairs Department? <https://www.homeaffairs.gov.au/lega/lega/Form/Immi-FAQs/aelt>. For countries classified Level 1 and Level 2 as per DHA (Department of Home Affairs):

Internal English Test

Note: We can ask you for evidence of your English language skill after you have submitted your application, at any time while we are processing your application, even though the Document Checklist tool shows that you don't need to provide evidence of your English language skill when you submit your application.

(Internal) English proficiency test online: **TRACKTEST**



Track Test Online English Assessment Centre or Track Test is an online English language assessment tool launched in November 2012 that measures the English skills of non-native English speakers. The test is using the scale based on Common European Framework of Reference for Languages.

For further information about this policy and Application and Enrolment Process please visit our assessing students' qualifications, experience and English proficiency for entry into vet courses available on our website www.danford.edu.au

7. Accommodation

When you come to Melbourne there are accommodations options to suit everybody - from rental to homestay and more

Melbourne and regional Victoria offer high-quality, safe student accommodation. From cosmopolitan inner-city living to leafy garden suburbs and beautiful regional centres, there are plenty of fantastic accommodation options to choose from.

How College Can Help

We can help you choose and/or find accommodation for your stay.

You Can Contact Us:

- before you leave for Melbourne - Contact us via email info@danford.edu.au or phone +61396421667 to ask for information
- when you arrive in Melbourne – Book an appointment to ask for support in person.

Temporary Accommodation

It is best to book short-term accommodation before you arrive in Australia, and look for longer-term options when you arrive. This allows you time to explore the neighbourhoods and view the properties, and can help you choose an option that best suits you. Temporary accommodation includes budget hostels and hotels. Below are the some of the Useful website to help find you temporary accommodation:

- [Visit Victoriaexternal link](#)
- [Aussie Apartmentsexternal link](#)
- [Australian Explorerexternal link](#)
- [Serviced Apartmentsexternal link](#)
- [Airbnb Australiaexternal link](#)

Please note: The information, services and views expressed that may appear on any linked websites are not necessarily endorsed by College. It is recommended that you make your own enquiries as to the appropriateness and suitability of the information on this site for your particular circumstances.

Rental Accommodation

Renting a home means you choose your ideal location, furniture and housemates.

Rent Payments

Expect to pay between \$175-400 a week for a room in a share house, depending on how many people you share with and where you live. Remember - rent payment in this type of arrangement usually does not include any bills such as water, electricity, gas and internet.

Signing a Lease

If you are renting from an agent or direct from a landlord, you will need to sign a lease. You do need to ensure that you have read and understand the terms and conditions of the agreement and that you are signing the right lease for the rental type. The Consumer Affairs Victoria website has information about [types of rental agreements](#).

Security Bond

You will also need to pay a security deposit – called a bond – to the agent or landlord. They must lodge it with the [Residential Tenancies Bond Authority](#) (RTBA).

The agent or landlord cannot access the bond and you cannot use it for rent. If you cause any damage to the property while you are renting it, the landlord can request the RTBA to compensate them at the end of the lease.

Help for Renters

If you are an international student living in Melbourne and paying for accommodation, you have the same rights and obligations as everyone else living in Victoria. This includes:

- what you need to do when it comes to paying a bond
- the minimum standards to expect of a rooming house and its rooms
- what to do if there is a problem with where you are staying.

Our International Students' Housing and Accommodation Legal Service is a free, confidential and independent legal service, provided by lawyers, to help international students. Please call 1800 056 449 to make an appointment, the service is available Tuesdays and Fridays and the Study Melbourne Student Centre. For further information or advice about your rights and responsibilities, you can also contact the Tenants Union of Victoria or visit the International Students page on the Consumer Affairs Victoria website.

International Students – Renting in Victoria is a video from Consumer Affairs Victoria. See more information about renting in Victoria on the [International Students page](#) on their website. [Read a transcript on the CAV website](#)

Managed Student Accommodation

If you want to live on or near campus, consider managed student accommodation and apartments. This style of housing lets you live independently with support from the managed student accommodation provider. You won't have to worry about furniture, electricity, gas or telephone, as these are already provided.

Apartments are often located in blocks that include shared facilities, so you also have the benefits of living in a community. Some managed student accommodation complexes house over 500 students.

The various types are:

- University-managed accommodation
- Residential colleges (often associated with a university)
- Commercial purpose-built accommodation for students such as [Scape](#), [Iglu](#), [UniLodge](#), [Urbanest](#), [Journal](#), [The Student Housing Company](#) and [Atira](#). These are a very popular option for international students due to their locations and focus on the student experience
- Student Hostels

If you want more information on what is best-practice student accommodation and who are the good quality operators, check out the various bodies representing accommodation providers including the [Student Accommodation Association \(SAA\)](#) and the [Asia Pacific Student Accommodation Association \(APSAA\)](#) and see who their members are.

Furniture & Facilities

Most apartments offer a private or twin room with a shared kitchen and bathroom. Rooms are often fully furnished with a bed, mattress, wardrobe, study desk and chair. Generally, you also have access to common rooms, laundry facilities and internet. Some managed student accommodation facilities provide a regular cleaning service, on-site staff and social activities. Costs vary, but you can expect to pay between \$250-\$500 a week including utilities and sometimes internet.

Living with a Family (Homestay)

A homestay involves living with a family in their home. A homestay gives you a family support network who can help you ease into your new life in Australia. When you stay with a family in a homestay, you will have your own furnished bedroom and most meals provided. You will also have internet and other utilities included. You will not have to clean the home, but you will have to keep your room tidy. Your responsibilities and independence depend on the family you stay with. It's also important to note that the homestay may be further away from campus than other types of accommodation. A homestay costs between \$250-\$300 a week. The cost depends on facilities, location, and the number of meals the family provides.

Temporary Accommodation

When you first arrive in Australia, temporary or short-term accommodation gives you time to explore permanent living options. Book short term accommodation before you arrive. Many universities in Melbourne and regional Victoria have housing officers or residential services to help students find out what their options are. Contact them before you leave your home country or book an appointment to meet with campus advisors when you arrive in Victoria.

Budget Accommodation - Hostels

Hostels in Melbourne and Victoria offer cheap, short term accommodation. Most have a mix of private rooms and dormitory accommodation. **Tip:** To find out more about hostels and budget accommodation, check out websites like YHA Australia at yha.com.au.

Discounted Online Rates - Hotels

For lower-cost hotels, try booking online on discount accommodation websites. Some websites give discounts for booking well in advance, while others offer last-minute discounts. **Tip:** Websites such as wotif.com and lastminute.com.au offer advance and last-minute discounts.

Luxury Hotels & Accommodation

Book high-end hotels and accommodation through many sites on the web. **Tip:** Do an internet search using keywords like 'luxury hotels Melbourne' or 'luxury accommodation Victoria'. For Further Information please visit: <https://www.studymelbourne.vic.gov.au/living-and-accommodation/how-to-find-accommodation>

8. Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do

not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

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; 10; 20; 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 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

Ranges 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, and 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 Myki card 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.

Education & Living Costs in Australia

Students should be aware that the costs of studying in Australia will depend on your education provider, the level of study you choose and your study location in Australia.

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars). The costs below are an approximate guide only and don't consider your budget and spending habits.

Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$95 to \$215 per week
- On campus - \$110 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$185 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$30 to \$60 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Cost of Living

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for Australia. Refer to the step by step [Student Visa Subclass 500 application and Document Checklist Tool](#) for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019, the 12-month living costs are;

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

The Home Affairs website covers in more detail how to [work out how much money you might need](#) to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your [cost of living](#) in Australia www.insiderguides.com.au/cost-of-living-calculator/.

If you experience financial trouble while in Australia, talk to your institution's international student support and student accommodation services staff for assistance.

Course and study costs in Australia will depend on the education provider and level of study you choose.

Use the Course Search on this website to find courses and see details such as their tuition fees. There may be additional costs for your course, including course materials and access to institution facilities.

Students should refer to their provider's payment conditions for specific advice.

Education Costs

The list below gives you a broad indication of the range of course costs (yearly) for different types of qualifications.

- School - \$7,800 to \$30,000
- English language studies - Around \$300 per week depending on course length
- Vocational Education and Training (Certificates I to IV, Diploma and Advanced Diploma) - \$4,000 to \$22,000
- Undergraduate Bachelor Degree - \$20,000 to \$45,000*
- Postgraduate Master's Degree - \$22,000 to \$50,000*
- Doctoral Degree - \$18,000 to \$42,000*

* Note: This does not include high cost of delivery courses such as veterinary and medical. Please visit institution websites directly to see costs for these courses.

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>

For further information please visit Study in Australia website at:
<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

9. Studying at Danford College

Our Values

Danford College is committed to excellence in education. As a Registered Training Organisation and a CRICOS Provider, we are committed to creating greater educational value in our community. We are proud of our diverse staff and student body, and provide support and unique learning opportunities for students from around the world.

Our Mission

Danford College seeks the highest quality of education and greater educational links with industry. We work hard to continually improve our services, facilities and educational offerings. With qualified trainers and world-class facilities, we work to attract smart, passionate students from around the world and help further their careers through education. A Danford College education is a pathway. We support students looking to advance their professional skills and knowledge, further their career, or progress to higher education.

Our Motto: Believe, Achieve, Grow.

At Danford College, our high standards are our strength. Our motto supports our belief that for every student, what you believe, you can achieve. When you realise your capabilities and put them into action, the faster you will grow.

While we help you gain your Certificate, Diploma, Advanced Diploma, or Post Graduate, a Danford College qualification is much more than that. We help you progress your career through excellence in education, and support you throughout your stay in Melbourne.

Facilities & Equipment

While we help you gain your Certificate, Diploma, Advanced Diploma, or Post Graduate, a Danford College qualification is much more than that. We help you progress your career through excellence in education, and support you throughout your stay in Melbourne

The College has suitable facilities and resources available to international students and provides support and guidance in all areas of a student's life.

- Spacious class rooms
- Computer Lab
- Student Lounge
- Learning support
- Help to find accommodation
- Airport pick up (if required and prebooked with College)

We Understand

We want you to get the best out of your chosen course and your time in Melbourne. Our trainers create an open and understanding environment for you to learn in the classroom. Our in-house counsellor is on hand when you need, and our lively student community keeps you connected with social activities and outings.

Smaller Class Size

While Danford course's offerings are broad, each class has the capacity for only 26 students. This ensures the sort of one-to-one, tailored education you need to learn, thrive, and excel.

A Clear Pathway to Higher Education

If you decide to progress your education through to tertiary study, Danford College's partnerships help you succeed. The courses you complete at Danford College provide a pathway at Melbourne Polytechnic for credits in Bachelor Degrees in Accounting, Business, IT and Hospitality Management.

World-class Facilities & Location

At Danford, you'll find out what it's like to live in one of the most student-friendly, fun, and cultural cities in the world. With highly qualified staff and new, high-tech facilities in Melbourne's CBD, you have everything you need to complete (and enjoy) your qualification.

We're a Global Village

We're proud of the mix of languages spoken in our student lounge, and the dozens of nationalities represented at Danford College. This multicultural staff and student base ensure a dynamic and supportive college culture.

Study Term

For Certificates III, IV and Advanced Diploma levels and Post Graduate, each term is 10 weeks long. Total terms in each year will depend on the level and length of each course. For some Diploma Levels, there are two 10-weeks and one 12-week terms, as outlined in the course details.

