International Student Handbook

Introduction

Welcome

Welcome to Australian Federation College! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality education provider and industry-relevant courses which ensure you are set up for the future.

About Us

Located in the heart of Melbourne, Victoria and Launceston, Tasmania, Australian Federation College provides courses in the areas of leadership and management, kitchen management and hospitality management, information technology, community services, and horticulture and agribusiness management. With well-located and comfortable facilities for students, industry-experienced trainers and assessors, and modern equipment and resources, Australian Federation College is a wise choice for your learning and your future.

Australian Federation College is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industries. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions. We are a private institution. VET courses broaden your skills in specialised areas and are competency-based. This means that you are either Competent or Not Competent, and if you achieve competence for all of the units that make up a qualification, then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link:

https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training

Our Obligation to You

As a Registered Training Organisation (RTO Code: 45616) and CRICOS Education Provider (CRICOS Provider No.: 03854G) registered with the Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2025, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it. We are also required to issue you with your Australian Qualifications Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the ***Complaints and Appeals*** section of this handbook for information on how to do so.

Our Contact Details

Melbourne Campus Address:
Australian Federation College,

Level 5, 250 Collins St, Melbourne, VIC 3000, Australia.

Launceston Campus Address:
Australian Federation College,
Level 1, 126 Charles St, Launceston, TAS 7250, Australia.

Phone: (+61) 03 6393 3225
Email: info@afcollege.edu.au
Website: www.afcollege.edu.au

Student Support Contact Details:

Support personnel are available via the main contact telephone number (+61 03 6393 3225) or email at info@afcollege.edu.au

For, *24/7 emergency situations*

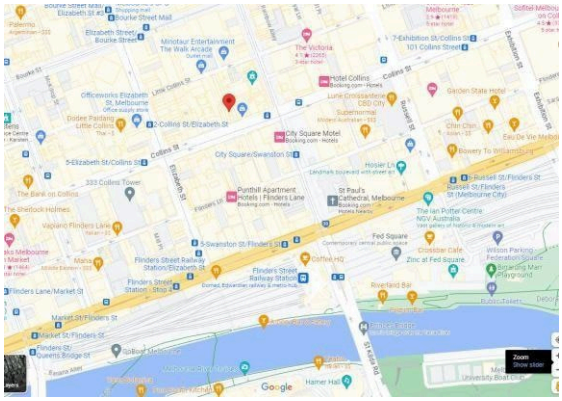
CEO/PEO:

Sohel Rana, +61 0404 511 809

Our Locations

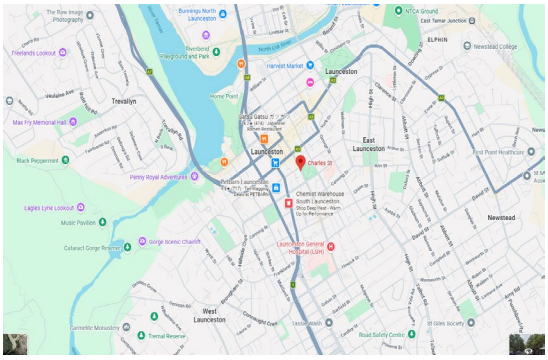
Melbourne Campus:
Australian Federation College,
Level 5, 250 Collins St, Melbourne, VIC 3000.

Google Maps: https://www.google.com/maps/place/250+Collins+St,+Melbourne+VIC+3000



Launceston Campus:
Australian Federation College
Level 1, 126 Charles Street, Launceston,
Tasmania 7520, Australia.

Google Maps:
https://goo.gl/maps/eFbVDip1F82xjqEQ6



About Our Cities

Melbourne

Melbourne, Australia's cultural capital, is a dynamic and cosmopolitan city that offers an exceptional lifestyle for international students. Known for its rich arts scene, world-class museums, iconic sporting events, and vibrant festivals, the city blends historic charm with modern living. Its multicultural community shapes a diverse and exciting food culture, making Melbourne a globally recognised destination for dining, creativity, and innovation.

Melbourne experiences a temperate climate with warm summers, cool winters, and occasional changes in weather, so packing layers is recommended. Students have access to a wide range of accommodation options, including purpose-built student housing, serviced apartments, and budget-friendly hostels, ensuring comfort across different preferences and budgets.

Getting around the city is easy with Melbourne's extensive tram, train, and bus network, which offers discounted student travel fares.

For more information, visit the public transit website.

Widely regarded as Australia's coffee capital, Melbourne's café culture adds to its lively

atmosphere, providing students with countless places to study, socialise, and unwind.

For more information about Melbourne, please visit the following website:

https://www.melbourne.vic.gov.au/visitor-information

To learn more about studying in the world's #5 study destination, Melbourne, please visit the following website

https://studymelbourne.vic.gov.au

Launceston

Launceston, the second largest city in Tasmania, is located on the banks of the Tamar River and is a vibrant hub for food, wine, culture and nature. With a cool temperate climate, Launceston has four very distinct seasons and is surrounded by

large hills and mountains.

