

# VET Information Guide

2015



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RTO Code 4909



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## Welcome

Welcome to Federation University Australia (FedUni). We are delighted to offer you a place at Australia's newest university, formed in 2014 by the amalgamation of the University of Ballarat and the Gippsland campus of Monash University, and wish you all the best as you prepare to embark upon your VET studies.

We look forward to welcoming you on campus in the coming weeks. FedUni prides itself on providing a friendly and supportive environment for students so if you have any questions or concerns, please contact us on **1800 333 864** (1800 FED UNI) or email us at **student.support@federation.edu.au**

The University also takes much pride in the quality of learning and teaching at the University. We encourage you to take advantage of everything the University has to offer so that your time with us is productive and rewarding. In particular, we invite you to have a look at the University web site at ([www.federation.edu.au](http://www.federation.edu.au)), explore the services that are available to students, the scholarships on offer, and the facilities and activities that are available to you.

I am personally delighted you have chosen Federation University Australia where you can *Learn to Succeed*.

**Professor David Battersby**  
Vice Chancellor and President  
Federation University Australia

## Democracy Statement: Australian Democracy is valued by ALL at Federation College

Federation College values are consistent with the principles underlying *Equal Opportunity Act 1995*, including a commitment that we support:

- elected Government
- the rule of the law
- equal rights for all before the law
- freedom of religion
- freedom of speech and association
- the values of openness and tolerance

Federation College delivers their programs and teaching in a manner that supports and promotes the principles and practice of Australian democracy, in accordance with the *Education and Training Reform Act 2006*.

For more information:  
[www.federation.edu.au](http://www.federation.edu.au)  
1800 333 864  
[b.webb@federation.edu.au](mailto:b.webb@federation.edu.au)

This information in this publication was current at the time of publication (August 2015). The University reserves the right to alter any course, procedure, regulation or fee. Students should read carefully all University correspondence.

# Student Services and Support



## Equal Opportunity/Discrimination/Harassment

The University is committed to providing an environment that values diversity, offers equality of opportunity to all students and staff, and is free from harassment and discrimination. In applying to study at the University and in any University activity, you can expect that:

- you will not be treated unfairly because of your sex, gender identity, marital status, pregnancy, breastfeeding, status as a parent or carer, sexual orientation, lawful sexual activity, race, disability, age, industrial activity, physical features, religious belief or activity, political belief or activity
- you will not be harassed (made to feel intimidated, offended or humiliated) because of any of the above grounds
- you will not be subjected to sexual harassment
- you will receive appropriate flexibility eg. because of disability, or for family or cultural responsibilities, and
- any concerns regarding discriminatory treatment or harassment will be dealt with promptly. You are also expected to make sure that your own behaviour does not result in other students or staff feeling intimidated, humiliated or offended because of the above grounds.

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

More information is available on the Equity and Equal Opportunity webpage at [www.federation.edu.au/equity](http://www.federation.edu.au/equity)

The Equity and Equal Opportunity Officer can provide information and assistance. Phone: **(03) 5327 9357** or **(03) 5327 8104** or email: [equity@federation.edu.au](mailto:equity@federation.edu.au)

## Aboriginal Education Centre

The Aboriginal Education Centre provides resources for all Aboriginal and Torres Strait Islander students attending FedUni. Each Centre has a resource library and study room with books and magazines relating to social interaction on campus and enables staff, students and the wider community to develop a sense of Aboriginal identity and community.

Other services and facilities at the centre include:

- computer room with computers and printers
- access to photocopier, telephone and fax
- advice on childcare, accommodation, Abstudy, scholarships and cadetships
- tutorial support

For more information please call: **(03) 5327 8260**

## Counselling

We provide a free, professional and confidential counselling service to all students, as well as prospective students.

The counsellor will:

- listen carefully to what you say
- work with you so that you can see your situation more clearly
- help you discover and develop your own resources
- help you resolve your difficulties, and
- where appropriate, put you in touch with other sources of assistance within and outside of the University

Counselling provides assistance with many issues such as: course and career decisions, relationships, anxiety, financial hardship, academic progress, personal issues and stress management.

### Ballarat

#### SMB

Opening hours are Monday to Friday 9am to 4pm. The Counselling Service is located within the Student Centre, Building D.

#### Mt Helen

Opening hours are Monday to Friday 9am to 4pm. The Counselling Service is located in Building T North in the Health Centre.

Further information and appointments phone: **(03) 5327 9470** or email [counselling@federation.edu.au](mailto:counselling@federation.edu.au)

#### Wimmera

Counsellor available by phone appointment. Further information and appointments phone: **(03) 5327 9470** or email [counselling@federation.edu.au](mailto:counselling@federation.edu.au)

## Learning Resource Centre (Libraries)

The University offers an integrated library service across all campuses. Library collections are located in the EJ Barker Building at the Mt Helen Campus (Ballarat), in the Library at the Gippsland Campus, in the Tippett Learning Resource Centre at the SMB Campus (Ballarat), and on the first floor of Building C at the Horsham Campus. The Library collection includes print books and journals, audio-visual material and equipment as well as electronic books and e-journal articles that are accessible off campus. Requests can also be made for material held at other campus libraries.

Services available include:

- Help with locating and retrieving library resources including searching the library catalogue, online and full text databases, locating newspaper articles, reference and other materials.
- Library Skills Programme and Training, including basic orientation classes aimed at new students. Programs run first weeks of each semester and include logging in and using the student network, searching catalogue, searching on-line full text databases, creating bibliographies and reference citation and locating newspaper articles.
- Help with student network, printing and photocopying
- Internet and printing credit
- Access to the library collection of other Australian Tertiary Institutions through BONUS+, CAVAL Reciprocal Borrowing Program, National Borrowing Schemes.

Opening hours vary between campuses and are advertised at each campus and at [www.federation.edu.au/library](http://www.federation.edu.au/library)

Telephone: **1300 552 567**

Email queries: [libinfo@federation.edu.au](mailto:libinfo@federation.edu.au)

### Library Rules

The University Library Rules are accessible on the Library website at [www.federation.edu.au/library](http://www.federation.edu.au/library)

It is your responsibility to ensure that you are familiar with them, particularly those rules that relate to Entitlement to Borrow, Loan Conditions and General Conduct. You must present your current student ID card each time you borrow library items. Other students or friends should not borrow items on your card.