Time Table

1. The timetable for William Street Campus is Monday to Friday 8.00 am to 8.30 PM.
2. The timetable for King Street Campus is Monday to Friday 8.00 am to 8.30 PM and Saturday to Sunday 9.00 AM and 5.00 PM
3. Your final time table including which campus will be given to you at the Orientation and induction day. This normally happens in the first week of your start date and all students must attend this session before they can commence their studies with Danford College. Please Note: No student is required or permitted to attend scheduled classes for more than eight (8) hours in any one day and "Students are not required or permitted to attend scheduled classes (including time allocated) outside of 0800 hours to 2100 hours on any day"
4. Danford College reserve the right to amend a student timetable at any time if we need to merge a group due to low number of students (Student will be advised at least 14 days in advanced). The college also reserve the right to cancel a course prior to the start date or if the course has started and there is not enough enrolment. If the college cancels a course, the student may either request to attend/transfer to another course, transfer to another provider.

Once the timetable has been allocated request of timetable change will be subject to availability or special ground.

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 adjust
- 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 databases can also be very useful. To Book an appointment with the counsellor please contact college reception at 03 9642 1667

Counseling can help students to:

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- 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. For further information please visit <http://cisa.edu.au/>
- **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)

Support Services at Study Melbourne Student Centre

The first of its kind in Australia, the Study Melbourne Student Centre provides information, referral and practical support for all international students in Victoria.

At the center find information and help in addition to the help you can find at your university, college or school. For further information please visit <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smssc>

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 favorable 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)

Disability Support

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 notify the college any of your special needs as part of your application/enrolment form, you can also contact the college several weeks before you arrive to make the appropriate arrangements for your specific needs.

College must make every effort to accommodate a student with a disability. However, the college is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. The College 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 the College, 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 as per college's Compliant and Appeal policy available on our website at www.danford.edu.au

For further information about **Disability access and support** please visit Study Melbourne website at <https://www.studymelbourne.vic.gov.au/help-and-support/disability-access-and-support>

National Library of Australia Membership



Great News for Danford College students!

We are pleased to announce the Free Access to the National Library of Australia resources for our students! As Danford student, you will receive your Library membership card within 10 business days posted to your home address. Library Membership will allow you to access to thousands online e-resources and search through articles, journals, e-books and databases; you can also visit many libraries across Australia and borrow books.

Here is link to apply for your Library card (National Library of Australia):
<https://www.nla.gov.au/getalibrarycard/registration>

10. Orientation & Induction

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:

Description		Please ()
Identify relevant staff and locations		
Introduction to the course (content, qualification gained, pathways)		
Completed and signed Enrolment Form		
Completed and signed Behavioural Standards Agreement		
Completed and signed Excursion Form (if applicable)		
Distribute Training Program and Term Dates		
Student Orientation Handbook and International Student Handbook issued and explained		
Advise on RPL and Credit Transfer		
Explain policies and procedures relating to: Please ()		
<i>Attendance requirements and process regarding non-attendance</i>	<i>Issuance of qualifications and Statements of Attainment</i>	
<i>Course progress policy and procedure</i>	<i>Refund policy</i>	
<i>Disability Policy</i>	<i>All legislation that may affect students</i>	
<i>Plagiarism Policy (Including requirement to submit all the assessments with cover sheet at front to confirm it is student's own assessment/work)</i>	<i>Student Visa obligations</i>	
<i>Advise on legal services available to students</i>	<i>Explanation of Policies and Procedures</i>	
<i>Emergency and health services</i>	<i>ESOS rights and responsibilities</i>	
<i>Complaint and appeal process</i>	<i>TPS Student Information provided</i>	
<i>Course details</i>		
<i>Assessment (including variation and re-assessment)</i>	<i>Explanation of books and learning material required and associated cost</i>	
<i>Delivery options (if applicable)</i>	<i>Student welfare services/Critical Incidence</i>	
<i>Disciplinary action</i>	<i>Role of student support team</i>	
<i>Dress (where applicable)</i>	<i>How to access staff</i>	
<i>OH&S (including evacuation procedures and location)</i>	<i>Explanation on how to access teachers</i>	
<i>Workplace rights while studying here in Australia</i>		
<ul style="list-style-type: none"> Share Printable student resources link and Show Animation videos 		
Describe and explain services available to students (distribute contact numbers where applicable)		

Campus Tour (explain facilities and resources available to students)	
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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 behaviour 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 behaviour 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 behaviour

A breach of discipline occurs when behaviour affects the learning and good order of the College. Disciplinary action will be taken for behaviour which is disruptive and unacceptable. The student may be asked to leave the classroom or may be refused entry. The trainer will discuss the behaviour 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 behaviour 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. DHA must be informed if a student is suspended. If the period of suspension exceeds 28 days, DHA may cancel the student's visa.

Examples of Misconduct

Examples of behaviour 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

11. 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.

Please refer to our Assessment Policy and Procedure available on our website at www.danford.edu.au

Flexible Delivery & 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, if 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:

Type of Assessment	Description
Written assignments	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.
Tests	Tests may be practical or theoretical, closed or open book, short answers, multiple choices or a close comprehension activity.
Trainer observations	At times, trainers will make observations in class in order to formulate a judgment about competency
Portfolios	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.
Group Project Work	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.
Journals	Journals take many formats and can represent a factual piece of evidence over time.
Oral presentations	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.
Class participation	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.
Demonstration	Practical demonstrations to reveal knowledge of topic. Some competencies must be demonstrated in a practical manner.
Case studies	This approach to assessment usually analyses evidence using real life situations.
Research	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.
Interviews	You may need to interview people in order to gather data. Your teacher will instruct you on a format for interviewing.
Practical demonstrations	To reveal knowledge of topic. Some competencies must be demonstrated in a practical

	manner
Self-paced learning	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.
Field / industry placement (N/A)	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.

Competency Based Training & 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 fulfil 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.

12. Course Progress Policy & Procedure

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.

Recording Student Course Performance

Course performance is reviewed at the end of each study period (10 weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses) for each student by the Training Manager/Course Coordinator/Administration Officer, considering results, attendance and Intervention Strategy records (if applicable).

Course performance will be recorded by Data Entry Officer on Student Management System, it will calculate the course progress for each study period, based on the total number of units that are required to be assessed in 1 term as stated above 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 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 Student Management System is updated after each assessment is completed and recorded. These records are checked regularly by the Training Manager/Course Coordinator for currency and accuracy.

Monitoring Student Course Performance

Trainers will:

- Continually monitor Students' participation during classes, completion of course assignments, tests and activities and overall course progress;
- Record each student's attendance at each class;
- Provide ongoing constructive feedback to students throughout each study period;
- Formally assess students' progress at the end of each competency and, where two (2) or more Reportable Incidents (Student NYC)

Refer the student to the Training Manager/Course Coordinator within 5 working days of the second Reportable Incident for further discussion.

At the end of each compulsory study period (10 weeks' duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses) 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:

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 Training Manager/Course Coordinator to implement additional catch-up assessments where compelling circumstances require such support.
- Have a warning letter sent to them requiring to meet with the Training Manager/Course Coordinator or Administration Manager (AM).
- At the meeting with the Training Compliance Manager/Course Coordinator or AM, 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 duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses).
- *Students will be warned of their assessment obligations*

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' duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses) may have their academic load adjusted to bring them into alignment with their eCoE 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.

Students identified completing or demonstrating competency less than 50% of the course requirements in a compulsory study period (10 weeks' duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses). The following applies:

If the student is identified for the first time or subsequent times without a preceding period of identification, the student will:

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- 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 Training Compliance Manager/Course Coordinator or Administration Manager (AM)
- At the appointment with the Training Compliance Manager/Course Coordinator or AM, 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 Counselling, 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 Immigration Department via PRIMS and it may lead to cancellation of their student visa, depending on the outcome of any appeals process

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' duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses) may have their academic load adjusted to bring them into alignment with their eCoE 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.

Students identified completing or demonstrating competency less than 50% of the course requirements in a compulsory study period (10 weeks' duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses). 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 Training Compliance Manager/Course Coordinator or Administration Manager (AM)
- At the appointment with the Training Compliance Manager/Course Coordinator or AM, 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 Immigration Department via PRIMS and it may lead to cancellation of their student visa, depending on the outcome of any appeals process

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 Immigration Department 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 1 term (10 weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses)

Intervention Strategy

If an international student is identified as not achieving satisfactory course progress at the end of term (10 weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses), to meet the course requirements, an Intervention Plan will be developed by the Training Manager/Course Coordinator 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:

- English language support for oral and written comprehension
- Assistance with academic skills such as assignment writing, meeting assessment requirements and research skills
- Attending a study group
- Counselling with the Student Counsellor for assistance with personal issues affecting course progress
- Opportunity for reassessment
- Changing courses
- Mentoring by the Trainer or a nominated student
- Referral to an external organisation for assistance
- Reduction in course load
- Combination of above.

Intervention Plans Must Contain:

- 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 Immigration Department via PRIMS, which could result in the cancellation of his or her visa;
- the Student's long-term learning goals;
- the goals of the Intervention Plan, cross-referenced to the core curriculum;
- any other goals that the Student wishes to achieve, both social and personal;

- targets and dates for meeting the goals determined;
- a program of dated Progress Reviews;
- a section to record achievement of targets and any developments in the Intervention Plan; d
- the signatures of the Student and the Academic Officer.
- A signed copy of the Intervention Plan will be placed on the student's file by the Data Entry Officer.
- 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 assist any single unit of study where the student has failed.
- Following the implementation of an Intervention Strategy, the Training Compliance Manager/Course Coordinator, Trainers and Administration 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.

Re-Assessments

This clause refers to reassessment of whole units which form part of a course.

- Danford College will allow you up to three (3) attempts at completing a unit, subject to the terms of this clause. There will be no additional charge for the first two attempts, but there is a fee for your third attempt at a unit.
- You will be offered the opportunity for reassessment if you are assessed as "Not Yet Competent" in your first attempt, within 10 working days. This reassessment can only be given if your attendance is 70% or above or you have compelling circumstances for that term.
- If you are not Competent in the unit after the second attempt, you will be given another opportunity within 10 working days. However, you will be charged a reassessment fee of \$200.00 for the reassessment, irrespective of attendance. All fees must be paid in advance. It is your responsibility to learn the material for reassessment or ask for additional help.
- If you are not Competent in the unit after three attempts, you will be required to re-enrol in your course and pay enrolment fees again. For further information, please refer to the Danford College 'Assessment Policy and Procedures' available on our website at www.danford.edu.au

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 Trainer/Assessor must advise administration of recording these amended results, within 3 working days of the re-assessment.

Gap Between Courses

Generally, course gaps should not be more 2 months. A course gap can be more than 2 months if:

- it is the end of the academic year study break
- you are affected by [education provider default](#)
- you have completed your course and you are applying for a new visa

Additional Information

See [Your study situation has changed](#).

For further information visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>

Once college notifies to home affairs via PRISMS your student visa may be cancelled:

Intention to Report Students to Immigration Department 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 Immigration Department for unsatisfactory progress. Letter to be sent out to their last known residential address and/or email 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 Immigration Department.
- Further support may be provided as stated above if necessary.
- If the college has failed to record student's marks, the college will correct this omission and the student will not be reported to Immigration Department. 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 Immigration Department. Further support will be provided as stated above.

Reporting Students to Immigration Department 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 Complaints and Appeals process within the 20-working day period from the college notification of intention to report.
- The student has withdrawn from the Complaints and Appeals process.
- The Complaints and Appeals process is completed and the student's appeal was unsuccessful, The College will then notify the Department of Home Affairs through the Provider Registration and International Student Management System (PRISMS).
- This is part of your student visa condition that you must meet your course requirement (Condition 8202) as per follow:
- remain enrolled in a registered course (if you are a Foreign Affairs or Defense sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- maintain enrolment in a registered course that is the same [Australian Qualifications Framework \(AQF\) level](#) or higher for which we granted your student visa, unless changing from AQF level 10 to level 9. See: [Change in study situation](#).
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Note: A registered course is one that is on the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#).