Tasmania's Northeast is home to natural beauty, vineyards, rich farming areas, forests and stretches of stunning, unspoiled beaches. Known for mountain biking and famed for its parks, gardens and recreational facilities, Launceston is quickly becoming the place to be for both mainland Australians and international travellers.

You can easily get around Launceston with the use of public transport. There are public buses, and you can easily access the main sights in the city, such as the Queen Victoria Museum, the hospital, the Aquatic Centre, the City Park and many more.

For more information, visit the public transit website.

Access to Tasmania is by air and sea, with regular flights to Launceston and ferries arriving in Devonport.

For further travel information, see:

https://www.discovertasmania.com.au/travel-information

For more information about Launceston, please visit the following website:

https://visitnortherntasmania.com.au/about-launceston-1

Accommodation is available in and around Launceston, ranging from student accommodation, shared rental properties, units and houses to rent or buy.

For more information, visit the following website:

www.study.tas.gov.au

Courses We Offer

Australian Federation College offers the following courses to international students:

- BSB50420 Diploma of Leadership and Management.
- BSB60420 Advanced Diploma of Leadership and Management.
- SIT40521 Certificate IV in Kitchen Management.
- SIT50422 Diploma of Hospitality Management.
- SIT60322 Advanced Diploma of Hospitality Management
- CHC43015 Certificate IV in Ageing Support
- CHC52025 Diploma of Community Services.
- CHC62015 Advanced Diploma of Community Sector Management.
- ICT50220 Diploma of Information Technology.
- ICT60220 Advanced Diploma of Information Technology.
- ICT60220 Advanced Diploma of Information Technology (Telecommunications Network Engineering Specialisation)
- RII60520 Advanced Diploma of Civil Construction Design.
- AHC51422 Diploma of Agribusiness Management.

Visas and Conditions

After you have successfully completed the application and enrolment process, you will be issued an electronic Confirmation of Enrolment (eCoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself.

More information about how to apply for a student visa and fees and conditions can be accessed here:

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

Once you have received your visa, you must abide by its conditions. If you do not, you may be sent back to your home country and won't be able to complete your course. Conditions include (but are not limited to):

- Satisfying attendance and/or course progress requirements and maintaining a valid enrolment for your course.
- Only working if you have been given permission to do so as part of your visa grant (and not working more than the stipulated number of hours).
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia.
- While in Australia and studying, you must notify your training provider of your current Australian address, contact details (i.e. phone and email) and emergency contact details within 7 days of any changes.
- Completing the course within the duration specified in the eCoE you received.
- Completing at least 6 months of your principal course of study with the principal education provider, unless you are issued with a letter of release from the education provider to attend another institution.
  The principal course is the main course of study to be undertaken by you; in cases where the student visa has been issued for multiple courses, it is usually the final course of study.

What is a USI and Why Do I Need One?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all Registered Training Providers (RTOs) must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student, you must provide us with your USI.

For information about USIs, including how to create one, visit https://www.usi.gov.au/.

For information on exemptions, visit:

https://www.usi.gov.au/students/create-your-usi/exemptions-usi

If you are having trouble creating a USI, we will assist you during the orientation session on the first day of your course.

Education Agents

Australian Federation College uses education officers to help us recruit international students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and the reputation of the VET industry in Australia very seriously.

We also monitor and review quality education agents' work and services through our agent monitoring provisions, including feedback received from our students.

A list of our approved education agents can be found on our website at www.afcollege.edu.au

Course Credit (RPL and Credit Transfer)

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a unit that you

have completed before and is part of your course. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate and transcript, either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience, and other unrecognised training, can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL, and this can be viewed in the ***Fees and Refunds*** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to Credit Transfer and RPL and issue your CoE for the reduced duration of the course.

Course Orientation

On the first day of your course, we will deliver an orientation session to you, which includes an induction session. You MUST attend this, as we will cover the following topics:

- Greetings and introducing AFC.
- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services details.
- Safety relevant to Australia and your environment.
- Campus Tour.
- Critical incidents and critical incident reporting.
- Policies about our course progress, attendance monitoring, deferral, suspension and cancellation, course transfer, fees and refunds and complaints and appeals processes.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Evaluation of your support needs.
- Agent feedback survey.
- Question and answer session
- Assistance in creating your USI if you have not done so already.

What Can I Expect During Training and Assessment?

Vocational training and assessment are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or a work environment where the industry conditions are simulated to prepare you for your chosen field.

During school terms, weekly, you are required to attend classes for up to 20 hours and undertake around 10 hours of outside study. This may include reading and general research for assessments and subjects, and/or completing mandatory self-study activities.

You are required to undertake a range of assessment activities, depending on the course you are undertaking. Assessment methods used for our qualifications will provide a range of ways for you to demonstrate that you have met the required outcomes, including:

- Projects
- Role-plays
- Practical demonstrations
- Presentations
- Report writing

- Portfolios
- Case studies
- Questioning (oral or written)

At the beginning of each Unit of Competency, trainers will outline the assessment tasks that must be completed.

