

# VET Information Guide

2019





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## Welcome

Federation University Australia is Australia's most progressive regional university. We offer a wide range of vocational education and training, along with tertiary programs.

Whether you are a current or future student, from the regions or the city, an Australian or international student, FedUni is focused on you and your aspirations. Our vision is to create a new world of opportunities for all our students and prepare you to succeed in whatever field you have chosen.

Welcome to all new students, and thank you for choosing FedUni.

**Professor Helen Bartlett**  
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  
[equity@federation.edu.au](mailto:equity@federation.edu.au)

This information in this publication was current at the time of publication (January 2019). The University reserves the right to alter any course, procedure, regulation or fee. Students should read carefully all University correspondence. CC\_310119

# 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**

## Child Safety Standards

The Victorian Government is committed to the safety and wellbeing of all children and young people. The Child Safe Standards are compulsory minimum standards for all Victorian schools (including Federation University Australia), to ensure they are well prepared to protect children from abuse and neglect.

No one should behave in a way that makes you feel unsafe or afraid including anyone in your family, anyone at school or anywhere else in the community.

Tell your teacher or any other staff member at Federation University Australia if you feel unsafe. It is everyone's responsibility. All staff at the University must listen and respond to concerns about child abuse.

If you suspect abuse of any child or young person, you have a responsibility to report it, even if you are not sure.

More information: [www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies%2c-guidelines-and-legislation/child-safe-standards-resources](http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies%2c-guidelines-and-legislation/child-safe-standards-resources)

## Counselling

We provide a free, professional and confidential counselling service to all students. The counsellor will:

- listen carefully to what you say, help you discover and develop your own resources
- work with you so that you can see your situation more clearly
- help you resolve your difficulties, and if appropriate refer you to other areas for assistance within the University or outside 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:** Student Centre, Building D, Monday to Friday 9am to 4pm. **Mt Helen:** Building T North in the Health Centre, Monday to Friday 9am to 4pm.

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

### Wimmera

Counsellor available by phone appointment, **(03) 5327 9470** or [counselling@federation.edu.au](mailto:counselling@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 the Disability and Learning Access Unit on **03 5327 9470**.

## Students with Disabilities

The University provides Disability and Learning Access services to help students with disabilities to access courses and facilities to meet their educational and training goals. The Disability and Learning Access 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 and Learning Access 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 and Learning Access unit:

Phone: **(03) 5327 9470**  
Email: [disability@federation.edu.au](mailto:disability@federation.edu.au)  
Web: <https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/disability-support>



## 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/Wimmera**  
Federation College

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

## FedUni VET Online Service Support

The following service standards outlines the strong level of support you can expect from FedUni VET, from application through to complete. Our student's success and experience is very important to us and our principles and standards reflect this.

[federation.edu.au/\\_\\_data/assets/pdf\\_file/0006/352464/Online\\_Service\\_Standards\\_FactSheet\\_VPU\\_FINA\\_L.pdf](https://federation.edu.au/__data/assets/pdf_file/0006/352464/Online_Service_Standards_FactSheet_VPU_FINA_L.pdf)





# Welcome to FedUni Library

## We have libraries at:

Berwick, Gippsland, Horsham, Mt Helen and SMB

Make sure you bring your student ID card because it is your library card, and you need it to borrow, print, copy and scan. The library collection includes:

- Print books and journals including ESOL materials
- Multimedia, ebooks and ejournal articles
- Subject Guides for your discipline area
- Laptops and phone chargers for borrowing

## Library Services:

- We have services and spaces to suit you! Spaces for group work, quiet study or relaxing
- You can borrow items from all FedUni campus libraries. Return to any FedUni Library.
- We can help with access to the student network, printing, photocopying, and Wi-Fi.
- We can help you source items from other libraries.