Reasons why Your Visa May Be Cancelled

Your visa may be cancelled if:

- you were non-compliant with visa conditions
- you did not meet our character requirements
- you provided false information on your visa application

If you are in Australia or immigration clearance we will usually notify you of our intention to consider cancelling your visa and give you the opportunity to put forward reasons why your visa should not be cancelled.

For further details please visit <https://immi.homeaffairs.gov.au/visas/cancelling-a-visa>

Complaints & 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* available at our website at www.danford.edu.au

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 you have exhausted the above internal complaints processes and procedures and the dispute is unresolved or you feel dissatisfied with the outcome, you may wish to raise your complaint with the Office of the Commonwealth Ombudsman ("Commonwealth Ombudsman"). The complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself. The contact details of the Commonwealth Ombudsman are as follows:

Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601
Email: ombudsman@ombudsman.gov.au
Tel (in Australia): 1300 362 072
Tel (outside Australia): +61 2 6276 0111

Course Completion within Expected Timeframes

The duration of the course may be extended if it is evident that the student will not complete the course within the expected duration, as specified on the student's eCoE, due to:

- compassionate or compelling circumstances; or
- implementation of an Intervention Strategy; or
- an approved deferment or suspension of study

Any variation in the student's enrolment load which may affect the student's expected duration of study, together with the reason for the variation, will be recorded on the student's file by the Training and Compliance Manager.

The Training Manager will correctly report the student via PRISMS and issue a new eCoE.

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Except in the circumstances where enrolment was suspended/defers or compelling reasons., the expected duration of study, as specified in the student's eCoE, must not exceed the CRICOS registered course duration.

Record Keeping

- A copy of all related documentation, including records of meetings, letters, file notes, forms, reports to the Immigration Department 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

Completion of Course within Expected Duration

Completion within expected duration' of the 'National Code of Practice for Providers of Education and Training to Overseas Students 2018' 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 2018 (Standard 8), 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 8 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:

- 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);
- the College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- an approved deferment or suspension of study has been granted under Standard 9.

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 DHA 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

Definitions

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:

- serious illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- where Danford College was unable to offer a pre-requisite unit
- 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.

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.

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

Deferment, Suspension & cancellation

This Policy/Procedure supports 'Standard 9 – Deferring, Suspending or Cancelling the Overseas Student's Enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

'Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.'

Corona Virus 19 (Pandemic)

Applications for the suspension, deferment or cancellation of a course of study will not be accepted where a student wishes to defer, suspend or cancel their course due to the change in delivery modes when the College has changed the course delivery method to online study due to the restrictions placed on it by the State and or Federal government during a pandemic.

As per Australian Government announcement Government will recommence granting student visas in all locations lodged outside Australia. This means when borders re-open, students will already have

visas and be able to plan to travel. In these circumstances where your student visa was granted while you are outside the country, you must commence your course online at your current location as per original offer letter and acceptance agreement if borders are still closed. Applications for the suspension, deferment or cancellation of a course of study will not be accepted where a student wishes to defer, suspend or cancel their course due to the online delivery method.

For further information and how to defer or suspend your studies please read Deferring, Suspending or Cancelling the student's enrolment Policy and Procedure available on our website www.danford.edu.au

13. Paying Student Fees & Charges

Danford College offers the payment of your monthly/quarterly invoices online via your student portal on RTO Manager (<https://danford.rtomanager.com.au/Default.aspx>).

Using the student portal, you can pay with your Australian card whether it is a debit or credit card (VISA OR Mastercard ONLY).

Please see below the short video tutorial on the link below for instructions on how to use the online portal to make your payments: <https://youtu.be/vXtn54ffulc>

Kindly Note: The college does not allow payments made by bank transfer or via phone unless you are paying using an international credit card or need to transfer using your international bank account.

In summary, below are the new payment methods for payments of monthly or quarterly invoices:

- Payment by Australian debit/credit card – via Commweb on the student portal (RTO Manager) – VISA AND MASTERCARD ACCEPTED ONLY
- Cash payment – payment to be made at the College reception
- Payment using international card – please call the college reception and the reception staff will advise you (surcharge applicable)
- Payment using international bank account – please email finance@danford.edu.au and we will advise you

Should you have any questions regarding this process, please do not hesitate to contact us at finance@danford.edu.au

Payment terms and frequency are outlined in your Letter of Offer/Written Agreement.

Payment & Fees for Late Payments

- Failure to pay your fees will result in the removal of your access to the Danford College Online Learning Management: CANVAS
 - If you are not subject to a Payment Schedule, your course fees are due upfront on or before the course commencement date.
 - I understand that I am not required to pay more than the initial tuition fee amount as stated on this offer letter (or 50% of the tuition fee) before the start of the course. However, I am also aware that I have a choice to pay more than 50% of the tuition fees or the full course fees upfront if I choose to do so (Please refer to Tuition Protection Service website at <https://tps.gov.au/StaticContent/Get/FaqsForPrePaidTuitionFees#article-6b2ffb3-7004-440c-98c6-736c814e8200>).
 - Any amount of fees paid before the start of the course will be reflected in your Confirmation of Enrolment (CoE).
 - If you are subject to a Payment Schedule, instalment payments are due on the dates outlined in Student Handbook
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- the Payment Schedule. Generally, payments are due prior to the commencement of each term.
- The College will generally provide you with notifications of due dates to your correspondence address or email, prior to the term commencement. It is your responsibility to provide Danford College with your current mailing address, pursuant to obligations under your visa conditions. Notifications may also be given to you in person and a confirmation from you will be placed on your student file.
- Notwithstanding clause above, the College is not liable for failure to notify you of a due date and it is your responsibility to keep a record of the Payment Schedule and adhere to the instalments amounts and due dates. It is your responsibility to keep all receipts and/or record receipt numbers for all transactions.
- If you fail to make payment by the due date, the College may charge interest (as liquidated damages) at the rate of two percent (2%) above the rate of interest fixed from time to time under Section 2 of the *Penalty Interest Rates Act 1983*. If you do not pay your fees, Danford College will issue an Intention to Report to the Department leading to cancellation of all your eCoEs.

The process that we follow is

- Due date- 14 days: You will be sent an invoice for your fees;
- Due date -5 days: This is the last day that you can apply for an extension of time to pay your fees:
- Due date-1 day: You will be sent a notification that your fees are due to be paid;
- Due date: You will be sent a reminder that your fees are now due to be paid:
- Due date +7days: You will be sent a reminder and an SMS to pay your fees within 7 days without incurring a penalty, and we will waive payment of any interest that has accrued;
- Due date +8 days: You will be sent First Warning Letter and given an additional 7 days to pay your fees you will not be allowed to attend your classes until you have made payment. You will also be charged interest, calculated in accordance with clause above.;
- Due date + 14 days: You will be sent another reminder and an SMS with the overdue amount;
- Due date +15 days: You will be sent a Final Warning Letter and given another 7 days to pay your fees. If you fail to make payment within the time stipulated in the final warning letter, we will take further action as necessary (including but not limited to referring your case to our debt collection agency).
- Due date + 16 days: You will be telephoned by the finance team
- Due date +21 days: You will receive an Intent to Report letter
- Due date + 4 weeks: your student Certificate of Enrolment will be cancelled 20 working days after you have received the Intent to Report Letter.

At the absolute discretion of Danford College, failure to make payment by the due date may result in:

1. Loss of access to enrolment records, examination results and academic transcripts;
 2. inability to attend classes or submit assessments;
 3. the inability to graduate until the outstanding debt is cleared;
 4. cancellation of enrolment; and/or
 5. if you are subject to a Payment Schedule, cancellation of the Payment Schedule such that you will be required to pay the whole course outstanding balance.
- You are liable for all reasonable expenses (including contingent expenses such as debt collection commission) and legal costs (on a full indemnity basis) incurred by us for enforcement of obligations and recovery of monies due from you to us.
 - All sums outstanding become immediately due and payable by you to us if you make default in paying any sums due in accordance with clause
 - you become bankrupt or commit any act of bankruptcy, or have judgment entered against you in any court, notwithstanding the provisions of any other clause in these Terms.
 - If we are required to take further legal action or refer your file to a debt collection agency, we may issue you with a 'Notification of Intention to Report' indicating our intention to report you to the secretary of the Australian Government Department of Education for non-payment of tuition fees. You will have 20 working days to make an appeal.
 - If your enrolment has been cancelled due to failure to make payment of fees to Danford College, you will have to re-enroll in your course if you wish to resume study, provided that you have paid

the total outstanding fee in full.

- If there are special or extenuating circumstances that prevent you from making payment by the due date, you may request an extension for payment of your fees in writing to the Finance Manager at finance@danford.edu.au. Danford College may reject or approve your request for an extension of time for payment in its absolute discretion. If an extension of time is granted, the due date for payment becomes the extended date.

Deferment

- If you wish to defer your course, you will need to complete and lodge an 'Application to Defer, Suspend or Cancel Enrolment' available at Reception or on our website.
- Once Danford College receives your application to defer your course, we may grant or refuse your application in our absolute discretion.
- If we grant you a deferment of your course and you are subject to a Payment Schedule, you still need to pay your monthly agreed tuition fee for the duration of the deferment.

For Further information please visit our Fees and Charges Policy available at www.danford.edu.au

Refunds Policy

Refund of the fees will only be granted in accordance with the refund policy set out below.

Full Fee Refund

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 Fee (currently listed at AUD\$200).

- A request for refund in writing (Application for refund) and proof of visa refusal from Immigration 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 Immigration, NO refund will be issued.
- 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 20 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 the 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 20 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 at Danford College.

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 (20) 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 is 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 student more than 60 days prior to the initial course commencement, any and all fees paid are fully refundable, less Enrolment fee of A\$200 will be refunded.

Partial Fee Refund

Danford College will make a partial refund of tuition fees paid in advance 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 and/or Digital Access Platform fees (RTO Manager, Canvas and Turnitin) are refundable, less enrolment fee of AUD\$200

No Fee Refund

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

Switching to Online Learning in case of Pandemic or Directive from Government

Refunds will not be given where the College is forced to change teaching and learning strategies to an online format due to a pandemic lockdown requirement as dictated by the Victorian or Federal Government.

While Danford College operate under normal in-person face to face classes in all our campuses, the college is also bound by existing federal and state regulations as well as directives given by other government bodies or regulator.

If the Federal or State government has put in place a range of interventions in a bid to slow the spread of any pandemic such as introducing lockdown areas or hotspots, the college will return to remote learning.

Online delivery requires a substantial amount of time to develop before they can be offered, and that allocated and extra staff time adds up to a lot of time and efforts. In addition to the costs associated with new technologies and online course materials, those courses require contributions from a variety of people, including course developer, academic department and the involvement of many other staff and there is a substantial cost involved.

As such no discount or refund will be given to student once visa has been granted using the college COEs (Applies to both Onshore or Offshore students) or student has started the course.

If Danford College is forced to follow Government or Regulator directive to switch to remote learning temporarily to control the spread of any pandemic, the college will abide by directive/s given by the Federal or State Government, Regulator or the Department of Health and Human Services.

As per Australian Government announcement Government will recommence granting student visas in all locations lodged outside Australia. This means when borders re-open, students will already have visas and be able to decide to travel. In these circumstances where your student visa was granted while you are outside the country, you must commence your course online at your current location as per original offer letter and acceptance agreement if borders are still closed. There will be no refund given where a student wishes to cancel their course due to the online delivery method and apply for refund.