Your assessment tasks will either be assessed as 'Satisfactory' or 'Not Satisfactory'.

Achievement of a 'Satisfactory' outcome for all assessment tasks within a Unit of Competency (UOC) will result in a 'Competent' for that unit.

In order to gain your full qualification, you must be 'Competent' in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the UOCs you have successfully completed.

Re-assessment Arrangements

Arrangements for re-assessment will be arranged with you directly by your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task without paying additional fees, and if you fail both attempts, then you will be required to

pay an additional cost for re-assessment as outlined in the ***Fees and Refunds*** information.

This will also be outlined in your ***Student Agreement*** signed at enrolment. Please refer to the *Fees and Refunds* section for more information.

We can't guarantee that you will be awarded your qualification, as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you.

We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress.

Each student matters to us – and your positive outcome and successes are successes of our college community also.

Facilities and Equipment

- Modern campus with all the required amenities for students.
- Classrooms equipped with desks, chairs, whiteboard, overhead projector and flip chart.
- Fully fitted computer facilities with access to the Internet.
- Learning and assessment materials.
- Students' lounge with a modern kitchen equipped with all necessary equipment such as a microwave, fridge, drinking water facilities and hot water kettle.
- Computers in the student lounge with access to the Internet.

Support and Welfare

We all need a little extra support sometimes, and when you are living and studying overseas – you may need a little bit more than you normally would.

We are here to help you – so don't ever be shy to let us know what you are going through and how we can help. We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues and general counselling sessions that are affecting your academic progression.
- Access to additional learning resources.
- Reasonable adjustments in assessment.
- Social events.
- Assisting in improving writing, role play, presentation, referencing or computer skills.
- Buddy program

You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application, enrolment and orientation and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it, then we are concerned about it. Please communicate with us because we care.

We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our ***important information about Australia*** section of this handbook – but it's best to come and speak to the Administration Manager, Student Support Officer and/or Student Wellbeing and Counselling Officer where you can have a confidential discussion and get the right type of service/support for your need or concern.

Issuing Certificates

Request for Record of Results and Testamur form. We will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as Competent. Once you have been found Competent in all UOCs that make up the course you are enrolled in and have paid all your relevant fees, you can then complete and return the

We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law.

We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

Reissuing Certification Documents

We are required by law to keep records of your qualification and UOCs achieved for at least thirty (30) years.

If you lose your statements or certificate, we can re-issue these to you for an additional charge. Refer to our ***Fees and Refunds*** section for more information.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students, so please let us know if something isn't right or if you have a suggestion by emailing, calling us, or speaking in person.

You will also be provided with a Quality Indicator Survey, which is issued by the National Centre for Vocation Education and Research (NCVER).

You may also receive surveys from our administration team from time to time. Please complete these and return as advised.

If Your Details Change

From time to time, your personal details may change. You might change your phone number, email address, residential address or emergency contact details. It is actually a condition of your visa to notify us within 7 days of any changes to the above details.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

What is Required of Me as a Student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct, which is included in the next section below along with other important information. The ESOS legislative framework, which protects your rights, can also be accessed from the following link: link. We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!

How Can I Apply?

The application process is outlined in the diagram below:

Complete and send your Application for Enrolment Form to us along with all required supporting documents specified in the checklist.

You can directly apply to Australian Federation College (AFC) or through an authorised education agent of AFC.

When we receive your application for enrolment, we will assess it against the course requirements.

If your application is verified, we will send you an acknowledgement and arrange a course entry interview with you.

Your interview may be in person (if you are in Australia) or via a call.

Your application will then be processed, and if you are successful, you will be issued with an Offer Letter, Written Agreement, and a 'Pre-enrolment Pack'.

If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.

Carefully review your Offer Letter and Written Agreement and make sure your course fees, duration and payment plans are correctly stated.

Read through all of the included policies and procedures and, if you agree, sign the agreement and return it to us along with initial payment evidence.

You will then be issued with an electronic Confirmation of Enrolment (eCoE).

Use this document to apply for your visa with the Department of Home Affairs.

Policies and Processes

Fees and refunds

We want to make sure you understand all fees and charges associated with your course, so please carefully read this section before signing the Student Agreement.

Any fees and charges documented in the agreement will not change during the duration of your course. We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that we are able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete your studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks, or you have selected 'Yes' to "I confirm that I want to pay more than 50% of the course fees before commencing my studies at Australian Federation College" when completing the **Application for Enrolment Form-International Students.**

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees included:

Additional Fees that May Apply	**Amount**
Deferral Fee	Nil
Re-assessment Fee (students have a total of 2 attempts without a fee, during the unit facilitation period, and any attempt thereafter will incur the stated fee).	$100 per unit of competency
Assessment Late Submission Fee	$100 per unit of competency
Late Payment Fees for Course Fee Installments	A late payment fee of $20 per week applies to each installment that remains unpaid after its due date. *For example, if a student pays an instalment two (2) weeks after the due date, a late payment fee of $40 (2 × $20) will be charged in addition to the original installment amount.*
Course Fee Installment Deferral Processing Fee	$50 (must be paid with deferral request)
Credit Transfer	Nil
RPL	-Application fee of $250 -Each UOC RPL assessment fee $500
Updating/ Amending CoE Details	$50 per CoE
Change of Course Request (including Internal Course Transfer Request) Administration Fee	$250
Unit Re-enrolment Fee	$300 per unit
Reinstate Enrolment	$250
Re-issuance of Records (Certificate and/or Transcript)	$100
Student Card Re-issuance	$20
Airport Pick-up Arrangement Fee	Will be advised upon request
Temporary Accommodation Arrangement Fee	Will be advised upon request
Loss of Library Books	Replacement costs no more than $120.