When you have overdue library items you are unable to borrow, renew or request items. The library does not charge fines for overdue items; however you will accumulate 1 demerit point on each overdue item each day it is overdue. When you have reached 40 points, all borrowing privileges are suspended for 14 days; over 80 points borrowing privileges are suspended for 28 days.

### Policies and Procedures

For more information on University policies visit: <http://policy.federation.edu.au>



## Purchasing Text Books

### Ballarat

#### Mt Helen

We encourage you to contact the Book Shop on campus. First floor, Albert Coates Complex.

Phone: **(03) 5327 9468**

#### SMB

Books can be purchased from Ballarat Books, 15 Armstrong St Nth, Ballarat.

Phone: **(03) 5333 3222**

### Wimmera

The bookshop is located at the Wimmera Campus, Horsham. The bookshop is within the Library. Books can be ordered directly by contacting the bookshop. Payment must be made in full at the time of ordering. Delivery can be arranged to your home address or you can collect from the campus.

Phone: **(03) 5362 2651** or email

[Horsham.bookshop@federation.edu.au](mailto:Horsham.bookshop@federation.edu.au)

## WYNN – What You Need Now

WYNN is literacy software designed to provide support for students with reading and writing difficulties, or challenges with organising, studying and understanding information. It is also very useful for international students with English as their second language. It has voice output capability and text scanning that can read virtually all document formats. WYNN can be used by anyone regardless of age or area of study.

WYNN software is available on all student computers located in all FedUni computer labs including those in the Library. The WYNN software increases motivation and confidence with a range of features such as:

- bimodal approach – it highlights the text as it reads aloud
- clear, natural-sounding speech
- webct compatible
- full editing capabilities
- built-in dictionary
- word prediction
- read emails, web pages
- extract information from web pages
- documents can be converted to mp3 format
- very intuitive and easy to use

Student Support runs free WYNN training sessions during the semester. These sessions are open to all FedUni students and staff.

For further information contact Drew Burns on **(03) 5327 8092**.

## Students with Disabilities

The University provides Disability Liaison services to help students with disabilities to access courses and facilities to meet their educational and training goals. The Disability Liaison Officers have expertise in access and equity issues, and can help students with disabilities adjust to the educational environment.

If a physical, sensory or learning disability, or a medical or mental health condition will impact on your ability to access the University or to achieve your educational goals then the Disability Liaison Officers may be able to help.

Services available include the provision of academic support workers (eg. note takers, participation assistants), alternative assessment arrangements, provision of alternative format materials and adaptive equipment.

Apprentices and Trainees with a disability undertaking training through the University may be eligible to receive assistance to help them learn their trade, through the DAAWS (Disabled Australian Apprentice Wage Support) scheme, Apprentices with limited vision, difficulty reading or writing, a hearing impairment or difficulties with learning, may be eligible to receive tutorial, interpreting or mentoring assistance.

For more information contact the Disability Liaison Unit:

Phone: **(03) 5327 9470**  
Email: **disability@federation.edu.au**  
Web: **federation.edu.au/disability**



## Student Learning Support

The University provides learning support to all enrolled students and is available at four VET campuses. The aim is to improve learning outcomes and assist in the successful completion of all VET courses.

The teachers can help you with:

- assessment requirements for all subjects
- answering questions and topics
- mathematics and numeracy
- reading skills
- effective study habits
- research skills – books, journals and the internet
- managing time
- preparing for exams/tests
- spelling and grammar
- basic computer skills, and
- note taking

To access this support, students will be required to enrol in a course/unit from an appropriate Foundation Skills program. There is no additional fee to enrol into this program.

### Contact

#### Ballarat

Federation College

Email: **college@federation.edu.au**  
Phone: **(03) 5327 8240**

#### Wimmera

Pam Murray

Email: **p.murray@federation.edu.au**  
Phone: **(03) 5362 2690**



# Enrolment

## Eligibility

### Citizenship Criteria

To access Government Subsidised Funded Training students must be:

- An Australian Citizen
- A holder of a Permanent Visa
- A New Zealand Citizen

To confirm your citizenship/residency you **must** provide either the original or certified copies of ONE of the following documents:

- Australian Birth Certificate (**not birth extract**)
- Current Australian Passport
- Current New Zealand Passport
- Naturalisation Certificate
- **Green** Medicare Card
- Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence

### AND

- **IF** your age is relevant to your eligibility and the document provided from the above list does not include a date of birth you must provide:
- Current Driver's Licence
- Current Learner's Permit
- Proof of Age Card
- 'Keypass' Card

### Additional Criteria

- Under 20 years of age as at 1 January in the year of commencement of training and seeking to enrol in nationally recognised training; or
- Over 20 as of January 1 and **have not** completed a Diploma or higher qualification and enrolling into an Approved Foundation Skills Program; or
- Seeking enrolment into an apprenticeship; or
- Seeking enrolment into VCE or VCAL (intermediate or senior); or
- Seeking a higher qualification than the highest qualification already held

Note: If you are seeking to enrol into an apprenticeship and one of the programs you are currently enrolled in is an approved pathways program you will be eligible for a government subsidised place.

### Maximum of two subsidized programs:

You are eligible to commence a maximum of two subsidised programs at the same qualification level in your lifetime. This restriction applies whether or not you complete the program. For example, this means if you have already commenced two programs at the Certificate III level, you may only commence programs at the Certificate IV level (or above).

This restriction does not apply to programs on the Foundation Skills list or to students recommencing training in the same qualification (at the same or a different provider).

### A student must not:

- Have commenced or is not scheduled to commence more than two programs as a government subsidised student in the current year
- Be currently enrolled in two or more programs as a government subsidised student

Students who access government subsidised funded training **must** be aware that they can only enrol or commence a maximum of two government subsidised courses in a calendar year.

Students who access government funded training are allocated a maximum number of funded hours to complete their program requirements. Students who do not satisfactorily complete all program requirements and have exhausted allocated funded hours wishing to re enrol will be required to pay full fee rates.

**You will be asked to provide original documents or original certified copies of the documents listed above to establish your citizenship or residency status.**

**Only the above listed documents are acceptable as evidence.**



### Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a randomly generated code that is available online from the Australian Government. The code will stay with you for life and be recorded with the nationally recognised VET program that is undertaken from 2015 onwards.