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 Immigration department via PRISMS.

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 for the current course and/or any packaged course (If applicable).

Visa Granted Under SSVF (Including Package) Using Danford College COE

The SSVF was designed to support the sustainable growth of the international education sector by making the process of applying for a Student (subclass 500) visa (Student visa) simpler to navigate for genuine students, to reduce red tape for business and to deliver a more targeted approach to immigration integrity.

Under the SSVF, Danford College is responsible for the immigration outcomes of students they recruit offshore, even if the student chooses to change providers onshore.

All education providers registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) have been allocated an immigration risk rating between one (lowest risk) and three (highest risk), based on the immigration risk outcomes of their international students over the previous 12-month period.

Students with the lowest immigration risk will generally have streamlined evidentiary requirements. This means these students will generally not be required to provide evidence of financial and English language capacity with their visa application. The Department will however retain the discretion to seek this evidence where appropriate. All students (including where streamlined evidentiary requirements apply) will continue to have to meet all other core student visa criteria, such as the Genuine Temporary Entrant requirement.

Course transfers Visa condition 8202 requires a Student visa holder in most cases to obtain a new visa if they transfer to a lower AQF level course. In this scenario, the new provider becomes responsible for the immigration outcomes of that student.

Student looking to transfer to another provider will not be released unless they have completed 6 months in their Principal Course of studies. Danford College will only approve any release if they withdraw and apply for a new visa with their new provider (Proof of visa withdrawal is required) in order to minimise and protect Danford College immigration risk rating being affected.

Once the initial visa is granted or if a student has a packaged COE through another provider into any of our higher AQF level courses and the student is in Australia or have 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.

Enrolment Is Cancelled due to Student Misconduct, 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

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 enrol or re-enrol 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 Immigration department via PRISMS, as required by law.

In the Event of Early Termination or Withdrawal by Student

- Danford College does not accept cancellation or withdrawal of your course through phone call, sms, email, fax or by just advising a staff member. Student will need to complete an application to cancel, withdraw or suspend available at the reception or at our website
- In the event of early termination or withdrawal by student and if you have been given a payment plan, all unpaid fees for the full course need to be paid before the termination will be considered. The Finance Manager will check the financial status of the student to determine if there are fees owing
- As per our refund policy, once the course has commenced, there will be no refund of any monies paid to the college
- material fees and/or Digital Access Platforms fees (RTO Manager, CANVAS and Turnitin) are non-refundable once the course has started and is in session.

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. i.e. OSHC (Overseas Students Health Cover)
- 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 available on our website at www.danford.edu.au or at from college reception) stating reasons and relevant details. This must be submitted to the Finance Manager at Danford College, at Level 8, 277 William Street, Melbourne or via email at: finance@danford.edu.au

Once the completed form is submitted to Finance Manager it will be processed within 20 working days.

Tuition Fees Note

- Any fees paid by overseas credit card will incur a credit card surcharge of 2.0%.

- If you fail to make payment by the due date, we may charge interest (as liquidated damages) at the rate of two percent (2%) above the rate of interest fixed from time to time under Section 2 of the Penalty Interest Rates Act 1983. If you do not pay your fees, Danford College will issue an Intention to Report to the Department leading to cancellation of all your eCoEs.
- For further details on late payments please refer to our Fees and Charges Policy available on our website at www.danford.edu.au

Approvals

- All refunds must be approved by the Finance 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.

Complaints & 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 right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

TPS (Tuition Protection Service) Administrator

Information relating to, for example:

- provider or student defaults
- students seeking placement or refunds
- TPS online placement system
- how to register for the TPS
- TPS Website

Please contact administrator@tps.gov.au

Within Australia phone: 1300 980 434

Outside Australia phone: +61 1300 980 434

For further information on TPS please visit: <https://tps.gov.au/StaticContent/Get/ContactUs>

14. Policies & Procedures

Complaints & Appeals

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.

Please refer to our “Complaints and Appeal Policy and Procedure by clicking the link below”

<http://www.danford.edu.au/wp-content/uploads/2019/01/Complaints-and-Appeals-Policy-and-Procedure-2019.pdf>

STAGE 1 – Informal Complaint Resolution

Where possible all non-formal attempts shall be made to resolve the complaint, this may include advice, discussions, and general mediation in relation to the issue and the student's complaint. Any staff can be involved in this informal process to resolve issues but once a student and/or staff member has placed a formal complaint / appeal the following procedures must be followed.

STAGE 2 – Formal Complaints Resolution

To lodge a formal complaint, you must either complete a complaint and appeals form (by ticking the complaint box) available from College Reception and our website www.danford.edu.au , or submit a letter in writing (by email or post) that identifies the complainant (the person with the complaint e.g. yourself), the respondent (person you have the complaint against, if applicable), and the nature of complaint. The complainant must sign the complaint (an email signature will be sufficient). You must also attach any supporting documents or information with the complaint form or letter. The complaint form or letter must be lodged with the Training and Compliance Manager addressed as follows:

Training Manager
Danford College
Level 8, 277 William St
MELBOURNE VIC 3000
Email (if applicable): ivona@danford.edu.au

If your complaint concerns the Training Manager, please lodge your complaint form or letter with the CEO instead, addressed as follows:

CEO
Danford College
Level 8, 277 William St
MELBOURNE VIC 3000

All complaints and appeals are submitted to the Training and Compliance Manager or at the reception, who has the responsibility to record the complaint in the first instance in the 'Complaints and Appeals Register'. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint
- Attachments (if applicable);

The complaint is entered and updated into the 'Complaints and appeals Register' by the Training Manager in the following format,

- Submission date of complaint
- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and

- Date of Resolution.
- Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the Training and Compliance Manager shall send an acknowledgement of the complaint to the complainant and notify the them to provide any further documentation related to the matter (if required)
- Training Manager shall assess the nature of complaint and assign a priority based on the urgency of the issue.
- The Training and Compliance Manager will consider the formal complaint within 10 business days by reviewing, clarifying, investigating and discussing the matter with other relevant staff and all documentation provided by the Student. The student will be given all opportunities to respond.
- Complainants and/or appellants may be assisted or assisted or accompanied by a support person regardless of the nature of the complaint.
- Once a decision has been reached The Training and Compliance Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Training and Compliance Manager on the student's file.
- In the case of staff and client complaints, the process is managed by the General Manager and/or CEO, whose responsibility is to ensure a similar process to student/staff complaints is followed.
- Within the notification of the outcome of the formal complaint the students and/or staff shall also be notified that they have the right of appeal the decision.
- If a student/staff is dissatisfied with the outcome of the formal complaint process, they may initiate an internal appeal process by completing the Complaints and Appeals form, this time ticking on the appeals box.
- Complaints are treated confidentially and the identity of the complainant is kept confidential. If the complaint is about any internal staff such as Trainer or Assessor, marketing or agent's the complainant's identity will not be disclosed. All parties involved in the issue will be treated with respect and will not be victimised or discriminated against during the process.

Internal Appeals

Formal Appeals

- All students/staff have the right to appeal decisions made by the College where reasonable grounds can be established. The areas in which a student may appeal a decision made by the College may include:
- Assessments conducted
- Reported breaches of academic progress, misbehaviour or fee payment requirements

STAGE 2 – Formal Complaints & Appeals Resolution

- Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the Training and Compliance Manager shall send an acknowledgement of the complaint to the complainant and notify the them to provide any further documentation related to the matter (if required)
- Training and Compliance Manager shall assess the nature of complaint and assign a priority based on the urgency of the issue.

- The Training and Compliance Manager will consider the formal complaint within 10 business days by reviewing, clarifying, investigating and discussing the matter with other relevant staff and all documentation provided by the Student. The student will be given all opportunities to respond.
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Formal Appeals

- All students/staff have the right to appeal decisions made by the College where reasonable grounds can be established. The areas in which a student may appeal a decision made by the College may include:
 - Assessments conducted
 - Reported breaches of academic progress, misbehaviour of fee payment requirements
 - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
 - Workplace issues
 - Or any other conclusion that is made after a complaint has been dealt with by the College in the first instance for staff or student.
- To activate the appeals, process the student/staff is to complete an Appeal Application Form (this time ticking on the appeals box) which is to include a summary of the grounds the appeal is based upon. The reason the student/staff feels the decision is unfair is to be clearly explained.
- Help and support with this process can be obtained from Student Administration or from reception staff.
- All appeals are submitted to the Training and Compliance Manager or at the reception, who has the responsibility to record the appeal in the first instance in the 'Complaints and Appeals Register'.
- The Training and Compliance Manager shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged internal appeals will be finalised within 10 working days of the appeal being lodged.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

- Appeals lodged by staff and clients will be managed by the Training and Compliance Manager, in accordance with the above processes.

STAGE 3 – External Appeals

- If you have exhausted the above internal complaints processes and procedures and the dispute is unresolved or you feel dissatisfied with the outcome, you may wish to raise your complaint with the Office of the Commonwealth Ombudsman (“Commonwealth Ombudsman”). The complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself. The contact details of the Commonwealth Ombudsman are as follows:

Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601
Email: ombudsman@ombudsman.gov.au
Tel (in Australia): 1300 362 072
Tel (outside Australia): +61 2 6276 0111
Website: <https://www.ombudsman.gov.au>

- The decision of this independent mediator is final and any further action the student wishes to take is outside the College’s policies and procedures. The student shall be referred to the government agencies such as DEEWR (now Department of Education) and the Department of Immigration and this information can be obtained from the Compliance Manager.
- Where a decision or outcome is in favour of the student the College shall follow the required action to satisfy the student’s complaint as soon as practicable.
- Where a decision or outcome is in favour of the College, you may also seek legal redress through the usual court processes if you feel dissatisfied. You must bear the costs of initiating or defending any legal proceedings. These Terms do not remove your rights (if any) to act under the ACL or any other Australian consumer protection laws.
- Where Danford College considers more than 60 calendar days are required to process and finalise the complaint or appeal, Danford College will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly update the complainant or appellant on the progress of the matter.

Applying for Course Credit - Policy & Procedures

Course credit is defined by the National Code 2018 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.’

Please refer to our “Course Credit Policy and Procedure” available on our website at www.danford.edu.au

Overseas Student Transfer Between Registered Providers

The purpose of this policy is to ensure that international students wishing to transfer between registered training providers do so in accordance with the guidelines of the National Code 2018.

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

All current students of the College requesting a transfer to another registered provider prior to the expiry of the required 6 months in principle course must be referred to the CEO or delegate or, in his/her absence a senior member of staff.

Student Requests for Transfers Within the First 6 Months of the Principal Course to Another Provider:

- Must submit a request in writing to the College (Letter of release form available at our website www.danford.edu.au and/or at college reception)
- 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
 - New Course Commencement Date
 - Visa Sub Class
 - Principal Course of Study (Highest level 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.
 - The student must provide a valid offer of enrolment from the new Registered Provider.
 - The College will consider each request and provide a written response to the student.

Grounds Where the College will Approve Requests for Transfers

Circumstances in which the College will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- there is evidence of compassionate or compelling circumstances
- the registered provider fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student

Grounds for Declining Requests for Transfers

Requests for transfers may be refused for the following reasons:

- The transfer may jeopardize the student progression through a package of courses
- The student is intending to avoid being reported to Immigration for failing to meet the College's attendance or academic progress requirements.
- Valid letter of offer has not been received by the student from new registered provider
- Reasons for requesting transfer primarily relate to enhancing permanent resident opportunities, reduction in attendance requirements at the new institute or current timetable interferes with work arrangements

- Transfer perceived as detrimental to student's welfare and wellbeing eg new registered provider
- has 2x10 hour days of study,
- requires considerable extra travel
- requires attendance at hours outside of 0800-1000 in locations remote from built up areas or public transport
- students have outstanding fees with Danford College

Visa Granted under SSVF (Including Package) using Danford College COE.