If these fees apply, they will be included in the amounts shown on the previous page. Seven (7) days before the payment due date, you will receive a payment reminder notice and an invoice. You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements. Any alternative arrangements are subject to approval and must be confirmed in writing.

All payments are to be made by bank transfer into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning, and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First Warning Letter: issued if payment is not received within five (5) working days of the invoice due date.
- Second Warning Letter: issued if payment is not received within five (5) working days of the First Warning Letter.
- Notice of Intention to Report: issued if payment is not received within five (5) working days of the Second Warning Letter.

Each notice will be provided in writing, will advise you of available support options, and will outline the potential consequences of continued non-payment.

Failing to pay an invoice within 20 working days of receipt of the notice of intention to report letter will result in the cancellation of your enrolment with Australian Federation College.

Following cancellation of enrolment due to non-payment of fees, any outstanding debt may be referred to an external debt collection agency. If a debt is referred to a third-party agency, you may be liable for reasonable costs incurred in recovering the outstanding debt, including costs charged by the external agency, to the extent permitted by law.

Refunds

Please carefully read the following information about refunds. This applies whether you paid the tuition and non- tuition fees or an education agent paid them on your behalf.

All application fees are non-refundable, except where we cancel a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including where a sanction is imposed on us.

All enrolment (application) fees are non-refundable. If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office or our website (www.afcollege.edu.au). This form outlines the information and/or supporting evidence that should be provided with your refund request.

This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you in writing within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees (on your behalf) and will be paid in Australian Dollars. The refunds referred to are net amounts only received by Australian Federation College and do not include any service charge or commissions levied by your agent or intermediaries acting on your authority.

The refund policy does not remove your right to take further action under Australian Consumer Law.

In addition to the above circumstances, the refund will be calculated as set out in the table below:

Circumstances	Refund Due
Australian Federation College cancels course before commencement.	Full refund of all fees.
Australian Federation College cancels course following commencement.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Australian Federation College has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws with a written request 60 days or more prior to course commencement.	Except enrolment fee, refund of 90% of all other fees and charges for a Study Period (Term).
Student withdraws with a written request 28 days or more prior to course commencement.	Except enrolment fee, refund of 80% of all other fees and charges for a Study Period (Term).
Student withdraws with a written request 27 days or less prior to course commencement.	Except enrolment fee, refund of 70% of all other fees and charges for a Study Period (Term).
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full Study Period (Term) to be paid to AFC.
Student withdraws after commencement or during course progression (on or after the instalment dates as per the 'Payment Schedule' written on the 'Offer Letter and Student Agreement International Student').	No refund. Full fees for the current instalment period to be paid to AFC (irrespective of the length of study undertaken for that fee instalment period).
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full Study Period (Term) to be paid to AFC.
Student breaches a visa condition	No refund. Fees for full Study Period (Term) to be paid to AFC.
The student has supplied incorrect or incomplete information causing Australian Federation College to withdraw the offer of the course prior to commencement.	No refund. Fees for full Study Period (Term) to be paid to AFC.
The student is refused a visa because they did not start their course at the agreed location on the agreed starting day or they withdrew from their course with Australian Federation College or they did not pay an amount due.	No refund. Fees for full Study Period (Term) to be paid to AFC.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The refund amount is calculated as follows: The total amount of all course fees (includes all tuition and non-tuition fees) received before the default day minus either 5% of the amount of course fees or $500 – whichever is the lesser amount. *As an example, if a student has paid AUD $1,500 in total course fees and their student visa is refused, resulting in withdrawal on or before the course commencement date:* • *5% of $1,500 = $75*

	• *As $75 is less than $500, the refund amount payable will be $1,425.*
The student is refused a visa and has already commenced their course	The refund amount is calculated as follows: The weekly tuition fee x weeks in the default period. *As an example, if a student is studying a 40-week course. Each term is 10 weeks. The total fees for the student is $10,000 in course fees and $500 in material fees. The student pays the first term's course fees of $2,500 plus the material fee of $500. However, completes 2 weeks (14 days) of their course but then has their visa refused and withdraws from the course.* *The weekly course fees for this course amount to $250 per week.* *The number of weeks in the default period is 8 weeks (56 days) i.e., to the end of the first term.* *The student is therefore eligible to receive a refund of $2,000 i.e., the weekly course fees of $250 x the number for weeks in the default period of 8 weeks.* *The student won't be eligible to have the material fees*