**You must provide your USI before you can be enrolled.**

If you do not have a USI you can visit [www.usi.gov.au](http://www.usi.gov.au) to create one; or let the FedUni School Officer who is assisting you with your enrolment know that you do not have a USI.

### Note

All students should be aware that accessing their Victorian Training Guarantee (Government Subsidised Funding) entitlement may impact access to further subsidised training. Please go to the following website for further information: [www.education.vic.gov.au](http://www.education.vic.gov.au)

## Student Enrolment Fees

### Student Enrolment Fees

All VET programs offered by Federation University have an enrolment fee associated which is payable at the time of enrolments. Fees will be calculated at the time of enrolment and are made up of the following charges.

- **Tuition Fee Contribution** – this varies based on the program of study and eligibility. It is calculated based on an amount for each scheduled hour. Eligible students pay considerably less as the State Government helps subsidise a portion of the tuition fee.
- **Material Fee** – covers the cost of materials such as tools, uniforms, text books etc. purchased by the University and provided to the student.
- **Ancillary Fees** – may include excursion costs and incidentals.

Some programs may require the purchase of text books. This charge is in addition to the enrolment fees and is solely the student's responsibility.

Schools will provide details of any additional charges prior to enrolment.

Note: Material and ancillary fees must be paid in full prior to materials being issued. You may be required to provide evidence of payment.

### Concessions

A concession is available on tuition fee for any government subsidised student WHO HOLDS one of the following cards and is enrolling in a Certificate I to IV program:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Is a dependent spouse or dependent child of one of the above cardholders and is listed on the card
- Veteran's Gold Card (but not their dependents)

To claim the concession you must provide concession details prior to the commencement of training. A University staff member MUST sight the original evidence and retain a copy on file. The concession card must be current at the time the program commences.

Failure to provide concession evidence within 10 days from the day of confirming enrolment will result in your tuition fees being recalculated.

Note: You will be required to provide a copy of your current concession card for any additional course/unit enrolment or new program enrolment. The university will not apply concession to an existing enrolment if the relevant evidence is not supplied within the stipulated time frames.

**Centrelink Digital Wallet Concession** – where a concession card is presented via a Digital Wallet through a Centrelink Express mobile application the university staff member must sight and authenticate the card viewing the card directly through the Centrelink Express Plus mobile application on your mobile device. Digital Wallet evidence will not be accepted via a screen shot of the card if it is emailed or otherwise produced.

The concession does not apply if the student's fees are:

- being fully paid by a Commonwealth Government Funded Agency
- part of a Commonwealth program or initiative

Concessions do not apply for programs at the Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma level.

### Aboriginal/Torres Strait Islander

Indigenous students will pay 20% of the hourly fee of a non-concession student for all program enrolments including Diplomas and Advanced Diplomas.

## Fee Payment

It is University policy that fees must be paid prior to enrolling in a program of study. Students who enrol online can pay via credit card self service at the time of enrolment confirmation. Students who don't pay up front will be invoiced and will have strictly 14 days to make payment. Students will be able to access deposit slips and invoices via the online student management system. Preferred payment options once invoiced are BPay, POST Billpay and online credit card.

Students who fail to make payment within the above stipulated terms may be cancelled from their program and prevented from enrolling in future programs. Restrictions will also be placed on your account which will prevent access to your results, transcripts and graduation.

### Acceptable Payment Methods

- MySC credit card self service – Mastercard, Visa, Amex
- Third Party Arrangement ('Employer Authorisation to Pay Tuition' form completed and forwarded to student finance
- POST Billpay
- BPay
- in person at the following cashier points. Payment via cash, cheque, EFTPOS and credit card:
  - > Mt Helen, Building D, Ground Floor
  - > SMB, Building D, Ground Floor
  - > Horsham, Building C, Ground Floor

### Deferred Payment Plan Arrangement

In extraordinary circumstances a student enrolling into a Certificate I-IV program who is unable to pay their fees in full within 14 days of enrolling may apply for a Deferred Payment Plan Arrangement for their tuition component ONLY. Application MUST be received within 14 days of enrolment.

Note: Students eligible for VET FEE-HELP are NOT eligible for Deferred Payment Plan. Students ineligible for VET FEE-HELP may apply for a Deferred Payment Plan Arrangement for their tuition contribution.



## VET FEE-HELP

Students enrolling in Diploma and Advanced Diploma programs may be eligible for VET FEE-HELP for tuition fees only. This is an Australian Government loan scheme for the Vocational Education and Training sector that is part of the Higher Education Loan Program (HELP).

- VET FEE-HELP assists eligible students to pay all or part of their VET tuition fees
- Additional costs such as material fees CANNOT be deferred via the VET FEE-HELP Scheme
- Students undertaking a program on a full fee basis may also be eligible to access VET FEE-HELP, but will incur a 20% loan fee
- A VET FEE-HELP debt is repaid through the tax system once you reach the minimum income threshold level of repayment

### To apply for VET FEE-HELP you must:

- meet the citizenship or residency requirements
- provide a Tax File Number
- complete and lodge a 'Request for VET FEE-HELP assistance' form prior to census dates

Census dates are predetermined and you do not incur VET FEE-HELP liability until after census dates. Census dates are printed on your confirmation of enrolment and published on FedUni's web site. Further information is available at <http://studyassist.gov.au>

The following Certificate IV programs are currently part of VET FEE-HELP trial which ceases on the 31st December 2016. This VET FEE-HELP option is ONLY available to students who are eligible to access a government subsidised place and who meet the VET FEE-HELP eligibility criteria:

- CHC40312 – Certificate IV in Disability
- TAE40110 – Certificate IV in Training and Assessment
- CPC40110 – Certificate IV in Building and Construction (Building)
- MSS40312 – Certificate IV in Competitive Systems and Practices

## Fee Refunds (Eligible and Non Eligible Students)

### Certificate I to IV Programs

To be eligible for a tuition fee refund you must complete and sign the withdrawal form which is available from your teacher or program co-ordinator.

If the enrolment is cancelled prior to, or up to 4 weeks after program commencement you will be eligible for a full refund. All other fees and charges (material fees, ancillary fees) will be refunded at the discretion of the program area. Students are required to discuss a withdrawal or program cancellation with the applicable program area prior to completing the withdrawal form.