The SSVF was designed to support the sustainable growth of the international education sector by making the process of applying for a Student (subclass 500) visa (Student visa) simpler to navigate for genuine students, to reduce red tape for business and to deliver a more targeted approach to immigration integrity.

Under the SSVF, Danford College is responsible for the immigration outcomes of students they recruit offshore, even if the student chooses to change providers onshore.

All education providers registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) have been allocated an immigration risk rating between one (lowest risk) and three (highest risk), based on the immigration risk outcomes of their international students over the previous 12-month period.

Students with the lowest immigration risk will generally have streamlined evidentiary requirements. This means these students will generally not be required to provide evidence of financial and English language capacity with their visa application. The Department will however retain the discretion to seek this evidence where appropriate. All students (including where streamlined evidentiary requirements apply) will continue to have to meet all other core student visa criteria, such as the Genuine Temporary Entrant requirement.

Course transfers Visa condition 8202 requires a Student visa holder in most cases to obtain a new visa if they transfer to a lower AQF level course. In this scenario, the new provider becomes responsible for the immigration outcomes of that student.

Student looking to transfer to another provider will not be released unless they have completed 6 months in their Principal Course of studies. Danford College will only approve any release if they withdraw and apply for a new visa with their new provider (Proof of visa withdrawal is required) in order to minimise and protect Danford College immigration risk rating being affected.

Once the initial visa is granted or if a student has a packaged COE through another provider into any of our higher AQF level courses and the student is in Australia or have 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.

Processing Requests for Transfers

With the application and supported documents, 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 Immigration for unsatisfactory course progress or poor attendance (If applicable)?

- If the answers to the above 1.3 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 to contact Immigration to seek advice on whether a new student visa is required.
- The College reports the students' termination of studies through PRISMS.
- If any of the answers are unclear in the application, the student is required to attend an interview with the Chief Executive Officer, or delegate, to gain a full understanding of the circumstances.
- 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.
- The assessment procedure should not take more than 10 working 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 for two years after the overseas student ceases to be an accepted student.
- 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.
- Where a letter of release is granted, this will be provided to students at no cost to the student.

Generally subject to 1.3 above all requests for release will be approved where it is considered in the best interests of the student academically or personally.

If the College refuses the transfer request, College will inform the overseas student in writing of:

- the reasons for the refusal
- the overseas student's right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Students Transferring from Other Registered Providers within 6 Months of Study at Another Provider

A conditional letter of offer may be provided to the student who is requesting to transfer to the College from another registered provider if they have not completed 6 months of study into their principle course.

When assessing the application, the College should ascertain if the student has a valid visa and the commencement date of the principal course in order to determine that transferring student has completed 6 months in the principal course with current provider. If transferring student has not completed 6 months in the principal course with current provider the College must inform student of the requirement to obtain a letter of release from their current provider before a valid enrolment can commence and do not enrol that student until student provides a release letter from the current provider. Exceptions to this requirement are where

- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course.
 - Any government sponsor of the student considers the change to be in the best interest and has provided written support for the change.

Responsibilities

- It is the responsibility of the College to receive and process requests for transfer. Requests for transfer may only be granted with the approval of the CEO or delegate
- It is the responsibility of the Admission Officer to advise students wishing to transfer to the College from other registered providers, on the requirements of obtaining a letter of release where necessary.

15. Privacy Notices

Your Personal Information

There are some circumstances in which personal information about students may be shared Danford College and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and other bodies such as ASQA. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

Information about students will be treated as confidential, but may be made available to Commonwealth and State agencies, as required by regulations/law.

Danford College is required to inform the Immigration Department about:

1. Changes to a student's enrolment
2. Any breach by the student of a student visa condition including unsatisfactory course progress.

Privacy Notice

- Under the Data Provision Requirements 2012, Danford College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
- Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Danford College for statistical, regulatory and research purposes. Danford College may disclose your personal information for these purposes to third parties, including:
 - School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
 - Employer – if you are enrolled in training paid by your employer;
 - Commonwealth and State or Territory government departments and authorised agencies;
 - NCVER;
 - Organisations conducting student surveys; and
 - Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
 - facilitating statistics and research relating to education, including surveys;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.
- You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.
- NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

ESOS Privacy Notice

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act, 2000, the Education Services for overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be released, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. A broad outline of the ESOS framework designed for prospective students is now available at: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Student Access to Records

All documents and records generated in relation to the provision of training and assessment services that require traceability and reporting to ensure integrity and quality of provision and management, are to be secured and/or stored as detailed below:

- Records, including electronic records, are to be held securely against authorised access, threat of loss or unauthorised change
- Records relevant to Student Acceptance Agreement along with details of any fees and charges and refunds are to be held for a period of two (2) years after the cessation of student's study
- Records of attainment of units of competency and qualifications will be held for a period of 30 years after the cessation of students' study
- Copy of records of assessment schedule for unit and unit of competency training and assessments (including: assessment tasks, tests, assignments, role plays, projects etc for the unit) will be held for a minimum 6 months post completion of the unit.
- Copies of samples of student assessments, including workplace/flying logs or workbooks used by students, together with results. A Competent (C) and Not Yet Competent (NYC) assessment for each discrete assessment task, will be held for a minimum 6 months post completion of the unit.

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 can be viewed online via student portal.

Danford College & Students Visa Obligations

Reporting Breaches of Attendance & Course Progress

Danford College as an Education provider is required to report students failing to comply with the

Student Handbook NovaCore\Danford VET\Manual\ Revision: 1.9 Revision Date:
08 Apr 2021 Next Review: 08 Apr 2022 Approved by: Vikas Wadhwa

attendance or course progress of their visa to the department via the Provider Registration and International Student Management System (PRISMS) system.

As a prospective international student applying to study in Australia, you are required to obtain a student visa before travelling to Australia. Student visas are issued by the Australian Department of Home Affairs (DHA). There are a number of specific requirements that must be met before a student visa can be issued. These requirements vary, depending on your nationality, and the level/type of study you intend to undertake. For further assistance or information regarding student visa, visit the DHA website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

You may also seek assistance from an Australian Diplomatic Mission <https://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx> or an Danford College authorised representative, in your home country.

For detailed information on student visa conditions, please visit the DHA website at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions#>

16. Health, Safety & Security

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 & 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 another 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 (e.g. – "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:
 - Ask the driver to stop. You may choose to make up an excuse to do so;
 - 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 help.
- 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.

Safety & Assaults

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 safest 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 emergencies 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 counselling 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 Counselling service

Contact details – To contact any CASA and the after-hours Sexual Assault Crisis Line (SACL) simply call 1800 806 292 or Email SACL at ahcasa@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 counselling services. These provide a free 24-hour, 7 day a week telephone counselling 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 knock, 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 help 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 power boards and double adaptors can lead to fires. A double adaptor or a power board plugged into another double adaptor or power board 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 meter 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 & 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 (e.g. – 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 are 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:

- Australian Capital Territory Emergency Services Agency www.esa.act.gov.au
- New South Wales Fire Brigades www.nswfb.nsw.gov.au
- New South Wales Rural Fire Service www.rfs.nsw.gov.au
- Northern Territory Police, Fire and Emergency Services www.nt.gov.au/pfes
- Queensland Fire and Rescue Service www.fire.qld.gov.au
- South Australian Metropolitan Fire Service www.samfs.sa.gov.au
- South Australian Country Fire Service www.cfs.sa.gov.au
- Tasmania Fire Service www.fire.tas.gov.au
- Metropolitan Fire and Emergency Services Board Melbourne www.mfb.vic.gov.au
- Country Fire Authority, Victoria www.cfa.vic.gov.au
- Fire and Emergency Services Authority of Western Australia www.fesa.wa.gov.au

Drugs & 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

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 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

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 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

17. Appendix 1: College Contacts

Danford College	<p>Address: Head Office: William Street Campus A. Level 8, 277 William street, Melbourne, VIC Australia 3000</p> <p>King Street Campus B. Level 7, 310 King Street, Melbourne, VIC Australia 3000</p> <p>Tel: +61 3 9642 1667 CRICOS No: 02996A RTO No: 21979 Email: info@danford.edu.au Web: https://www.danford.edu.au</p>
Trainers	<p>Contact details will be provided on arrival at the College. Please see your Trainers if you have any questions regarding:</p> <ul style="list-style-type: none"> • Content of units • Teaching procedures • Assessment • Employability Skills
Academic Department	<p>Contact details will be provided on arrival at the College. Please see your Course Coordinator if you have any questions regarding:</p> <ul style="list-style-type: none"> • 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
Student Support Officer	<p>Contact Names: Bhanu Kaushal Telephone: 03 9642 1667 For matters relating to:</p> <ul style="list-style-type: none"> • Visa, Financial, Enrolment, Accommodation, Insurance, Health Care • Academic Progression, General information regarding the • College's policies & procedures
International Student 24 Hour Emergency Contact	<p>Contact Name: Vikas Wadhwa: 0433 458 394 Telephone: Tony Yeung: 0434 039 632</p>
Student Administration Office	<p>Telephone: 03 9642 1667 For matters relating to:</p> <ul style="list-style-type: none"> • Timetable, Course Enrolment, Change of Address • Fee Payment, Forms, Policies and Procedures • OHSC
Counselling	<p>Contact Name: Catherine Chan-Kwa Telephone: 03 9642 1667 For matters relating to:</p> <ul style="list-style-type: none"> • Relationships, homesickness, personal

18. Appendix 2: Checklist *for* International Students

These handy checklists will help you organise 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
- ☐ Enrol 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)

19. Appendix 3: Danford College Location

William Street Campus: Level 8, 277 William Street Melbourne 3000



https://www.google.com/search?sxsrf=ACYBGNRqYT6QLEs9AQU8jP7ZOsloufAR5g%3A1580358379655&ei=61oyXqLdJ6qK4-EP5aGb-AU&q=277+William+street+melbourne+3000&oq=277+William+street+melbourne+3000&gs_l=ps-y-ab.3..38j0i30j0i8i30i3.193816.196195..197388...0.4..0.247.2085.0j10j2.....0....1..gws-wiz.....0i71j0i7i30j0i8i7i30.7O1cHJHvp-M&ved=0ahUKEwji_tjevernAhUqxTgGHeXQB18Q4dUDCAs&uact=5#

King Street Campus: Level 7, 310 King Street, Melbourne 3000



<https://www.google.com/search?q=310+king+street+melbourne+3000&oq=310+King+Street&gs=chrome.1.35i39j0l7.5548j0j4&sourceid=chrome&ie=UTF-8#>