Complaints and Appeals

We sincerely hope not, but from time to time, you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure, in assessing them, that we look at the causes and actions that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us as the Australian Federation College, our trainers and assessors and other staff, another learner of the Australian Federation College, as well as any third party that provides services on our behalf, such as education agents. Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by the Australian Federation College. An appeal is a request for Australian Federation College's decision to be reviewed in relation to a matter, including assessment appeals. In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner. Our internal complaints and appeals process can be accessed at no cost. We do encourage you to first seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished, you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the **Complaints and Appeals Form**. The Complaints and Appeals Form outlines the information that should be provided and can be accessed from reception or our website.
- Submit your complaint within 30 calendar days of the incident or, in the case of an appeal, within 30 calendar days of the decision being made.
- In case of making an external appeal, you have **5 working days** to do so after the day on which you received our internal appeal decision.

As our internal appeal decision notification will be sent to you by email, you will be noted to have received it at the end of the day it was sent.
You must inform us by writing whether you have made an external appeal within this time or not.
We will acknowledge your complaint, or your appeal will be acknowledged in writing within 3 working days of receipt. We will review your complaint or appeal within 5 working days of receipt. Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Australian Federation College will write to inform the complainant or appellant of this, including the reasons for such. Following this update, regular updates will be provided on progress.
For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed. We will communicate the result of the complaints and appeals process to you in writing, and this will include the reasons for the decision.
If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal. Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, if the appeal is against our decision to report you for unsatisfactory course progress, your enrolment will be maintained until the external appeal process is complete and has supported our decision to report you.

If the appeal is against our decision to defer, suspend or cancel your enrolment due to misbehaviour, we may defer, suspend or cancel your enrolment in accordance with our internal appeals process outcome.

Independent Parties
Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO).**

International students may complain to the OSO about a range of circumstances including (but not limited to):

- Being refused admission to a course.
- Course fees and refunds.
- Being refused a course transfer.
- Course progress or attendance.
- Cancellation of enrolment.
- Accommodation or work arranged by the Australian Federation College.
- Incorrect advice given by an education agent.
- Taking too long in certain processes, such as issuing results.
- Not delivering the services indicated in the Student Agreement.

More information can be found at: https://www.ombudsman.gov.au/complaints/international-student-complaints
You can access these services at no cost in relation to matters that cannot be resolved through internal processes.
We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation. We will communicate all actions to you in writing based on the OSO's decision. Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline: The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaints. Access to the Hotline is through: **Phone:** 13 38 73, Monday–Friday, 8 am to 6 pm nationally
Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA): Complainants may also complain to our registering body, the Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not

responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: https://www.asqa.gov.au/for-providers/standards-for-RTOs/practice-guides/quality-area-2-vet-student-support/feedback-complaints-and-appeals-practice-guide
Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws, and it does not circumscribe an individual's rights to pursue other legal remedies.

Compassionate and Compelling Circumstances

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that are involuntary and outside of your control and present you with limited or no choice.

For example:

- Serious illness or injury;
- Death of a close family member;
- Major political unrest in the home country or natural disaster;
- Being witness to a crime or a crime committed against you;
- Australian Federation College is unable to offer a pre-requisite unit to you in a Study Period (Term); or
- Inability to begin studying on the course commencement date due to a delay in receiving your student visa.

Course Progress Monitoring

In line with the National Code 2018 and Standards for RTOs 2025, Australian Federation College systematically monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

Students who do not meet course progress requirements are at risk of having their visas cancelled.

Satisfactory Course Progress is defined as students successfully completing 50% or more of course requirements in a Study Period.

Unsatisfactory Course Progress is defined as students failing to complete 50% or more of course requirements in a Study Period.

Each **Study Period** at Australian Federation College is a 10-week Term.

The above study period may vary for fast-tracked programs. Check course brochures for specific details.

We may assess that you are 'At Risk' of not meeting course progress and thus not completing your course within the expected duration of study for one or more followings factors:

- Have an overall result of Not Yet Competent (NYC) in one or more units;
- Failure to submit assessments;
- Do not attend classes on a regular basis or have regular late arrivals/leaving early;
- Do not participate in learning activities within the classroom; or
- Poor behaviour in class.

If deemed 'At Risk', you will be informed in writing that you are at risk and will be required to participate in an intervention meeting. This will be done as follows:

- Invitation to attend an intervention meeting – when you are deemed 'At Risk' for the 'Study Block' as per the Course Progress and Monitoring policy.
- First warning letter – when you have not achieved 'Satisfactory Course Progress' for the 'Study Period'.
- Second warning letter – when you are not adhering to the terms agreed on the intervention strategy in the subsequent 'Study Period'.
- Notice of intention to report – you have not achieved 'Satisfactory Course Progress' in two (2) consecutive 'Study Periods' despite an intervention strategy.