Any student who does not officially withdraw in writing from their program within the specified timeframe, and have fees outstanding after the 4 week withdrawal period will continue to be liable for any outstanding tuition and material fees.

If a program is cancelled by Federation University Australia before a student completes the requirements a full refund will apply.

### VET FEE-HELP Registered Programs

For all VET FEE-HELP programs a full refund or credit of all tuition fees will be made if the withdrawal application is submitted on, or prior to the census date. All other fees and charges (materials, ancillary fees) will be refunded at the discretion of the program area.

If a signed withdrawal form is not submitted prior to census date then you will not be eligible for a refund or an adjustment to your VET FEE-HELP debt. If you withdraw after the census date you will not be entitled to a refund on your tuition fee.

For further information: <http://policy.federation.edu.au/finance/refunds>

## Non Payment of Fees

Students who fail to pay their fees by the due date outlined on their invoice will go into collections. Once in collections failure to settle the debt may result in your enrolment being cancelled. If you feel you will have trouble making complete payment upfront, or within 14 days of enrolment you should apply for a deferred payment plan.

Students who fail to pay their fees within the current year will be unable to enrol in future years until all outstanding fees are settled. In the self service centre of mySC you can view any outstanding fees. If you have any questions regarding outstanding fees please contact finance on **(03) 5327 9513**.

## Competency Based Training and Assessment

Most VET courses are delivered according to Competency Based training and assessment principles. VET courses help you gain skills and knowledge that are required aspects of the work performance for your industry. Competency standards set out the skills, knowledge and attitudes required to operate effectively in employment. This includes the ability to perform individual tasks, to manage and respond to contingencies or breakdowns, and deal with the responsibilities of the workplace. As a student you will be assessed against the competency standards set for your course.

## Hospitality Courses

Students who require a knife set and multimedia resource for their hospitality course are required to pay full cost of the knife set and multimedia resource at the time of enrolment. Please contact the hospitality department for details.



## Credit Transfer and Recognition of Prior Learning

As a VET student you are able to gain recognition for your existing skills and knowledge no matter where, or how, these were acquired. There are two ways that you can gain this recognition at FedUni:

### 1. Credit Transfer

Credit Transfer is granted where evidence is provided to show that the same unit of competency has been successfully passed at the University or another Registered Training Organisation (RTO). Under the principles of mutual recognition the University accepts Australian Qualification Framework Qualifications and Statement of Attainments issued by other RTO's. Credit will be given in units of competency for which an original, official Certificate or Statement of Attainment is provided.

### 2. Recognition of Prior Learning (RPL)

RPL is the formal acknowledgment of skills, knowledge and competencies, regardless of how and where the learning occurred. It is the process of matching current skills and knowledge against competencies learnt in the workplace, through voluntary work, social or domestic activities, or formal or informal studies is relevant to your course you may gain recognition or RPL for these units.

*Please note a charge applies to all RPL enrolments.*

If you believe you are eligible for RPL or Credit Transfer you need to discuss this with your School before the commencement of teaching.

For more information on RPL go to:

[http://policy.federation.edu.au/learning\\_and\\_teaching/assessment/recognition\\_of\\_prior\\_learning\\_tafe/ch02.php](http://policy.federation.edu.au/learning_and_teaching/assessment/recognition_of_prior_learning_tafe/ch02.php)



## Invoicing of Fees

If fees are to be invoiced to an employer or agency, a written authority from the employer/agency is required to be submitted to the relevant school prior to enrolment.

Note: The concession rate will not apply when the student's tuition contribution is being fully paid by a Commonwealth Government Agency or as part of a Commonwealth program or initiative.

## Outstanding Debts

Any student who has an outstanding University debt will not be eligible to:

- receive a statement of results or academic transcript
- receive a certificate or graduate
- use library services, or
- use computer services
- enrol

## How to use My Student Centre (mySC)

My Student Centre (mySC) is an online system which allows you to manage your administrative needs whilst studying at Federation University Australia (FedUni). [www.federation.edu.au/mySC](http://www.federation.edu.au/mySC)

<http://federation.edu.au/students/tafe-my-sudent-centre-mysc-assistance/how-to-use-my-student-centre>

By following the above link you can:

- accept or decline your offer
- enrol in mySC
- view your grades
- update your personal details ie address, phone number etc\*\*
- view your unofficial transcript
- view your invoice
- pay your fees
- view a hold on your account
- view you Commonwealth Assistance Notice (CAN)
- set up your refund profile

\*\* Note: to change your name you must complete a Personal Details Amendment form and provide documentary evidence. <http://policy.federation.edu.au/forms/Personal-Details-Amendment-Form---Jan-2014.pdf>

## Proof of enrolment

Your 2015 student ID card is proof of your enrolment.

## Graduations

When you have completed your studies you will receive an invitation to attend one of the University's Graduation Ceremonies. These ceremonies are held in May and December. You can choose to attend a ceremony or receive your testamur in the mail or by collecting in person.

For more information on the ceremony dates and times please see [www.federation.edu.au/graduation](http://www.federation.edu.au/graduation)

If you have completed your studies and have not received an invitation to attend a ceremony please contact the graduation office on **5327 9012**.



# Student feedback

## We welcome your feedback!

### Have your say with the Student Senate

The Student Senate would love to hear your feedback and ideas on your FedUni experience. So if you have something to say about campus facilities, course delivery, student support service, sustainability or anything else that impacts on your student experience, get in touch with your Student Senate representative by emailing [student.senate@federation.edu.au](mailto:student.senate@federation.edu.au) calling **(03) 5327 9832** or like us on [Facebook.com/FedUniSenate](https://www.facebook.com/FedUniSenate) to keep up to date with Student Senate actions and events

### Student Advisory Service

The Student Advisory Service is an information, advice and referral service for both on campus and off campus students. We aim to inform, educate and support students in relation to their rights and responsibilities as students at Federation University Australia. Visit us for clear advice and help on University policies, procedures and processes influencing your education experience.

For information, support and advice on any matter that is impacting on your student experience at Federation University Australia contact:

- Complaints and Grievances
- Appeals
- Confidentiality
- FedUni timelines
- Free legal service
- Plagiarism
- Letter templates
- Unsatisfactory progress (Exclusion/ Suspension/ Restricted Program)
- Student Advisory Service appointments

### Ballarat and Wimmera campuses

Phone **(03) 5327 6105**, email [studentadviser@federation.edu.au](mailto:studentadviser@federation.edu.au) or drop in at Mt Helen Campus – U113 Level 1 Albert Coates Complex above the Hub, near the bookstore.