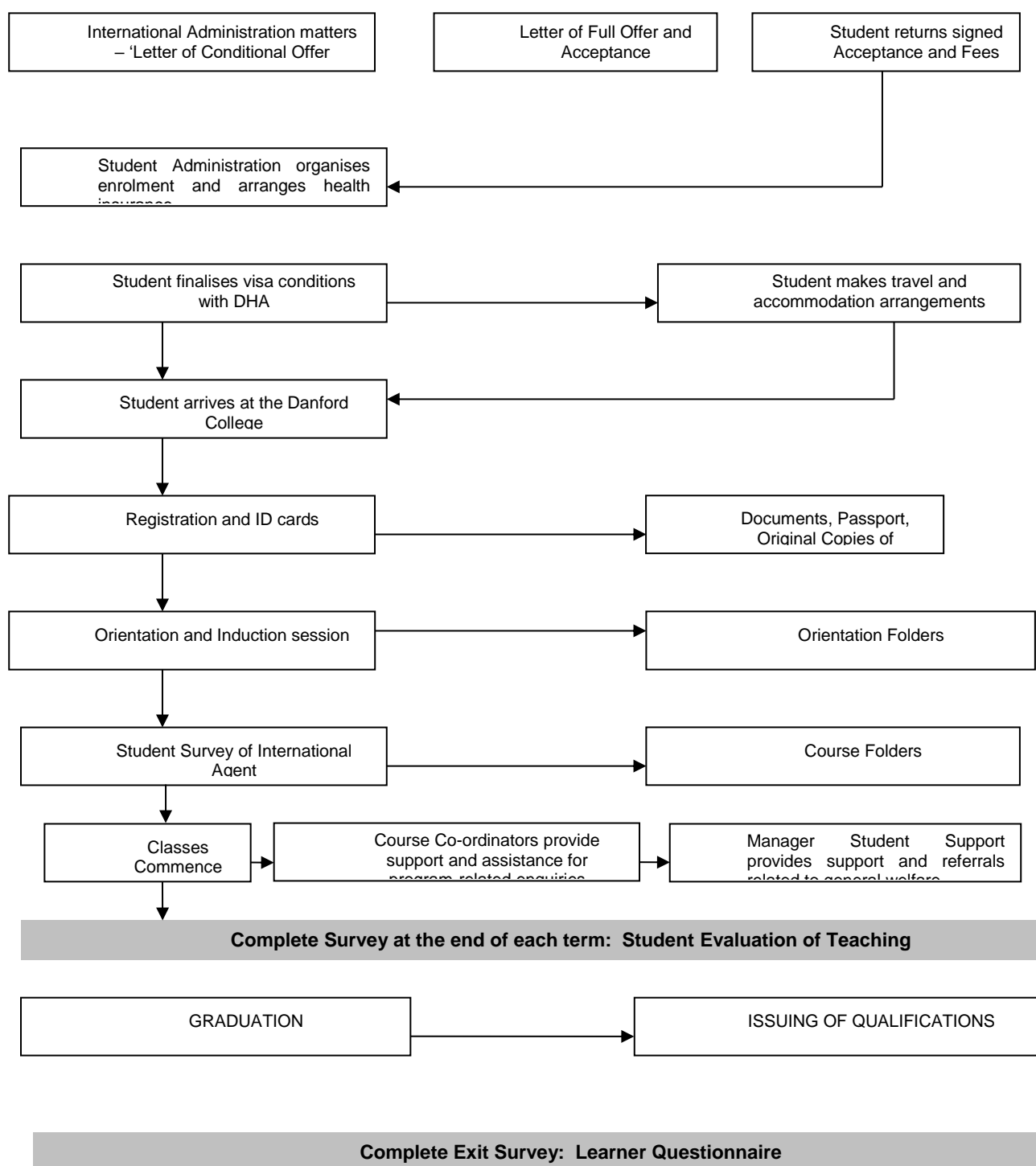
20. Appendix 4: Student Resources

- Printable student resources
 - [Case study posters \(PDF 4.3MB\)](#)
 - [Conversation starters \(PDF 565.3KB\)](#)
 - [Pathways of assistance \(PDF 1.7MB\)](#)
 - [Pre-departure flyer \(PDF 1.8MB\)](#)
 - [Role of the Fair Work Ombudsman \(PDF 2.7MB\)](#)
 - [Warning signs A3 \(PDF 2.3MB\)](#)
 - [Warning signs A4 \(PDF 3MB\)](#)
 - [Warning signs A5 \(PDF 1.5MB\)](#)
 - [Work ready factsheet \(PDF 320.5KB\)](#)
- Animations and videos
- Warning signs
 - <https://publish.viostream.com/play/o99eudnseo5cy>
 - [Warning signs_3d_transcript.docx](#)
- Pre-departure
 - <https://publish.viostream.com/play/o99eudnseo5cj>
 - [predeparture_1D_transcript.docx](#)
- Conversation Starters
 - <https://publish.viostream.com/play/o99eudnseo3uw>
 - [7d_transcript.docx](#)
- Chen's story
 - <https://publish.viostream.com/play/o99eudnseo3uz>
 - [EY_Preventing_Workplace_Exploitation_of_International_Students_CHENS_STORY_TRANSCRIPT_291019.docx](#)
- Lisa's story
 - <https://publish.viostream.com/play/o99eudnseo3us>
 - [EY_Preventing_Workplace_Exploitation_of_International_Students_LISAS_STORY_TRANSCRIPT_291019.docx](#)
- Kavya's story
 - <https://publish.viostream.com/play/o99eudnseo3ui>
 - [EY_Preventing_Workplace_Exploitation_of_International_Students_KAVYAS_STORY_TRANSCRIPT_291019.docx](#)

For further information please visit <https://www.studyinaustralia.gov.au/english/live-in->

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08 Apr 2021 Next Review: 08 Apr 2022 Approved by: Vikas Wadhwa

21. Appendix 5: Student Life Cycle



22. Appendix 6: Support Services & Contacts

Student Services Support Services maintain a current list of medical professionals within close proximity to our Melbourne campus

While Student Support Services can provide some advice and guidance, where it is appropriate for students to gain professional legal advice Student Support Services will assist with a referral to professional legal services.

Students may be entitled to free legal advice through Legal Aid, however generally students will incur a cost for professional legal services.

Danford College cannot and will not provide any assistance concerning migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.

Danford College has also contracted Xing Yu Consulting Service to provide our students with extra assistance.

Catherine Chan-Kwa – Director and Principal Clinical Psychologist help students and graduates increase efficiency and competitive advantage in job searches. Catherine Chan-Kwa have extensive knowledge and experience in understanding the needs and working with Australian employers in various industries. They develop programs to help students and graduates prepare for entering the workplace.

Catherine Chan-Kwa Consulting programs include:

- Understanding the Recruitment Process
- Psychometric testing
- Resume writing
- Networking skills
- Interview skills
- Understanding the Australian Workplace Culture and Behavioural Expectations
- Cross-Cultural coaching and training
- Building Confidence/Assertiveness
- Presentation skills

Catherine Chan-Kwa – Director and Principal Clinical Psychologist	
Counselling Room at Danford College	1 st and 3 rd Monday of each month
Session	2 x 3 hours
Counsellor Specialisation	<ul style="list-style-type: none">• Adolescent Issues,• Educational Issues• Relationship Issues• Adjustment Issues• Depression and Anxiety• Stress and Time Management

Each student would receive up to 3 counselling sessions per calendar year either at Danford College or by appointment at the office of Catherine Chan-Kwa – Director and Principal Clinical Psychologist.

Social Monthly Activities

College run different monthly social activities at the campus please check the Session Timetable on

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notice board for date and time

Access to a Student Support Services 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

Counselling

The College has a qualified counsellor who can provide brief confidential counselling 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 specialised 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 & 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	North Richmond Community Health Centre (services East Melbourne) 23 Lennox Street, Richmond Phone: (03) 9429 5477 Fax: 9429 2269 Email: nrhc@nrhc.com.au
Kensington Community Centre Corner Kensington Road and Altona Street Kensington Phone: (03) 9376 1633 Fax: 9376 6187 Email: kensington@ymca.org.au	Docklands The Hub at Docklands 17 Waterview Walk, Docklands Phone: (03) 8622 4822
Kensington Neighbourhood House 89 McCracken Street, Kensington Phone: (03) 9376 7280 Fax: 9376 8444 Email: kwgp@vicnet.net.au	Carlton Baths Community Centre 248 Rathdowne Street, Carlton Phone: (03) 9347 3677 Fax: 9347 1301 Email: carltonbaths@ymca.org.au
Doutta Galla Community Health Centre 12 Gower Street, Kensington Phone: (03) 8378 1600 Fax: 9372 1558 Email: info@dgchs.com.au	North Yarra Community Health Centre (services Carlton and Parkville) 622 Lygon Street North Carlton Phone: (03) 9349 7333 Fax: 9349 7300 www.nych.org.au
Carlton Contact Neighbourhood House 20 Princes Street, North Carlton Phone: (03) 9347 2739 Fax: 9347 1651 Email: cc@yarranet.net.au	Inner South Community Health Centre (services South Yarra) 240 Malvern Road, Prahran Phone: (03) 9525 1300 Fax: 9521 2474 www.ischs.org.au

Family Services

Family Services comprises Maternal and Child Health, Immunisation, Parenting Services, and Family Support and Counselling. These 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	North Melbourne 505 Abbotsford Street, North Melbourne Phone: (03) 9328 3791
South Yarra Fawkner Park	East Melbourne Powlett Reserve

65 Toorak Road West, South Yarra Phone: (03) 9820 2759	Corner Grey and Simpson Streets, East Melbourne Phone: (03) 9417 2607
Kensington Altona Street Centre 81 Altona Street, Kensington Phone: (03) 9376 6945	Docklands The Hub at Docklands 17 Waterview Walk, Docklands Phone: (03) 8622 4822

Maternal & Child Health

The maternal and child health service is a free service for families with children aged from new born 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 centre 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 & 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 owned and managed by the City of Melbourne.
- **Centres owned by the City of Melbourne and managed by the community.
- 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	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
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	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
Kids on Collins Level 3, 600 Collins Street, Melbourne Phone: (03) 9629 4099	Wimble Street Child Care 18 Wimble Street, Parkville Phone: (03) 9347 9103

<p>Fax: (03) 9629 4744 Email: info@kidsoncollins.com.au Website: www.kidsoncollins.com.au</p>	<p>Fax: (03) 9347 2106</p>
<p>Melbourne City Child Care* 104 A'Beckett Street, Melbourne Phone: (03) 9329 9561 Queensberry Children's Centre 228 Queensberry Street, Carlton Phone: (03) 8344 9621 Email: childcare-enquiry@unimelb.edu.au Website: www.services-unimelb.edu.au/childcare</p>	<p>Tommaso Fiaschi Child Care Centre 65 Station Street, Carlton Phone: (03) 9347 1484 Fax: (03) 9347 2127</p>
<p>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</p>	<p>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</p>
<p>RMIT City Campus Children's Centre 97 Franklin Street, Melbourne Phone: (03) 9662 1295 Fax: (03) 9662 1541 Email: childcare.city@rmit.edu.au</p>	<p>Royal Children's Hospital Creche Flemington Road, Parkville Phone: (03) 9345 5370 Fax: (03) 9345 5372 Website: www.rch.org.au</p>
<p>Sentia Early Learning Level 5, 450 Flinders Street, Melbourne Phone: (03) 9629 9860 Email: info@sentia.net.au Website: www.sentia.net.au</p>	<p>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</p>
<p>Sunkids Children's Centre 544-546 Collins Street, Melbourne Phone: (03) 9614 3011 Email: collinsadmin@sunkids.com.au Website: www.sunkids.com.au</p>	<p>Centres in the Carlton/Parkville area Central Carlton Children's Centre* 483 Drummond Street, Carlton Phone: (03) 9347 4788 Fax: (03) 9347 9668</p>
<p>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</p>	<p>Fawkner Park Children's Centre** 65 Toorak Road West, South Yarra Phone: (03) 9820 2758 Fax: (03) 9866 6504 Email: faw3206@bigpond.net.au</p>
<p>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</p>	<p>The Alfred Child Care Centre 11 Baker Lane, Prahan Phone: (03) 9207 1099 Email: alfredccc@bigpond.com.au</p>

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

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 & 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	St Michael's Catholic School Services provided: outside school hours care Brougham Street, North Melbourne Phone: (03) 9329 9206
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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	South Yarra Primary School Services provided: outside school hours care 601 Punt Road, South Yarra Phone: (03) 9866 3424
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	

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.