Australian Federation College may choose to intervene at any point before the end of the

'Study Block' or 'Study Period' should you be deemed 'At Risk' as per our Course Progress and Monitoring Policy and Procedures.

Reporting You

Where you have demonstrated unsatisfactory course progress for 2 consecutive 'Study Periods' despite interventions implemented, Australian Federation College will:

- Notify you in writing of the intention to report you for unsatisfactory course progress.
- Inform you of the reasons for the intention to report.
- Advise you about your right to dispute the decision by accessing our Complaints and Appeals Policy Procedure within 20 working days of receiving the notice of intention to report.
- You may appeal the decision to report you on the following grounds:
- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances with supporting evidence.
- The intervention strategy has not been implemented appropriately according to Australian Federation College's own documented policy and procedure.
- Australian Federation College will only report you for unsatisfactory course progress in PRISMS if:
- The internal and external complaints processes have been completed, and the decision or recommendation supports us; or
- You have chosen not to access the internal complaints and appeals process within the 20-working day period; or
- You have chosen not to access the external complaints and appeals process; or
- You have withdrawn from the internal or external appeals processes by notifying us in writing.

Attendance Monitoring

Australian Federation College monitors international students' attendance throughout their studies.

All records of attendance monitoring will be kept.

For the purpose of attendance monitoring, you will be deemed 'At Risk' if:

- If you fail to attend the first week of a unit;
- If you do not attend classes on a regular basis or arrive late and/or leave early from your class, or
- Have been absent for more than 5 consecutive days without prior approval for a leave of absence.
- If deemed 'At Risk', you will be required to participate in an intervention meeting.

Extension to Your Expected Course Duration

Extensions to the course duration specified on your CoE will be allowed if:

- Compassionate or compelling circumstances apply to you, and evidence of such is provided to us.
- Where an intervention strategy is in place (or is about to be implemented) for you because you are at risk of not meeting course progress requirements.
- An approved deferment or suspension of study under Standard 9 of The National Code 2018.

If your course duration is extended under any of the above provisions, you need to contact Immigration to seek advice on any potential impacts on your visa, including the need to obtain a new student visa.

Deferring Your Course

Australian Federation College may allow you to defer your course. This means that your place is guaranteed, but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, then you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contacting the Department of Home Affairs

Suspending Your Course

Australian Federation College may allow you to suspend your course. This means that although you have commenced your studies, you will be able to take leave from your studies for up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, then you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contacting the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

Transferring Courses

You must complete at least 6 months of your principal course of study with the principal education provider, unless you are issued a letter of release from the education provider to attend another institution.

If you wish to transfer to another RTO or university within the first six months of your principal course of study, you will need to apply for release from Australian Federation College.

If you wish to transfer after six months of completing your principal course with us, you do not need permission for release (although you will still need to complete a withdrawal form - see our Deferral, Suspension and Cancellation Policy and Procedures available online at www.afcollege.edu.au).

The RTO or university that you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this, which you can do using the CRICOS course and institution search.
Australian Federation College will approve your request for transfer if:

- The course you are undertaking with us is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying, despite participating in an agreed Intervention Strategy.
- You can prove that you need the transfer because of compassionate or compelling circumstances.
- The course outlined in your Student Agreement has not been delivered
- You provide evidence that your reasonable expectations about the course are not being met.
- You provide evidence of being misled by Australian Federation College, or by an education or migration agent, regarding the Australian Federation College or the course, and the course is therefore unsuitable.

Australian Federation College will not approve your request if:

- You do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.
- You have unpaid course fees for the current study period.
- The transfer would put your progression through a package of courses at risk.
- You require access to particular support services that have not yet been provided or offered to you.

How to Apply

If you wish to apply to transfer to another registered provider prior to completing six months of your main course, you must complete a Withdrawal Form and attach a copy of the Offer Letter from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. If your application is approved, then you will be granted a release. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Appealing the Decision

If your application is unsuccessful, you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20 working day period in which you can access the complaints and appeals process has passed.

Transferring Courses with Australian Federation College

Australian Federation College offers students the option to transfer to other courses within the Australian Federation College.

Australian Federation College will approve your request for transfer if you can show that:

- The course better meets your study capabilities and/or long-term goals.
- You provide evidence that your reasonable expectations of the current courses are not being met.
- Australian Federation College will not approve your request if:
- The transfer would put your progression through a package of courses at risk.
- You require access to particular support services that have not yet been provided or offered to you.
- There is evidence that you are trying to avoid being reported to DHA for failure to meet our attendance or academic progress requirements.
- You have unpaid course fees for the current study period.

How to Apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new Offer Letter and Student Agreement and subsequent eCoE will be issued to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether any additional fees will be required to be paid to us.

Appealing the Decision

If your application for internal transfer is unsuccessful, you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Discontinuing Your Studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually, once you have commenced a Study Period (Term), you won't be able to get a refund for the term fee that you have paid. See our Fees and Refunds section for more information.

Suspending or Cancelling Your Enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour, i.e. not abiding by the Student Code of Conduct as outlined in this Handbook.