### Gippsland Campus

Phone **(03) 5122 6248**, visit [www.mugsu.org.au](http://www.mugsu.org.au) or visit the MUGSU Info Terminal (opposite the café).

## Appeals

Students may have the right to appeal against an adverse decision made against them which affects academic record or enrolment status. This could be individual grades, they believe are unfair or unreasonable. Students need to satisfy the appeal grounds criteria. Appeals are in two stages; for information about the first stage, search the web for appeals. The second stage of appeals is through the University Appeals Committee.

<http://policy.federation.edu.au/university/appealscomplaints/ch02.php>

## Plagiarism

Students should seek assistance and refer to Statute and Regulation 6.1 – Student Discipline, Regulation 6.1.1 – Plagiarism and Student Plagiarism Procedure.

## Grievances/Complaints

The University is committed to ensuring that all students have a positive relationship with the University and its staff members.

Procedures that include processes for receiving and processing complaints.

- Student Grievance Policy
- Student Grievance Procedure
- Harassment Policy
- Harassment Complaint Procedure
- Bullying Prevention and Management Policy
- Bullying Prevention and Management Procedure
- Whistleblowers Procedure

Policies and procedures can be downloaded from: <http://policy.federation.edu.au>

Many complaints can be resolved at the local level but if you have a complaint, issue or concern you should seek advice on how to best deal with your situation. Advice can be sought from:

### Student Advisory Service

[www.federation.edu.au/studentadviser](http://www.federation.edu.au/studentadviser)

### Equity & Equal Opportunity

[www.federation.edu.au/equity](http://www.federation.edu.au/equity)

It is important to follow the appropriate sequence of steps in raising a complaint or grievance to ensure that the matter proceeds smoothly.

Information for students on grievances is located at: <http://policy.federation.edu.au/university/appealscomplaints/>

Complaints about administrative actions and decisions of the University can be made to the Victorian Ombudsman:

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

The Ombudsman is, generally, the office of last resort. If you have not followed the steps laid down in the relevant University procedures, the Ombudsman may ask you to do so before accepting your complaint.

# Other useful information



## Orientation – Finding Your Way as a New Student

[federation.edu.au/oweeek](http://federation.edu.au/oweeek)

Contact your School for information on course orientation. Orientation is an opportunity to be shown around the campus, to find out about the areas in which you will be studying, to meet other new students, and generally to have a fun and informative start to the year.

## Accommodation

The University provides a number of quality short, medium, long term and year round students accommodation options.

## FedUni Living

### Why stay with us?

FedUni Living provides the best possible start to your university experience, it also represents great value and convenience while you are studying!

Enjoy the benefits of living with us, including:

- Proven transition programs helping you to 'settle in' to university life
- Development of life-long friendships and sense of community
- Instant networks, planned activities and experiences
- 24/7 access to dedicated residential support
- No hidden costs with bills/internet included in rent
- Residences located on, or close to campus

### First year guarantee:

- FedUni Living will guarantee a place in university accommodation to all new first year applicants

For more information, visit FedUni Living online at: [www.federation.edu.au/feduniliving](http://www.federation.edu.au/feduniliving)

## Cafeteria

### Horsham

The Horsham Campus Cafeteria provides students with a range of meals and snacks. It is located on the ground floor of Building C. A snack vending machine is also available in Building M.



### Mt Helen

#### The Hub

The Hub, located on the Ground Floor, Albert Coates Complex, provides a range of healthy, delicious meals and snacks made fresh daily. Sandwiches, wraps, rolls, yoghurt, hot food, pastries, salads, cakes, cold drinks, newspapers, coffee and more.



#### Ruby's

Ruby's is the new contemporary café located in the Albert Coates Complex and is open to the entire University community. The Café features an innovative menu to suit all tastes and budgets with gourmet pizza, pasta and salads.

### Gippsland

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

## FedUni Store

FedUni store stocks a wide range of products including grocery items, newspapers and magazines, FedUni merchandise, coffee, snacks, Australia Post point and much more. Visit us on the ground floor, T Building, Mt Helen Campus; and at 1N 108 in Gippsland.



## Confidentiality

All student information shall be treated by the University as confidential, excepting data required under Commonwealth or State Legislation.

## Car Parking

### Ballarat: SMB

All day parking is available in Grant Street, Albert Street and White Flat Oval. Student Unreserved Parking (Zone 4\*) is located off Armstrong St South. Refer to signage.

### Ballarat: Mt Helen

There is ample free parking as well as Zone 4\*. Refer to signage.

### Wimmera

Car parking at the Horsham Campus is available in Baillie Street and within the campus grounds.

### Gippsland

The majority of parking at Gippsland campus is free, however, some permit parking\* does apply.

All parking matters should be addressed directly Facilities Service Staff at [centralstore@federation.edu.au](mailto:centralstore@federation.edu.au)

SMB: (03) 5327 8097  
Mt Helen: (03) 5327 9543

### Parking application forms

<http://policy.federation.edu.au/university/parking/>

Please note: A parking permit must be purchased to utilise these parking areas.

## Child Care Centres



### Ballarat: FedUni Children's Centres

Fun learning and care for your child. Childcare and kindergarten programs offering quality education and care. Everyone is welcome, so book your child in today!

- Quality education and care
- Qualified Early Childhood Educators
- Flexible, stimulating, inviting learning environments
- Play based learning with an emergent curriculum
- On University campus for easy access
- Nutritional meals served daily
- DEECD funded 4 year old Kindergarten at SMB and Mt Helen

Our centres are located at:

#### SMB

X Building, SMB Campus  
Phone: (03) 5327 8183  
Email: [childrenscentres@federation.edu.au](mailto:childrenscentres@federation.edu.au)

#### Mt Helen

K Building, Mt Helen Campus  
Phone: (03) 5327 9456  
Email: [childrenscentres@federation.edu.au](mailto:childrenscentres@federation.edu.au)

#### Wimmera

The child care centre operates with qualified and experienced staff who help your children develop their self-esteem and skills by providing an educational program which includes challenging and creative learning opportunities for all children whilst they are at play.