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.

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
Primary Schools Carlton Primary School Neill Street, Carlton 3053	Christ Church Grammar School Corner Punt and Toorak roads, South Yarra 3141

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	Phone: (03) 9886 3540
Errol Street Primary School 210 Errol Street, North Melbourne 3051 Phone: (03) 9329 6902	St Michael's School Brougham Street, North Melbourne 3052 Phone: (03) 9329 9206
Holy Rosary Primary School 37 Gower Street, Kensington 3031 Phone: (03) 9376 9455	St Brigid's Primary School 378 Nicholson Street, Fitzroy Phone: (03) 9489 9546
Kensington Primary School McCracken Street, Kensington 3031 Phone: (03) 9376 6013	South Yarra Primary School 601 Punt Road South Yarra 3141 Phone: (03) 9866 3424
Melbourne Girls Grammar School 86 Anderson Street, South Yarra 3141 Phone: (03) 9862 9200	Princes Hill Primary School Pigdon Street, North Carlton 3054 Phone: (03) 9389 5300
Melbourne Grammar School 355 St Kilda Road, Melbourne 3000 Phone: (03) 9868 7100	St John's School Corner Hoddle and Albert streets, East Melbourne 3002 Phone: (03) 9419 5419

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	Oxford College Year 10, 11, 12 and Elicos 42-46 La Trobe Street, Melbourne Phone: 9662 9989 Website: www.oxfordcollege.vic.edu.au
St Aloysius Girls' College 31 Curran Street, North Melbourne Phone: (03) 9329 0411	Taylors College Years 10, 11 and 12 399 Lonsdale Street, Melbourne Phone: (03) 9670 3788 Website: www.taylorscollege.com
Melbourne Girls' Grammar School 86 Anderson Street, South Yarra	Wesley College 577 St Kilda Road, Prahran

Phone: (03) 9862 9200	Phone: (03) 9510 8694
Melbourne Grammar School 355 St Kilda Road, Melbourne Phone: (03) 9865 7555	Victorian College of the Arts 234 St Kilda Road, Melbourne Phone: (03) 9685 9320

Health & 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 Women's Hospital 132 Grattan Street, Parkville Phone: 9344 2000
Royal Children's Hospital Flemington Road, Parkville Phone: 9345 5522	St Vincent's Hospital Melbourne 41 Victoria Parade, Fitzroy Phone: 9288 2211
Royal Melbourne Hospital Grattan Street, Parkville Phone: 9342 7000	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	
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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 Youth law C/- Front yard 19 King Street (near Flinders Lane), Melbourne Phone: 9611 2412 Free call: 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.

<p>Financial Counselling</p> <p>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</p>	<p>Counselling</p> <p>Counselling Referral Agency: Lifeworks Relationship Counselling & Education Services Level 4/255 Bourke St, Melbourne, Vic, 3000 Ph: (03) 8650 6200 Website: www.lifeworks.com.au</p> <p>International Student Care (ISCS) Free service Phone: 1800 056 449 (free call from landline phones) Email: info@iscs.vic.gov.au Drop in to the office: 599 Little Bourke Street, Melbourne 3000</p> <p>Study Melbourne Student Centre (SMSC) The Study Melbourne Student Centre (SMSC) is a 'one stop shop' where international students in Victoria can access a range of free support, information and welfare services. Office hours are Monday – Friday from 9am-5pm.</p> <p>Contact information Phone: 1800 056 449 (free call from landline phones) E-mail : info@studymelbourne.vic.gov.au Drop-in to the office: 599 Little Bourke Street, Melbourne 3000</p> <p>Australian Federation of International Students Ross House 247 Flinders Lane Melbourne VIC 3000 Australia Email: info@internationalstudents.org.au</p>
<p>Libraries</p> <p>There are three public libraries in the City of Melbourne:</p> <p>City Library 253 Flinders Lane, Melbourne Phone: 9664 0800</p> <p>East Melbourne Library 122 George Street, East Melbourne</p>	

<p>Phone: 9201 1510</p> <p>North Melbourne Library 66 Errol Street, North Melbourne Phone: 9297 3280</p> <p>There is also a neighbourhood computer access service at Café Domain, 171 Domain Road, South Yarra, phone 9866 3120.</p> <p>A home library service for people with a disability and frail older people is available.</p> <p>For further information on hours of opening and access to online services, visit the library website at: www.melbourne.vic.gov.au/libraries</p>	
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Multicultural Information

<p>Adult Multicultural Education Services (AMES) 255 Williams Street, Melbourne Phone: 9926 4666</p>	<p>Victorian Multicultural Commission Level 15, 1 Spring Street, Melbourne Phone: 9208 3184</p>
<p>Ethnic Communities Council of Victoria 150 Palmerston Street, Carlton Phone: 9349 4122</p>	<p>Multicultural Arts Victoria 1st Floor, Fitzroy Town Hall 201 Napier Street, Fitzroy Phone: 9417 6777</p>
<p>Victorian Office of Multicultural Affairs Department of Victorian Communities 1 Spring Street, Melbourne Phone: 9208 3333</p>	<p>Australian Multicultural Foundation 185 Faraday Street, Carlton Phone: 9347 6622</p>
<p>Centre for Multicultural Youth Issues Level 1, 308 Drummond Street, Carlton Phone: 9340 3700</p>	<p>Action on Disability Within Ethnic Communities - ADEC 175 Plenty Road, Preston Phone: 9480 1666</p>

Places of Worship

<p>Anglican St Alban's Corner Melrose and Mark streets North Melbourne Phone: 9376 6920</p>	<p>St James' Old Cathedral Corner King and Batman streets West Melbourne Phone: 9329 0903</p>
<p>St Mary's Corner Howard and Queensberry streets North Melbourne</p>	<p>St Jude's Corner Lygon and Palmerston streets Carlton</p>

Phone: 9328 2522	Phone: 9347 5152
Mission to Seafarers Vic Inc 717 Flinders Street Melbourne Phone: 9629 7083	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 Degraives 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 Phone: 9654 5120	Congregation of Mark the Evangelist Curzon Street North Melbourne Phone: 9326 8245
Wesley Church 148 Lonsdale Street Melbourne Phone: 9663 2935	Welsh Church 320 LaTrobe Street Melbourne Phone: 9329 6961
Church of All Nations 180 Palmerston Street Carlton Phone: 9347 7077	

Older People & 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 decide about the times and days that the services will be provided.

Referral & 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.

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 & 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, senior's 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	The East Melbourne Social Support Program Powlett Reserve Community Room Corner Grey and Simpson streets, East Melbourne Phone: 9658 9542
South Yarra Senior Citizens Centre 65 Toorak Road, South Yarra Phone: 9820 2760	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 Melways 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

Free call: 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 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.

Front yard Youth Service

Front yard 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.

Front yard 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 provides 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.

Youth law

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

<p>Centrelink Youthnet Gateway reconnect Legal advice Health services Counselling</p>	<p>Open Family Phone: 0409 804 578 Phone: 0407 867 039 Phone: 0407 852 994</p> <p>24-hour outreach for young people</p> <p>Clothes, Blankets, Food Accommodation referral, Drug and alcohol referral, Legal advice referral</p>
<p>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</p>	<p>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</p>
<p>North Melbourne Community Legal Service 1st Floor, 504 Victoria Street, North Melbourne Phone: 9328 1885</p> <p>Email: North_Melbourne@clc.net.au</p> <p>Tram route 57 from Elizabeth Street</p>	<p>Youthlaw Based at Frontyard 19 King St (near Flinders Lane), Melbourne Phone: 9611 2412</p>

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.

Other Useful Contacts

General information about living and studying in Australia

- **Study in Australia** - information about living and studying in Australia: www.studyinaustralia.gov.au
- **Study Melbourne** - the Study Melbourne Student Centre (SMSC) is a 'one stop shop' where international students in Victoria can access a range of free support, information and welfare services: www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre
- **My Future** - career information and resources provided as a joint initiative of the Commonwealth, state and territory governments: <https://www.myfuture.edu.au>

The legal framework for international students in Australia

- **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** - all the education providers who are registered to teach overseas students in Australia: <http://cricos.education.gov.au/>
- **Education Services for Overseas Students (ESOS) framework** - factsheets about the Education Services for Overseas Students framework: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- **Tuition Protection Service** - assists international students whose education providers are unable to fully deliver their course of study: www.tps.gov.au
- **Department of Home Affairs** - student visa information: <http://www.homeaffairs.gov.au/Trav/Stud>

Protecting your human, legal and consumer rights

- **Fair Work Ombudsman** - takes complaints about work rights and breaches of workplace laws www.fairwork.gov.au/
- **Victoria: Consumer Affairs Victoria**- provides information for international students about renting in Victoria, and general consumer rights: <https://www.consumer.vic.gov.au/internationalstudents>
- **Australian Competition and Consumer Commission** - ensures that individuals and businesses comply with Australian Competition, fair trading, and consumer protection laws: www.accc.gov.au
- **Australian Human Rights Commission** - promotes and protects human rights in Australia, including rights against sexual discrimination and harassment: www.humanrights.gov.au

Organisations representing international students:

- **Australian Federation of International Students (AFIS)** - unites international students in Victoria and addresses their interests and needs: www.afis.org.au
- **Council for International Students Australia (CISA)** - the national peak student representative body for international students studying at postgraduate, undergraduate, private college, TAFE, ELICOS and foundation levels: www.cisa.edu.au

Organisations representing education providers:

- **The Australian Council of Private Education and Training** - represents quality private education providers in Australia across all education sectors: www.acpet.edu.au
- **English Australia** is the national peak body for the English language sector of international education in Australia: www.englishaustralia.com.au

Other Ombudsman Services

- **State and Territory Ombudsman's offices** - take complaints about public education providers in Australia: <http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen>

EMERGENCY	Police, Fire, Ambulance: Tel: 000 . This is a 24-hour free service. You must state the service you require and your address.
CRISIS COUNSELLING	Lifeline: Tel: 131 114 for confidential counselling by trained professions, 24 hours a day.
IMMIGRATION OR VISA MATTERS	Department of Home Affairs (DHA): Tel: 131 881 , 2 Lonsdale Street, Ground Floor, Casselden Place, Melbourne City or 51 Princes Highway, Dandenong
TAXATION	Tax File Numbers, tax information and superannuation: www.ato.gov.au or Tel: 132 861
JUSTICES OF THE PEACE	Local JP registry is available by phoning 1300 365 111 or visit your local Police Station.
INTERPRETING AND TRANSLATION	DHA Telephone Interpreting Service (TIS): Tel 131 450 or visit www.immi.gov.au
HOSPITALS	In the event of an emergency, phone 000 for an ambulance or attend the Emergency Department of the closest public hospital to you. * Indicates Hospitals closest to the College's Melbourne Campus
	Royal Melbourne Hospital * Grattan Street, Parkville Tel: 9342 7000
	St Vincent's Hospital * Victoria Parade, Fitzroy Tel: 9411 7111
	Royal Women's Hospital * Grattan Street, Carlton Tel: 9345 2000
	Alfred Hospital Commercial Road, Prahran Tel: 9276 2000
	Austin and Repatriation Medical Centre Studley Road, Heidelberg Tel: 9496 5000
	Sunshine Hospital Tel: 8345 1333 176 Furlong Road, St Albans
HOSPITALS	Box Hill Hospital Nelson Road, Box Hill Tel: 9895 3333