## Borrowing

**Good news:** We do not have fines for overdue items.

**Bad news:** We have penalty points. 1 penalty point per item per day.

- 40+ penalty points = 14 day borrowing suspension
- 80+ penalty points = 28 day borrowing suspension

**Better news:** We send reminder emails to your student account 3 days before items are due back.

**Best news:** You can renew your books online, over the phone or through our Chat service.

TAFE students can borrow 30 items from any of our five Campus Libraries for 14 days and renew 20 times (if the item is not requested)

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

## Contact us

Phone: **1300 552 567**

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

- |                 |          |
|-----------------|----------|
| Chat Online     | facebook |
| Ask the Library | youtube  |
| Feedback        | twitter  |

## Printing in the library

There are colour printer/copier/scanners throughout the library. To print, you'll also need to add print credit online using your credit/debit card @[fmp.federation.edu.au](http://fmp.federation.edu.au)

FYI the information desk is cashless. EFTPOS available, no minimum purchase.

## 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 in the Library at the Wimmera Campus, Horsham. 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)



# 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.

### Eligibility Exemptions

If you have been deemed ineligible for government funding under the Skills First Program based on the 'two at a level in a lifetime', 'two courses in ... in a lifetime' and the 'upskilling' eligibility rules you may wish to seek an exemption by completing the Skills First Individual Exemption Approval Form. For further information, contact your program coordinator.

### Maximum of two subsidised 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.**

**The University must retain a copy of the evidence provided on file for audit purposes. Only the above listed documents are acceptable as evidence.**



## Student Enrolment Fees

VET enrolment fees include tuition fees and material fees.

### Tuition Fee

Charged as an hourly rate which varies based on the program and eligibility for government subsidies and/or concessions. Tuition fees may be charged as follows:

- **Free TAFE:** As part of the Free TAFE for Priority Courses initiative, some courses will have no tuition fees in 2019 (for eligible students).
- **Concession:** If you are enrolling in a Certificate level program as a government subsidised student, meet all eligibility criteria and hold a valid concession card, you may be eligible for a concession rate on your tuition fees (eligible concession students pay 20% of the standard tuition fee).
- **Standard:** Standard (non-concession) tuition fees apply to students who are eligible for government funding but ineligible for concession. The Victorian Government subsidises a significant amount of your tuition fees.
- **Full Fee:** If you are ineligible for a government subsidised place you will enrol as a full fee paying student, which means you must pay the full cost for all enrolled hours. (Eligibility exemption may be available – contact your program coordinator.)

### Material Fee

Material/ancillary fees cover the cost of materials such as tools, uniforms, text books which are purchased by the University and provided to the student; excursion costs; and incidentals. Material fees will vary depending on the program being studied and are not applicable to all programs.

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 and issue a statement of fees showing all estimated enrolment fees for the current year prior to enrolment.

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



### Unique Student Identifier (USI)

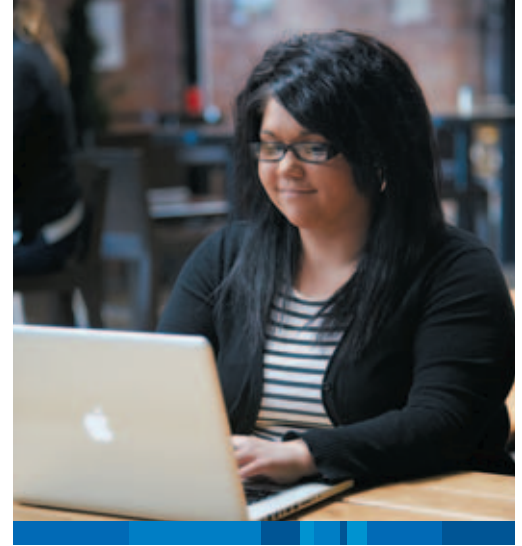
The Unique Student Identifier (USI) is a randomly generated code that is available online from the Australian Government. The code will stay with you for life and be recorded with the nationally recognised VET program that is undertaken from 2015 onwards.

**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)



## 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 commencement of training.

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

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 standard tuition fee of a non-concession student for all program enrolments including Diplomas and Advanced Diplomas.

## Free TAFE for Priority Courses

Free TAFE for priority courses will give more Victorians the chance to study at TAFE and provide individuals the skills needed to build our state.

From 1 January 2019 for eligible students free TAFE for priority courses will reduce the financial barrier for students wanting to train in courses that lead to jobs – in demand from Victorian employers.

It is important you consider your training choice carefully. If you are eligible for a free TAFE for priority course and you enrol, you are not able to get a tuition free place again, even if you don't finish your first tuition free priority course.