For further information please contact:

#### Wimmera Uniting Care

185 Baillie Street, Horsham 3400  
Phone: (03) 5382 6789  
Web: [www.wimmera.unitingcare.org.au/locations/horsham](http://www.wimmera.unitingcare.org.au/locations/horsham)

# Apprenticeship and Traineeship



A number of acronyms have been used and below is a list of the most common:

<b>FedUni</b>	Federation University Australia
<b>RTO</b>	Registered Training Organisation
<b>AA</b>	Australian Apprentice
<b>WBD</b>	Workplace Based Delivery
<b>AAC</b>	Australian Apprenticeship Centre
<b>ASBA</b>	Australian School Based Apprentice
<b>VASS</b>	Victorian Assessment Software System
<b>AFO</b>	Apprenticeship Field Officer
<b>CBC</b>	Competency Based Completion

The University is proud to be chosen as your partner in training. We know that your apprenticeship or traineeship is the first step in what will be a very rewarding career, we understand how important this is and will provide you with the support and training to ensure that your experiences at FedUni are of the highest quality.

The following information is designed to help you to better understand the role of each party in your apprenticeship or traineeship.

As we have entered into a new era of training with the introduction of Competency Based Training and Assessment, we have outlined how this new system works and how it will benefit you.

Please read carefully and ask us if you need help in understanding its contents. It will help you get the most out of your learning environment and may enable you to complete your apprenticeship or traineeship in a shorter time frame.

We look forward to working together to help you to achieve your goals, and will also encourage you to strive for recognition through internal and external awards programs and competitions.

## The Training Plan

Every apprentice and trainee at FedUni will be required to negotiate a Training Plan. This working document is the roadmap to your qualification and lists everything that you will need to achieve to gain your qualification.

The University will conduct a Pre Training review with the apprentice and employer so that we can understand the individual's needs and design the training plan accordingly. In line with Competency Based Completion requirements your FedUni Training Plan will be used to confirm competency at each stage of your apprenticeship or traineeship, at times you and your employer will be asked to confirm sections of this Plan with either a signature or electronic confirmation.

# Competency Based Completion Training Plan | Part One

<b>Training Contract Details</b>		Qualification	Qualification
		Qualification Code	Name
		Apprenticeship/Traineeship	Delta No.
		Full Time / Part Time / SBAT1	RTO Student ID No.
		Approved Training Scheme Duration	Workplace Job Title
		Commencement Date	
		Proposed Completion Date	Current position and/or the broad responsibilities of the apprentice/trainee in the workplace
<b>Employer Details</b>		Name	Name
		Workplace Location	Address
		Contact Person	Contact Person
		Contact Number	Contact Number
		Position	Position
<b>Host Employer (if applicable)</b>		Name	Name
		Workplace Location	Address
		Contact Person	Contact Person
		Contact Number	Contact Number
		Position	Position
		Proposed Commencement Date	Proposed Commencement Date
		Proposed Completion Date	Proposed Completion Date

<b>Apprentice/Trainee Details</b>		Qualification	Qualification
		Name	Name
		Delta No.	Delta No.
		RTO Student ID No.	RTO Student ID No.
		Workplace Job Title	Workplace Job Title
		Current position and/or the broad responsibilities of the apprentice/trainee in the workplace	Current position and/or the broad responsibilities of the apprentice/trainee in the workplace
<b>RTO Details</b>		Name	Name
		Address	Address
		Contact Person	Contact Person
		Contact Number	Contact Number
		Position	Position
<b>Training</b>		Proposed Commencement Date	Proposed Commencement Date
		Proposed Completion Date	Proposed Completion Date

**Declaration:** I have completed a pre-training review and have contributed to development of this Training Plan including the schedule of proposed employer contact points, and competency confirmation process and response time frame of \_\_\_\_\_ days. I am aware of my responsibilities to ensure that this plan and its ongoing development is implemented and monitored over the duration of the Training Contract.

<b>Employer</b>	<b>Apprentice/Trainee</b>	<b>RTO</b>
Name:	Name:	Name:
Signature:	Signature:	Signature:
Date:	Date:	Date:

### For School Based Apprenticeships only

In order for the Training Contract to be registered with Skills Victoria as a SBAT, a school representative is required to sign the Training Plan. The school's acknowledgement indicates that the student is enrolled in a senior secondary program (VCE or VCAL), and that the school is aware of the Training Plan and certification that the study, training and work commitments of the student form an integral part of the student's school program. In signing this Training Plan the school is not endorsing the quality of the training for the SBAT, the occupational health and safety arrangements, or the wage arrangements/requirements.

<b>School Name:</b>	
<b>Representative Name:</b>	<b>Date:</b>
<b>Representative Signature:</b>	

**Warning – Uncontrolled when printed! The current version of this document is kept on the FedUni website.**

Authorised by: Learning and Teaching  
 Document Owner: Apprenticeship Compliance Officer  
 Page 13 of 4  
 Original Issue: 18/11/2013  
 Current Version: 18/11/2013  
 Review Date: 01/07/2014







## About your training plan

Your training plan will outline how and where your training will occur, this may be on campus, on your worksite or even online. Your plan can be altered at any time if it no longer is a reflection of your job role or qualification, we can adjust the units to create a better fit or negotiate different ways of assessing you.

The apprentice, employer and in the case of School Based Apprentices the secondary school will receive a copy of the Training Plan.

It is important that you retain this copy as it is a valuable resource for your apprenticeship or traineeship. A copy of your Training Plan may be requested by your Australian Apprenticeship Centre if you or your employer is claiming financial incentives.

For more information on incentive payments, please contact Skilling Australia or contact the Apprenticeship Incentive General Information Service on **13 38 73**.

### What does competence mean?

Competence is when you can prove to both your supervisor and FedUni assessor that you can perform all the tasks in your Unit Outline independently. You must be able to perform these tasks safely and to industry standard.

You must also demonstrate an understanding of the underpinning knowledge required for your qualification.

### What is the difference between training and assessment?

Training is where you learn, over a period of time, to be able to perform a task to a set standard. When you have performed this task several times in a safe manner and you understand the underpinning knowledge component of the task (planning, preparing, material types etc) you will be ready to be assessed.