HEALTH AND MEDICAL SERVICES	Dandenong Hospital David Street, Dandenong Tel: 9554 1000
	Epworth Private Hospital Erin Street, Richmond Tel: 9426 6666
	Maroondah Hospital Mt Dandenong Road, Ringwood East Tel: 9871 3333
	Monash Medical Centre Clayton Road Clayton Tel: 9594 6666
	<p>If you are a member of the BUPA Overseas Student Health Cover (OSHC) you can phone 1800 888 942 or visit www.bupa.com.au</p> <p>Medical Practitioners (Doctors): Look in the Yellow Pages Telephone Directory under Medical Practitioners for a doctor near you, or you can make an appointment to see the following doctors who are located in close proximity to the College:</p> <ul style="list-style-type: none"> • Swanston Street Medical Centre 393 Swanston Street, Melbourne Tel: 9654 2722 • Dr Sweeney 414 Collins Street, Melbourne Tel: 9670 7303 • Dr Minh Dien Ton Nu G11, 254 Hampshire Road, Sunshine Tel: 9312 4363, 9311 2858
DENTIST	<ul style="list-style-type: none"> • Smile Solutions Levels 1, 10, 11, 12 and the Tower, Manchester Unity Building 220 Collins Street, Melbourne Tel: 03 9650 4920 • Melbourne Dentist Clinic 200 Spencer Street Melbourne Tel: 03 9999 9703 • CitySmiles Cosmetic and General Dental Clinic Level 8, 20 Collins Street Melbourne Tel: 03 9654 6979
OPTOMETRIST	<ul style="list-style-type: none"> • OPSM 233 - 239 Collins Street, Shop 2 Melbourne Tel: 03 9650 8822 • MELBOURNE OPTICAL CENTRE 259 Elizabeth St. Melbourne Tel: 03 9602 3130 • Eyes on Optometrists Shop 8, 600 Collins St, Melbourne Tel: 03 9629 1808

LEGAL MATTERS	<p>Community Legal Aid Services are available at: 350 Queen Street, Melbourne, Tel: 9269 0120 or visit www.legqalaid.vic.gov.au.</p> <p>Victoria Legal Aid Tel: 1300 792 387</p> <p>The Law Institute of Victoria also has a list of Community Legal Aid Centers – http://www.liv.asn.au/Referral</p>
HOTELS	<ul style="list-style-type: none"> • Citiclub Hotel 113 Queen St, Melbourne Tel: 03 9602 1800 • Mercure Welcome Melbourne 265 Little Bourke Street, Melbourne Tel: 03 9639 0555 • Ibis Budget Melbourne CBD 97 - 103 Elizabeth Street Melbourne Tel: 03 9642 0064
HOSTELS	<ul style="list-style-type: none"> • Melbourne Central YHA 562 Flinders St, Melbourne Tel: 03 9621 2523 • Nomads Melbourne 198 A'Beckett St, Melbourne Tel: 03 9328 4383 • Melbourne Metro YHA 78 Howard St, Melbourne Tel: 03 9329 8599
CRIME STOPPERS	If you witness a crime. Free Call: 1800 333 000 .
VICTIMS REFERRAL AND	Department of Justice – Tel: 8684 0000
CONSUMER PROTECTION	<p>Consumer protection provides advice and support regarding consumer issues such as tenancy.</p> <p>Tel: 1300 558 181 or visit http://www.consumer.vic.gov.au</p>
WATER, ELECTRICITY AND GAS SUPPLIERS	Yarra Valley Water Tel: 132 762
	AGL Electricity Tel: 131 245
	Citipower Electricity Tel: 131 280
	Origin Energy Gas Tel: 132 461
JOBWATCH	<p>Tel: 9662 1933 or 1800 331 617. Jobwatch provides legal information and advice for employees and workers in Victoria. It also produces publications on work rights and minimum pay rates. Website: www.job-watch.org.au</p>
FAIR WORK OMBUDSMAN	<p>Fair Work Ombudsman provides information on employment issues in Australia.</p> <p>Tel: 131394 or website: http://www.fairwork.gov.au/pages/default.aspx</p>
OVERSEAS STUDENT OMBUDSMAN	<p>Phone: 1300 362 072 9:00am to 5:00pm Monday to Friday, Australian Eastern Time Level 1, 441 St Kilda Road, Melbourne VIC 3004</p>
ASQA	<p>Australian Skills Quality Authority Address: 595 Collins St, Melbourne VIC 3000 Phone: 1300 701 801</p>

HOUSING	The following websites are a good source of information when searching for accommodation: www.domain.com.au ; www.realestate.com.au
TRANSPORT	For Train, Tram and Bus Information, call Public Transport Victoria Tel: 1800 800 007 or visit http://ptv.vic.gov.au/customer-service/ Transport Information Line: 131 500 Melways Street Directory website: http://www.melway.com.au/ VicRoads Tel: 131 171 for information on Drivers License or other road related matters or website: http://www.vicroads.vic.gov.au
TOURISM INFORMATION	For Tourism related information visit http://www.victrip.com.au or http://australia.gov.au/topics/tourism-and-travel/ tourist-information
ALCOHOL AND DRUG INFORMATION SERVICE	9442 5000 or 1800 198 024

23. Appendix 7: Critical Incident Management Team: Danford College

Title	Name	Contact No
CEO	Vikas Wadhwa	9642 1667
General Manager	Tony Yeung	9642 1667
Training Manager	Dr Alexis Esposto	9642 1667
Course Coordinator	Narvesh Dhunnoo	9642 1667
Student Support Officer	Bhanu Kaushal	9642 1667
1 st Aid Officer		9642 1667
Fire Warden	Ann Santiago	9642 1667
OHS Representative	Dylan Sanasy	9642 1667
Registered Counsellor	Catherine Chan-Kwa	9642 1667
After Hours Contact	Vikas	0433458394
After Hours Contact	Tony	0434039632

24. Appendix 8: Emergency Contacts

Police, Ambulance & Fire Brigade – 000

In an emergency you can contact the Police, Fire Brigade and Ambulance by **dialling 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:

Victoria State Emergency Service	Phone: 13 25 00
Victorian Poisons Information Centre	Phone: 13 11 26
Police	Phone: 000
Victoria Police Centre (Flinders St)	Phone: (03) 9247 6666
Armed Crimes Unit Victoria Police Complex	Phone: (03) 9247 6666
Spencer St Police Station	Phone: (03) 8690 4444
Ambulance	Phone: 000
Life Line Australia	Phone: 13 11 14
Alcohol & Other Drugs Information Service	Phone: 1800 131 350
Lifeline Suicide Helpline	Phone: 1300 651 251
1800 ICE ADVICE	Phone: 1800 423 238
Poison Information Centre	Phone: 13 1126
Police/Fire/Ambulance: 000	
SES assistance in floods and storms: 132 500	
National Security Hotline: 1800 123 400	
Crime Stoppers: 1800 333 000	
International incident emergency helpline: 1300 555 135 (within Australia)	

25. Appendix 9: Rental & Accommodation Definitions

Word	Definition
Arrears	The amount of money owed by a tenant who has fallen behind in paying rent.
Bond	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.
Bond Claim Form	Tenants and landlords must complete and sign a Bond Claim Form at the end of a tenancy. Never sign a blank Bond Claim Form.
Bond Lodgement Form	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. All tenants named on the lease (residential tenancies) agreement should pay a share of the bond and sign the Bond Lodgement Form. Never sign a blank Bond Lodgement Form.
Bond Transfer Form	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. 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.
Condition Report	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: <ul style="list-style-type: none"> • who should pay for cleaning, damage or replacement of missing items, and • the amount of bond to be refunded. Never sign a blank Condition Report.
Co-tenants	Students who share responsibility for a rental property are called co-tenants. Students who are co-tenants must: <ul style="list-style-type: none"> • be named in and sign the lease agreement • be named in and sign the Bond Lodgement Form • help complete and sign the Condition Report • 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:

Word	Definition
	<ul style="list-style-type: none"> • marital status • gender • race • sexual orientation • disability • religious or political beliefs, or • whether or not they have children.
Head tenant	<p>A head tenant signs a lease (residential tenancies) agreement for a property, then lets out rooms to others who are called sub-tenants.</p> <p>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 Lodgement Form and send this with the bond money to the RTBA.</p> <p>Head tenants may live at the rented property or may live elsewhere.</p> <p>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.</p>
Landlord	The owner of the rented property.
Lease Agreement	<p>A term often used that means the same as Residential Tenancies Agreement.</p> <p>Never sign a blank Lease Agreement.</p>
Notice to Landlord of Rented Premises Form	<p>Tenants wishing to end their lease can use a Notice to Landlord of Rented Premises Form, which is available from Consumer Affairs Victoria.</p> <p>When ending a lease, you must give 28 days' 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.</p>
Notice to Vacate	<p>Landlords and agents can give tenants a Notice to Vacate when they want to end the tenancy.</p> <p>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.</p>
Quiet enjoyment	<p>Tenants have the right to privacy.</p> <p>Landlords and agents usually must not enter the property without getting your agreement not more than seven days before the visit.</p> <p>They must not enter in an unreasonable way or stay longer than needed.</p> <p>Landlords or agents do have the right to enter if they have given 24-hours written notice, in order to:</p> <ul style="list-style-type: none"> • complete repairs or maintenance • have the property valued • show the property to prospective buyers or lenders • check a reasonable belief that you have not met your duties as a tenant • make one general inspection in any six-month period, but not within the first three months of the tenancy <p>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.</p>
Real Estate Agent	An agent who acts for the landlord in renting the property.

Word	Definition
Rent	<p>Rent is the amount of money a tenant pays to the landlord, agent or head tenant to live at a property.</p> <p>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.</p> <p>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.</p>
Repairs	<p>The landlord must keep the property in good repair. Tenants must contact the agent if there is an urgent repair, for example:</p> <ul style="list-style-type: none"> • a burst water services • a blocked or broken toilet • serious roof leaks • gas leaks • dangerous electrical faults
Residential Tenancy Agreement (lease)	<p>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:</p> <ul style="list-style-type: none"> • 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 <p>Never sign a blank Residential Tenancy Agreements</p>
Residential Tenancy Application	<p>A form landlords or agents may ask you to complete when you are interested in renting a property.</p> <p>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.</p> <p>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.</p>
Sub-tenant	<p>A sub-tenant shares a property by leasing it from a head tenant.</p> <p>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.</p> <p>Sub-tenants pay their share of the rent to the head tenant, who is responsible for</p>

Word	Definition
	paying the entire amount of rent to the owner or agent. The head tenant acts as a landlord to sub-tenants.
Tenant	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.
Utilities - electricity, gas, telephone	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.

26. Appendix 10: Property Inspection Checklist

Agent:	
Agent Phone Number:	
Property Address:	
Rent:	\$

Property Location	
Is the property close to transport, shops and campus?	
Is the area noisy? Is the property on a busy road?	
Property Features	
Do the oven and stove operate correctly?	
Do the toilet and shower operate correctly?	
Are there laundry facilities?	
Do the light fittings work?	
Are there enough electrical power points to plug in your electrical appliances without overloading electrical power boards?	
Is there a telephone line already connected?	
Is the place furnished? What kind of furniture?	
Is there good security?	
Where locks are fitted on doors, can they be opened from the inside without a key?	
Do front and back doors open easily from the inside to allow escape in case of fire?	
Is a Smoke alarm fitted outside your bedroom? (by law smoke alarms must be fitted and maintained)	
If you are living in a rooming house, are there smoke alarms in your room?	
Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly?	

Is there damp or mold on the walls?	
Is there painting required?	
Is there an insect / pest problem?	
Will the landlord carry out any repairs before you move in?	
Comments	

End of Document