- Not paying your course fees.
- Not making satisfactory course progress as set out in this Handbook and according to our Course Progress Monitoring Policies and Procedures available on our website.

Where any of the above circumstances apply, you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not report you until the internal and external (where applicable) appeal process is complete, unless your health and wellbeing or that of others could be at risk. It is important for you to contact the DHA to seek advice on your student visa.

Privacy and Access to Records

All information about you is kept in the strictest confidence and can be provided to you on request. Please note that you do need to request this in writing, and this can be done by email.
You were provided with a Privacy Notice in your Student Agreement which told you about the information we need to share with other agencies. This is included below again for your information.

Under the *Data Provision Requirements 2012*, Australian Federation College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form) may be used or disclosed by Australian Federation College for statistical, administrative, regulatory and research purposes. Australian Federation College may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy.

Student Code of Conduct

The following information outlines what is expected of you.

Your Responsibilities

Policies and Procedures

You are expected to:

- Read and follow our policies as documented in this handbook and available on our website.
- Respond to our communications promptly.
- Advise us within 7 days of any change of your contact details, including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and Assessment

You are expected to:

- Attend scheduled classes.
- Actively participate in learning.
- Complete all homework given to you.
- Complete and submit all assessments on time.
- Refrain from plagiarism, cheating and collusion.
- Pay all fees due.
- Ask for support if needed.

Classroom Conduct

You are expected to:

- Arrive on time for your class.
- Be prepared for class.
- Dress appropriately.
- Only use handheld devices in class when relevant to the activity.
- Communicate in English.

Respect and Ethics

You are expected to:

- Respect others' values and beliefs.
- Interact with others in a collaborative, professional manner.
- Use our resources for the purpose for which they are intended.
- Refrain from harassment and discrimination of any kind.
- Resolve any conflicts calmly.
- Respect ours and other people's property.

Your Rights

Policies and Procedures

You can expect to:

- Be informed of our policies and associated procedures.
- Receive regular and relevant communications.
- Learn in a safe environment.
- Have your personal details kept confidential and secure.
- Access the information that we hold about you.
- Have the opportunity to provide feedback on services received.

Learning and Assessment

You can expect to:

- Be provided with high-quality training, assessment and support services.
- Receive the support you need.
- Have your assessments marked and returned within 10 working days of submission.
- Receive feedback on assessments where the result is not satisfactory.

Classroom Conduct

You can expect your trainer and assessor to:

- Be on time for classes.
- Be prepared for class.
- Be knowledgeable and engaging.
- Dress appropriately.
- Only use handheld devices in class when they are relevant to the activity.
- Communicate in English.

Respect and Ethics

You can expect:

- To have your values and beliefs respected.
- To be treated fairly and equitably by staff and other students.
- To interact with others in a collaborative, professional manner.
- Respect for you and your property.

Important Information about Australia

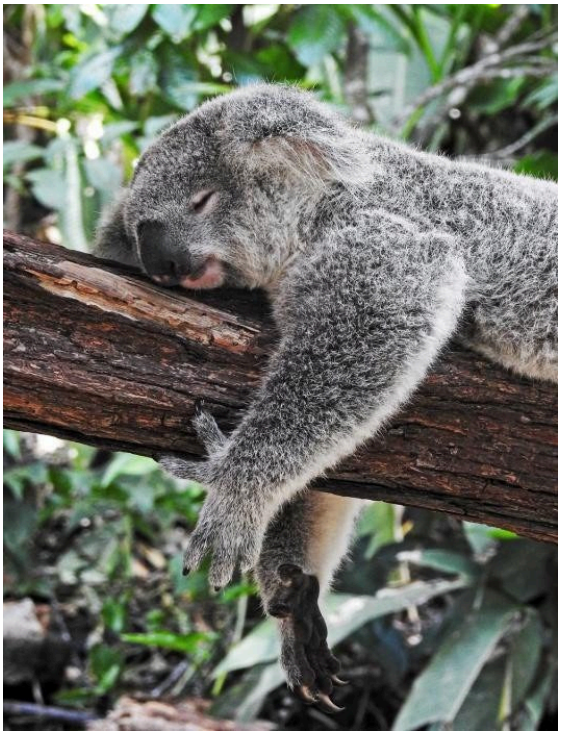
Living and Studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world, with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and nightlife.

Australia is a welcoming and friendly country toward overseas visitors, and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. It is a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities.

Australia is a technologically advanced nation with great infrastructure and transportation options for students, and being a country with one of the highest minimum wage rates, Australia is really a fantastic place to live and study.

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: https://www.studyaustralia.gov.au/



Cost of Living

As of late 2025, the minimum 12-month living costs required for an Australian student visa have been updated by the Department of Home Affairs. These amounts are:

For students or guardians: AUD$29,710. For partners coming with you: AUD$10,394. For a child coming with you: AUD$4,449.

For a specific breakdown of accommodation and other living costs, you can use the Cost-of-Living Calculator available on the Study Australia website.