Training (both in the workplace or at FedUni) will take many forms such as the following:

- Your supervisor showing you how to do various tasks
- Your FedUni assessor also assisting you in your training
- Learning by observing others working
- Completing the underpinning knowledge readings and tests (online or hardcopy)

## Learning Materials

### Unit outlines

There is a Unit Outline for each competency. These are available online or can be printed out – ask your assessor if you need them printed out.

All the Unit Outlines are similar in appearance and layout and ask you to do similar types of activities for each unit of competency.

### Texts

There is also a list of suggested and compulsory resources. It is necessary for you to purchase those considered vital to your training.



### On Line Questions and Tests

These questions/tests will help you understand some of the more important theory aspects of the tasks. You will need to be able to answer all these questions prior to the formal assessment. You can find the answers in one of many ways.

- Ask your supervisor
- Look it up in a reference book or search the internet
- Ask your assessor – they may direct you to another source
- Ask a colleague at work

## Assessment

May take many forms:

- Completion of online tests and questions
- Video or camera evidence of tasks completed
- Employer/supervisor reports/verification
- On-site completion of tasks
- Off-site (FedUni) completion of tasks

Your FedUni assessor will either visit you at various pre-arranged times throughout the year to conduct assessments, or will have arranged for you to attend the University. If you believe you are ready to have the next unit assessed, you can arrange an earlier appointment. Details of how each unit of competency is to be assessed are listed on your training plan in Part III. All units are assessed in line with the employability skills which are:

Communication, Initiative and Enterprise, Learning, Planning and Organisation, Problem Solving, Self Management, Team Work and Technology.

## Your Online training tools

### ePortfolios

Every apprentice and trainee at FedUni has the opportunity to have their own ePortfolio in Mahara. Mahara is a fully featured electronic portfolio, weblog, resume builder and social networking system, connecting users and creating online communities. Mahara provides you with the tools to set up a personal learning and development environment.

You can also utilise your ePortfolio to message individuals or groups, and can communicate with your teachers and trainers as well as classmates.

You can also utilise your ePortfolio to message individuals or groups, and can communicate with your teachers and trainers as well as classmates.

ePortfolios are a great way to keep a workplace log or journal and act as a great resource when applying for a job as you can show a collection of tasks and duties as well as your resume to prospective employers.

### Moodle

Moodle is the official Learning Management System at the university. It contains resources and activities that are relevant to your courses.

<https://vetmoodle.federation.edu.au/login/index.php>

## Training obligations

When entering into a Training Agreement there are obligations for all parties in relation to training, these obligations ensure the quality and successful outcome of the Apprenticeship agreement.

The obligations listed below are relevant to all stakeholders. If you have any questions or concerns in relation to these obligations, please discuss these concerns with your employer, supervisor or trainer.

### As an employer of an apprentice you must:

- Ensure, where the qualification is at the Certificate III or above (this includes Trade Apprentices) that the apprentice/trainee is withdrawn from routine work duties for a minimum of three hours per week (pro rata for part-time apprentices/trainees and only for the duration of the workplace based training period for combination of Workplace Based Training (WBT) and on campus delivery) for structured training, averaged over a 4 week cycle.

The WBT requirements will be outlined when you are designing your training plan.

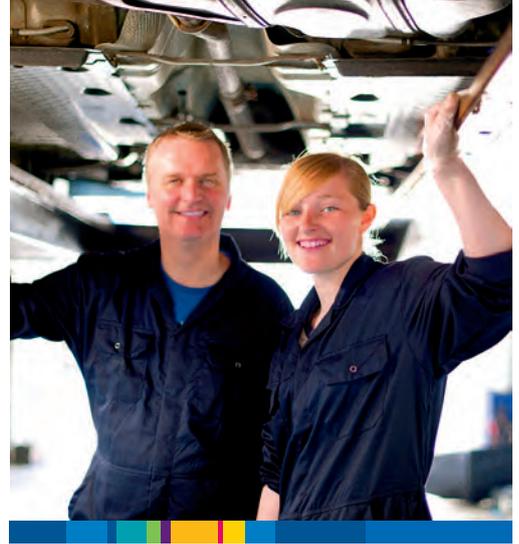
- Employ and train the apprentice as agreed in the training plan
- Provide the apprentice with training and work skill in all the on the job training components of the course as agreed in the training plan using a suitably qualified person
- Allow the apprentice to attend all scheduled on campus training
- Action the competency completion documentation or confirmation as required
- Record any release time in a workplace log signed weekly by the workplace supervisor or a trainee record book or timesheet and verified by the RTO

### As your Registered Training Organisation FedUni must:

- Complete a Pre Training Review and Training Plan
- Provide you with resources to use if you have selected any units be delivered by way of Workplace Based Training, this will include a log of release time
- Discuss the time requirement and period of WBT and note this on Part III of the Training Plan
- Make monthly review contact with you and your apprentice to ensure the quality of the training during Workplace Based Training periods
- Be available to assist you should you have any questions or concerns in relation to training or your obligations
- If training is ALL campus based, make a minimum of 4 contacts per annum with the employer to discuss progress against the Training Plan (by a combination of visit, email or phone)
- If training is ALL workplace based make a minimum of 4 visits per annum to conduct training and assessment, and make monthly contact with the employer and apprentice to discuss progress either by visit, phone or email
- If an employer is not meeting the mandatory requirements of release from routine duties, and after discussion with the RTO has not rectified this problem the RTO (FedUni) must advise an Apprenticeship Field Officer within two weeks of this failure to comply

### As an apprentice you must:

- Attend all on campus scheduled training. Where you are unable to attend you must contact your assessor or co-ordinator immediately to advise them of your absence
- Maintain a log of work activities and experience
- Advise us of any changes of details or circumstances as outlined in the change of circumstances form
- Wear suitable clothing and safety equipment (PPE) as required
- Enrol prior to the commencement of training and pay related fees if applicable
- Meet all deadlines as agreed in the training plan including submitting evidence
- Advise us if you believe you are not being released from routine duties for Workplace Based Training
- Advise your assessor if you believe you cannot meet the timelines negotiated in the training plan



## Disputes

Sometimes things go wrong. If you find that issues are not being resolved and tension is increasing then try some of the following suggestions:

- Find the cause of the problem and talk it through with your employer/supervisor
- If the matter is do with training and/or assessment call your FedUni assessor
- If it is about terms and conditions of the apprenticeship call your Apprenticeship Field (Phone: **1300 722 603** for your nearest AFO)

The opportunity to discuss any matters about training and assessment is always available to you and a disputes resolution process is available.