If you are successful and obtain a place in one of our fee-free courses, the Free TAFE for Priority Courses initiative will cover your tuition fees for the whole course. However, you may have to pay other fees such as material fees, excursion fees etc yourself.

For further information and to find out what Free TAFE for Priority Courses are available go to:

<https://federation.edu.au/schools/federation-tafe/free-tafe-for-priority-courses>





## Student Invoice and Payment

Tuition fees for Certificate level enrolments will be invoiced when your enrolment is processed and will be due 14 days from the invoice date.

Diploma and Advanced Diploma tuition fees are due by the census date for each enrolled unit of study (you will have multiple census dates throughout your program enrolment). A Fee Notice will be issued prior to each census date.

Material fees will be due 14 days from the invoice date.

Student invoices will be sent to your Federation University email account and can be accessed from my Student Centre.

<https://mysc.federation.edu.au/>

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 results, transcripts and graduation.

## Acceptable Payment Methods

Payment details are included on your student invoice and include:

- MySC credit card self service – Mastercard, Visa, Amex
- POST Billpay
- BPay
- in person at the following cashier points. Payment via cheque, EFTPOS and credit card only:
  - > Mt Helen, Building D, Ground Floor
  - > SMB, Building D, Ground Floor
  - > Horsham, Building C, Ground Floor
- Sponsor/Third Party Arrangement – fees can be transferred to a sponsor, ie employer or agency, by completing a Fee Sponsor/Third Party Authorisation form upon enrolment (form available online).

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

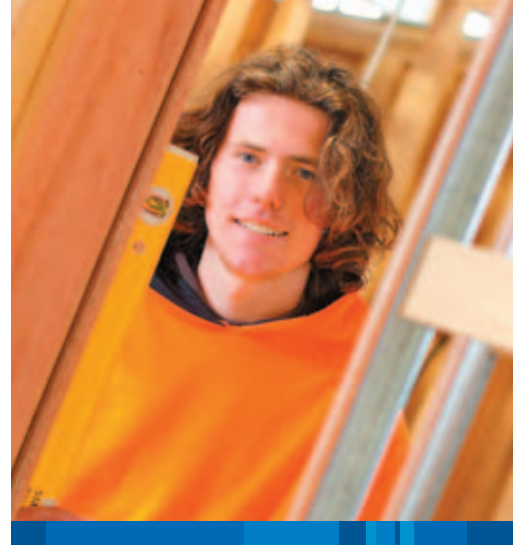
## VET Payment Plan Arrangement

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 VET Payment Plan for their tuition component only (not including material fees). Applications are available online and MUST be received prior to the invoice due date (conditions apply).

## 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



## VET Student Loans

- VET Student Loans (VSL) is an Australian Government loan program that helps eligible students enrolled in an approved course pay for all or part of their tuition fees. VET Student Loans are available for approved courses at Diploma level and above.
- Eligible students will be entitled for loans up to a capped amount. If the cost of the program exceeds the cap students will be required to pay the difference direct to FedUni (referred to as gap fees).
- Additional costs such as material fees CANNOT be deferred to a VET Student Loan.
- Students undertaking a program on a full fee basis may also be eligible to access a VET Student Loan, but will incur a 20% loan fee.
- A VET Student Loan debt is repaid through the tax system once you reach the minimum income threshold level of repayment.

To apply for a VET Student Loan you must:

- Have been assessed as academically suited to undertake the eligible course.
- Must be:
  - > an Australian citizen; or
  - > be a qualifying New Zealand citizen; or
  - > hold a permanent humanitarian visa and usually reside in Australia.
- Provide a Tax File Number
- Complete the 'Request for VET Student Loan assistance' form through the Government's electronic Commonwealth Assistance Form (eCAF) system on or before your first census date.

Census dates are predetermined and you will not incur a VET Student Loan liability until the relevant census date. Census dates are printed on your student invoice and VSL Fee Notice, and are published on FedUni's web site. Further information is available at:

[education.gov.au/vet-student-loans](https://education.gov.au/vet-student-loans)

[studyassist.gov.au](https://studyassist.gov.au)

[myskills.gov.au](https://myskills.gov.au)

[federation.edu.au/studentfees](https://federation.edu.au/studentfees)

You can also check your census dates by logging into myStudent Centre and viewing your Confirmation of Enrolment.