(https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs#:~:text=Need%20more%20help?-,Living%20costs,Estimate%20your%20living%20costs)

For a specific breakdown of accommodation and other living costs, please refer to the official Study Australia government website:

https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

You can also make use of the cost-of-living calculator provided via the Study Melbourne

initiative:https://costofliving.studymelbourne.vic.gov.au/

Accommodation

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or homestays.

For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit

https://www.studyaustralia.gov.au/en/life-in-australia/accommodation

Transport

Australia has great public transport options including trains, buses, taxis and other ride-share options like Uber and Didi.

Australia also has many cycling and walking paths, and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

Health and Safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared.

AFC has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe Locations

Worldwide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Melbourne and Launceston are the same.

If you are not familiar with which areas to be careful of, you can check with a trainer or Student Support Officer.

Drugs and Alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc. are not allowed by Australian law, and you run the risk of legal and visa problems as well as health issues if you become involved in their use/dealing.

If you have any questions or concerns about these things, please check with your Student Support Officer or Campus Manager.

AFC is committed to providing you with a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practices in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation.
- No smoking within AFC buildings.
- Report all potential hazards, accidents and near misses to the AFC staff;
- No consumption of alcohol on AFC premises or during contact hours;
- Always keep training and assessment areas neat and tidy;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area;
- Observe hygiene standards particularly in eating and bathroom areas; and
- Report safety concerns to an AFC staff member immediately.

Electrical Equipment

Within the training environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to AFC staff immediately.
- Electrical work should only be performed by an appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety

AFC will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation.

Students are to be familiar with the location of all emergency exits and fire extinguishers.

It is the user's responsibility to understand the fire drill procedures displayed around the premises.

Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

First Aid

Provision for first aid facilities is available on our campuses. All accidents must be reported to AFC staff.

Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by AFC unless they do so voluntarily and take all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity

When lifting, always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and Study Areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accidents by tripping or falling over.

Place all rubbish in the bins provided.

Ensure that tearoom bench spaces are left clean and tidy and that all dishes are washed.

Do not sit or climb on any desks or tables.

Working on a Student Visa

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks.

For more information on popular industries for students to work in, your rights and responsibilities, and your employer's rights and information about the Fair Work Ombudsman, visit: https://www.studyaustralia.gov.au/en/work-in-australia

Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia, and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs.

For further information about OSHC and other optional insurances visit https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc

The following are a few OSHC providers in Australia:

- Bupa (https://www.bupa.com.au/)
- Medibank (https://www.medibank.com.au)
- Nib (https://www.nib.com.au/)
- Allianz (https://www.allianz.com.au)

Emergency Contacts and Other Useful Numbers and Information

Emergency Services: Dial 000 and advise whether you require:

- Police
- Fire
- Ambulance

Police Stations Near Campuses

Melbourne: Flinders St Railway Station Police Booth, 226 Flinders St, Melbourne, VIC 3000.

Launceston: Launceston Police Station, Cimitiere Street, Launceston, Tasmania 7250.

Department of Home Affairs (DHA)

Immigration and citizenship: 131881

Visa and Citizenship Offices
Melbourne: 808 Bourke St, Docklands, VIC 3001.

Launceston: Ground Floor, 188 Collins Street, Hobart, Tasmania.

Department of Foreign Affairs and Trade
Melbourne: 14/55 Collins St, Melbourne, VIC 3000. (03) 9221 5444.

Launceston: Tasmania State Office, Level 1, 111 Macquarie Street, Hobart, Tasmania. (03) 6238 4099

Medical Facilities Near Campuses Melbourne
Hospital: St. Vincent's Hospital Melbourne, 41 Victoria Parade, Fitzroy VIC 3065. (03) 9231 2211.

Medical Centre: Collins St Medical Centre, 7/267 Collins St, Melbourne VIC 3000. (03) 8575 6900.

Launceston
Hospital: Launceston General Hospital, 274-280 Charles Street, Launceston. (03) 6777 6777

Medical Centre: Launceston Medical Centre, Ground Floor/247 Wellington Street. (03) 6388 8111.

Transport Services Melbourne

Public Transport Melbourne: https://www.melbourne.vic.gov.au/parking-and-transport/public-transport/Pages/public-transport.aspx

Launceston

Public Transport Tasmania: https://www.transport.tas.gov.au/public_transport

Metro Network (Bus): Info hotline: 13 22 01 https://www.metrotas.com.au/timetables/launceston/

You can apply for a Greencard for public transport travel around Tasmania by calling the information hotline on 13 22 01 or visit the website for online enquiries and shop locations:

https://www.metrotas.com.au/contact-us/

Taxi Company

Black and white cabs: 13 32 22

https://www.blackandwhitecabs.com.au

Crisis Support Lifeline 13 11 14

Lifeline provides a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email.

www.beyondblue.com.au

See a range of helplines and websites at https://www.beyondblue.org.au/get-support/national-mental-health-helplines-and-support-groups

including mental health groups who may experience discrimination, Kids Helpline, Relationships Australia and Headspace.