## If things change

During an apprenticeship things may change, it is important to let us know as soon as possible if the following changes occur:

### Employer

- Change of contact details including phone numbers, postal address and email address
- Change of contact person or supervisors with authority within the business
- Change of business name or ABN
- Sale, transfer or closure of business
- Termination or resignation of your apprentice

### Apprentice

- Changes of contact details including phone numbers, postal address and email address  
[http://federation.edu.au/\\_\\_data/assets/pdf\\_file/0003/123483/TAFE-Personal-Details-Amendment-form-2013-09-26.pdf](http://federation.edu.au/__data/assets/pdf_file/0003/123483/TAFE-Personal-Details-Amendment-form-2013-09-26.pdf)
- Any injury condition or illness that may affect your training
- If you become unemployed (you may still be able to continue your schooling it is important to contact us as soon as this occurs)
- If you are experiencing difficulty undertaking any component of your training

Apprentices and Trainees with a disability undertaking training through Federation University Australia may be eligible to receive assistance to help them learn their trade, through the DAAWS (Disabled Apprentice Wage Support) scheme. This may apply to apprentices with limited vision, difficulty reading or writing, a hearing impairment or difficulties learning, who may be eligible to receive tutorial, interpreting or mentoring assistance.

For more information within FedUni contact the Disability Liaison Unit: Apprentices and Trainees, Phone: **(03) 5327 8323**

## Privacy

We are committed to protecting and maintaining the privacy, accuracy and security of personal information. The University is required to comply with the *Privacy and Data Security Act 2014* (formerly the *Information Privacy Act [Vic] 2000*) and the *Health Records Act (Vic) 2001*.

The University's Information Privacy Policy may be viewed at:

[http://policy.federation.edu.au/university/general/information\\_privacy](http://policy.federation.edu.au/university/general/information_privacy) or further information may be obtained from the privacy website at:

<http://federation.edu.au/staff/governance/legal/legal-compliance>  
or by email to: [privacyofficer@federation.edu.au](mailto:privacyofficer@federation.edu.au)

## Useful contacts

### Federation University Australia

Web: [www.federation.edu.au](http://www.federation.edu.au)  
Phone: **(03) 5327 8000**  
**1800 FED UNI**

### Skills Victoria

Web: [www.skills.vic.gov.au](http://www.skills.vic.gov.au)

### To find your nearest Australian Apprenticeship Centre

Web: [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)  
Phone: 13 38 73 (local call cost)

### Apprenticeship Administration Information Line

Phone: 1300 722 603

### Fair Work Infoline

Workplace Relations and Award Inquiries  
Web: [www.gtav.com.au](http://www.gtav.com.au)  
Phone: 13 13 94

### Worksafe

Web: [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)  
Phone: 1800 136 089  
Email: [info@worksafe.vic.gov.au](mailto:info@worksafe.vic.gov.au)

## Directory

### Aboriginal Liaison Officer

SMB/Camp Street (03) 5327 8260  
Mt Helen (03) 5327 8260  
Wimmera (03) 5327 8260

### Accommodation

Ballarat (03) 5327 9480  
Wimmera (03) 5327 9480  
Gippsland (03) 5122 6236

### TAFE Industry & Community Programs

SMB/Camp Street (03) 5327 8173

### Childcare Centre

SMB/Camp Street (03) 5327 8183  
Mt Helen (03) 5327 9456  
Wimmera (03) 5382 6789  
Gippsland (03) 5122 6227

### Disability Liaison Officer

SMB/Camp Street (03) 5327 8092  
Mt Helen (03) 5327 9757  
Wimmera (03) 5327 9757  
Gippsland (03) 5122 6425

### Equity and Equal Opportunity (Harassment, Discrimination, Equal Opportunity issues)

Ballarat (03) 5327 9357  
Wimmera (03) 5327 9357  
Gippsland (03)

### Student Centre

SMB/Camp Street (03) 5327 8120  
Mt Helen (03) 5327 9564  
Wimmera (03) 5362 2671  
Gippsland (03)

### Student Support

Ballarat (03) 5327 9470  
Wimmera (03) 5327 9470  
Gippsland (03) 5122 6248



## Our campuses

We have campuses in regional Victoria in the Wimmera, Ballarat and Gippsland regions.

### Mt Helen

<http://federation.edu.au/about-feduni/our-campuses/mt-helen-campus>

### Camp Street

<http://federation.edu.au/about-feduni/our-campuses/camp-st-campus>

### Horsham

<http://federation.edu.au/about-feduni/our-campuses/horsham-campus>

### SMB

<http://federation.edu.au/about-feduni/our-campuses/smb-campus>

### Gippsland

<http://federation.edu.au/about-feduni/our-campuses/gippsland-campus>

### Stawell

<http://federation.edu.au/about-feduni/our-campuses/stawell-campus>

### Ararat

<http://federation.edu.au/about-feduni/our-campuses/ararat-campus>

## University Legislation

The *Federation University Australia Act 2010* stipulates that the University must enact legislation (statutes and regulations) relating to the organisation and management of the University. All of the legislation contained in the following index has been formally approved and is in force. Any areas not covered by legislation are governed by existing policy.

- Access the University's Statutes and Regulations
- Access the University's Commercial Guidelines

Once approved, new legislation is published on the official noticeboard, and may be accessed via:

<http://federation.edu.au/staff/governance/legal/feduni-legislation>

Hyperlinks have been provided to pieces of University Legislation that are of particular relevance to TAFE students, all remaining Statutes and Regulations are accessible via the University Legislation web page.

Enquiries can be directed to: (03) 5327 9188

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Regulation 5.5	Unsatisfactory Progress
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Learn to succeed | 1800 FED UNI | [federation.edu.au](http://federation.edu.au)

## Contact us

### Federation University Australia

Call: 1800 FED UNI

Email: [info@federation.edu.au](mailto:info@federation.edu.au)

Web: [federation.edu.au](http://federation.edu.au)

[federation.edu.au/programfinder](http://federation.edu.au/programfinder)

Information in this publication was current at the time of printing (February 2015). The University reserves the right to alter any program, procedure, regulation or fee. Prospective students should read the contained information carefully and contact the relevant numbers for further information. CC\_040215