Instructions on how to do this can be found at:

<https://federation.edu.au/current-students/my-student-centre-mysc-assistance/how-to-use-my-student-centre/view-and-print-confirmation-of-your-enrolment>

## 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 coordinator.

If the enrolment is cancelled prior to, or up to, 4 weeks after program commencement you will be eligible for a full refund. Material 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.

### Diploma level and above

For all programs at Diploma level and above 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. Material fees will be refunded at the discretion of the program area. If a signed withdrawal form or written intention to withdraw is not submitted by the census date then you will not be eligible for a refund or an adjustment to your VET Student Loan debt.

For further information and to access the refund and withdrawal policies to go: <https://federation.edu.au/current-students/essential-info/fees-and-charges/tafe/fees-charges-and-eligibility/vet-refunds>

### Non Payment of Fees

Students who fail to pay their fees by the due date as shown on the student invoice will go into collections and will be unable to enrol in future years until all outstanding fees are paid. You may also have your enrolment cancelled. If you feel you will have trouble making full payment by your invoice due date you should apply for a VET payment plan. In the self service centre of mySC you can view any outstanding fees.

If you have any questions regarding outstanding fees or any other student fee-related matters please visit the student finance website, [federation.edu.au/studentfees](http://federation.edu.au/studentfees) or contact student finance direct by email: [studentfees@federation.edu.au](mailto:studentfees@federation.edu.au), or phone: **(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)





## 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 FedUni.

<https://mysc.federation.edu.au>

<http://federation.edu.au/current-students/my-student-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 your 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. <https://federation.edu.au/current-students/essential-info/administration/forms-and-procedures>



## Proof of enrolment

Your student ID card is proof of your enrolment. You can order your first ID card online using FedUni's **CaptureMe Portal**. Go to <https://www.idmobile.com.au/CaptureME?sitecode=113>

Once you have uploaded your photo, your ID card will be ready to collect from your nominated campus location from 2.00pm on the following business day. Alternatively you can visit Student HQ at your campus to have your photo taken and ID card printed on the spot.



## 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) 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

We help you with concerns and questions about your educational experience. We provide support and advice to students about University policies, complaints, appeals, discipline, meetings and hearings, special consideration, academic progress and any other matters which may impact on your Fed Uni experience.

Contact us to make an appointment for help and support in addressing your University concerns.

Phone: **(03) 5327 6105**

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

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

### Appeals

Students may have the right to appeal a decision made by the University which affects their academic record or enrolment status. The Student Advisory Service can assist students with any appeals.

Contact us to make an appointment

Phone: **(03) 5327 6105**

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

### Plagiarism

The Student Advisory Service can assist students who have been charged with plagiarism.

Phone: **(03) 5327 6105**

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

## 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
- Equal Opportunity and Valuing Diversity Policy
- Discriminatory and Sexual Harassment Complaint Procedure Policy
- Whistleblowers Procedure

Policies and procedures can be downloaded at: <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:

<https://federation.edu.au/staff/governance/legal/grievances-and-complaints/student-grievances>

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

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

### Wimmera

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. Two-course evening meals are now available in the Albert Coates Complex, Monday to Thursday from 5.30pm to 7.00pm. All welcome!



### 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.

## 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.

## 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. Phone **(03) 5327 8097**

**Ballarat, Mt Helen:** There is ample free parking as well as Zone 4\*. Refer to signage. Phone **(03) 5327 9543**

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

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

### Parking application forms

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

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



## SKILLS AND JOBS CENTRE

- Training advice and support
- Careers advice
- Industry skills needs
- Skills assessment

This Centre will provide training, career and local labour market advice to the general Ballarat community.

The Skills and Job Centre is a State Government initiative to provide accurate career, training and jobs advice to the community, prospective students and employers.

Visit the Victorian Government website for more information

### Office location

Corner Grant Street and Training Lane, Ballarat  
 Opening hours | Mon – Fri | 9am – 4.30pm  
 FedUni TAFE | Building R | SMB Campus

PO Box 663 Ballarat VIC 3353

Telephone: **+61 3 5327 6540**

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



## 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)

## Confidentiality

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

# 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>AASN</b>	Australian Apprenticeship Support Network
<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
<b>ATOM</b>	Apprentice Trainee Online Management

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 ATOM Training Plan

Every apprentice and trainee at FedUni will be required to negotiate a Training Plan. Your Training plan will be created in ATOM and is an electronic working document. 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 ATOM Training Plan will be used to confirm competency at each stage of your apprenticeship or traineeship, your employer will be asked to confirm Units of Competency from ATOM with an electronic confirmation via email notification from ATOM.





## About your ATOM 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 and employer will have access to the online ATOM Training Plan and in the case of School Based Apprentices the secondary school will receive a paper-based 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 Support Network provider if you or your employer are claiming financial incentives. An up-to-date Training Plan is always available on by logging into ATOM.

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 II. 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://moodle.federation.edu.au>

## 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 II of the Training Plan
- If fully on-the-Job/workplace training has been negotiated — make monthly review contact with you and the apprentice to ensure the quality of the training during Workplace Based Training periods has occurred and is logged
- In addition, if training is ALL workplace based make a minimum of 4 visits per annum to conduct training and assessment in the workplace
- 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 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 the Apprenticeship Administration Unit, VQRA, 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 the Apprenticeship Administration Unit, VQRA (Phone: **1300 722 603**)

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://policy.federation.edu.au/forms/TAFE%20Personal%20details%20amendment%20form%20March%202018.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 and Learning Access 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: **1800 333 864**

### Skills Victoria

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

### To find you nearest Australian Apprenticeship Support Network provider

Web:

[www.australianapprenticeships.gov.au/australian-apprenticeship-support-network](http://www.australianapprenticeships.gov.au/australian-apprenticeship-support-network)

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)

## Our campuses

FedUni is regional Victoria's largest education institution, with campuses in Ballarat, Berwick, Gippsland and the Wimmera providing easy access to study, and approximately 1200 staff committed to teaching excellence and student support.

<http://federation.edu.au/about-us/our-campuses>

## 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

### TAFE Industry & Community Programs

SMB/Camp Street (03) 5327 8173

### Childcare Centre

SMB/Camp Street (03) 5327 8183  
Mt Helen (03) 5327 9456

### Disability and Learning Access Officer

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

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

All campuses (03) 5327 9357

### Student Support

Ballarat (03) 5327 9470  
Wimmera (03) 5327 9470

### Skills and Job Centre

SMB (03) 5327 6540

## Bushfire Emergency

All members of the University community must observe applicable Fire Restrictions and Total Fire Bans.

### 'Code Red' Days

**The Mt Helen Campus** is closed on any 'Code Red' day declared in the Central fire district of Victoria. Any activity planned for that day on the campus is cancelled unless:

- it is deemed essential; or
- it can be relocated to a safe location.

**Campuses and premises other than Mt Helen** normally remain open on 'Code Red' days.

However:

- the Critical Incident Team must decide on the appropriate course of action for these campuses, in particular in relation to restricting, modifying or cancelling University activities;
- the Critical Incident Team should refer to any review conducted under the Hazard Identification, Risk Assessment and Control (HIRAC) Procedure and to applicable Fire Restrictions and Total Fire Bans.

## Extreme Fire Danger Days

On days of extreme fire danger, all campuses and premises of the University normally remain open. However:

- a decision on the appropriate course of action for these campuses, in particular in relation to restricting, modifying or cancelling University activities will be made as soon as practicable after the announcement of extreme fire danger in a fire district where the University has one or more campuses.

## Evacuations

Evacuations in bushfire situations are operational emergency management matters. Campus Wardens have the authority to declare evacuations under the Incident and Emergency Management Procedure

## 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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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)

Disclaimer: Information contained in this brochure was correct at the time of printing (January 2019). Federation University Australia reserves the right to alter any course, procedure or fee, as deemed necessary. Prospective students should confirm course information by visiting [federation.edu.au](http://federation.edu.au) and [vtac.edu.au](http://vtac.edu.au) or by contacting the University directly. Federation University Australia programs are delivered with Victorian and Commonwealth Government funding to eligible applicants. CRICOS Provider No. 00103D. National RTO Code: 4909. CC\_310119