Vocational Education and Training (VET)
INTERNATIONAL STUDENT HANDBOOK
2013 - 2014

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Public Holidays

The following is a list of public holidays observed at Australian Technical and Management College (ATMC). Consequently the ATMC faculties and facilities are closed on these days.

<table>
<thead>
<tr>
<th>Event</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>Tuesday, 1 January</td>
<td>Wednesday, 1 January</td>
</tr>
<tr>
<td>Australia Day</td>
<td>Monday, 28 January</td>
<td>Monday, 27 January</td>
</tr>
<tr>
<td>*substitute for Sat 26 Jan</td>
<td></td>
<td>*substitute for Sun 26 January</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Monday, 11 March</td>
<td>Monday, 10 March</td>
</tr>
<tr>
<td>Good Friday</td>
<td>Friday, 29 March</td>
<td>Friday, 18 April</td>
</tr>
<tr>
<td>The Saturday before Easter Sunday</td>
<td>Saturday, 30 March</td>
<td>Saturday, 19 April</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>Monday, 1 April</td>
<td>Monday, 21 April</td>
</tr>
<tr>
<td>ANZAC Day</td>
<td>Thursday, 25 April</td>
<td>Friday, 25 April</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>Monday, 10 June</td>
<td>Monday, 9 June</td>
</tr>
<tr>
<td>Melbourne Cup Day</td>
<td>Tuesday, 5 November</td>
<td>Tuesday, 4 November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Wednesday, 25 December</td>
<td>Thursday, 25 December</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>Thursday, 26 December</td>
<td>Friday, 26 December</td>
</tr>
</tbody>
</table>

Daylight saving dates and times:

<table>
<thead>
<tr>
<th></th>
<th>2013/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starts: 2am Sunday</td>
<td>6 Oct 2013</td>
</tr>
<tr>
<td>End: 3am Sunday</td>
<td>6 April 2014</td>
</tr>
</tbody>
</table>

At start of daylight saving period, move clock forward one hour at 2am (Eastern Standard Time) to 3am summer time.

At end of daylight saving period, move clock back one hour at 3am summer time to 2am (Eastern Standard Time)

Message from the Managing Director/ Chief Executive Officer

The Australian Technical and Management College (ATMC) welcomes you

Welcome to the Australian Technical and Management College (ATMC), an ideal education provider for students seeking an industry relevant curriculum. ATMC offers a range of Vocational Education and Training (VET) programs in the field of Business and Information Technology as well as English as a Second Language Courses. Generally, vocational education at ATMC is a pathway into Higher Education.

ATMC also offers a range of undergraduate and postgraduate programs in Business and Information Technology at its Melbourne and Geelong campuses, in association with Federation University Australia (FUA). ATMC also offers programs in association with Charles Darwin University (CDU).

FUA, CDU and ATMC are working in partnership with the aim of providing students with relevant, high quality education. Our programs are delivered in a personalised learning environment with a student focused approach and on successful completion students are awarded with FUA or CDU degrees that are internationally recognised.

Find out more information visit our website at www.atmc.vic.edu.au

We wish you all the best in your studies, and look forward to getting to know you at ATMC.

Manish Malhotra
Managing Director/CEO
Australian Technical and Management College
Campus Locations

ATMC currently operates from:

**Franklin Street Campus**

104 Franklin Street  
Melbourne, Victoria – 3000, Australia  
Phone: +61 3 93285333  
Fax: +61 3 93285833

Email Address: info@atmc.vic.edu.au
Student Code of Conduct

This Student Code of Conduct applies to all students of the College community, across all courses, sites, campuses and modes of delivery.

PURPOSE

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the college for all students and staff.

STUDENT RIGHTS

All students have the right to:

- Be treated fairly and with respect by college staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment in which to pursue their goals;
- Have access to counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Be given information about assessment procedures at the beginning of the units and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.
- Formally notify the college of any absence of greater than five consecutive study days or of any withdrawal from enrolment

STUDENT RESPONSIBILITIES

All students have a responsibility to:

- Treat other students and college staff with respect and fairness.
- Follow any reasonable direction from a member of college staff.
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing college or other student's property.
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend scheduled classes and college activities regularly and complete all assessments within the required timeframe.
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow college safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by college staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the college that pertain to them.
- Pay all fees and charges levied by the college within the required timeframe.
- Attend all meetings called by the college to discuss academic or course progress.
- Meet or carry out all activities agreed with the college in relation to maintaining course progress or academic performance.
BREACH OF CONDUCT

A student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the college premises.
- Acts contrary to Equal Opportunity practices of the college which is committed to the prevention and elimination of discrimination on the grounds of:
  - Age;
  - Impairment;
  - Industrial activity;
  - Lawful sexual activity;
  - Marital status;
  - Physical features;
  - Political belief or activity;
  - Pregnancy;
  - Race;
  - Religious belief or activity;
  - Sex;
  - Status as a parent or a carer;
  - Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the college.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the college.
- Deliberately obstructs any teaching activity, examination or meeting of the college.
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the college in the performance of their duties.
- Wilfully damages or wrongfully deals with any college property.
- Attends the college whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the college
- Fails to comply with WH&S regulations or willfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled classes and activities.
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress.
- Fails to carry out actions or engage in activities agreed with the college to maintain course or academic progress.
- Fails to formally notify the college of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.
Compliance with Legislative and Regulatory Requirements

ATMC must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

ATMC is a Registered Training Organisation providing vocational education and training (VET), therefore, ATMC has to comply with the Standards for National Vocational Education and Training Registered Training Organisations. ATMC also has to comply with the Education Services for Overseas Students Act 2000 and Amendments, Education Services for Overseas Students Regulations 2001, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 and National ELICOS Standards.

Policies and Procedures

ATMC strictly follows delivery and assessment guidelines, details of which can be found on each subject’s unit description.

In addition to the academic achievements, other matters for consideration include personal presentation and pro-activeness in the College activities.

To view all relevant ATMC policies and procedures please visit our website:


Information Disclosed to Commonwealth and State Agencies and Authorities

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Standards for National VET Regulator for Registered Training Organisations (NVR RTOs) and the ESOS Act. ATMC is registered under the Australian Skills and Quality Authority.

The requirements of the registering authority may mean the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies and the Secretary of the Tuition Protection Service.

Access to Student Records

It is a requirement of the Standards for NVR RTOs that students can access personal information held by ATMC and may request corrections to information that is incorrect or out of date. Apply in writing to the ATMC VET Administration Staff/ email vetservice@atmc.vic.edu.au if you wish to view your own records. The VET Administration staff will then arrange suitable time for student to access and view their personal records within 10 working days of request being received/ at a mutually suitable time. Access will only be granted once a student can confirm their identification.
ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students

- As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS) at www.cricos.deewr.gov.au

- CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Your rights

The ESOS framework protects your rights, including:
- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from ATMC and ATMC's agent.
- your right to sign a written agreement with ATMC before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of tuition fees. You should keep a copy of your written agreement. Note that the Tuition Protection Service requests the College to receive no more than 50% of the total tuition fees before you start your course if your course is less than 24 weeks.
- your right to receive the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if the College is unable to teach your course. The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey.

These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course who has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission. You must obtain a letter of release.
Your responsibilities

As an overseas student on a student visa, you have responsibilities to:
• satisfy your student visa conditions
• maintain your Overseas Student Health Cover (OSHC) for the period of your stay
• meet the terms of the written agreement with your education provider
• inform your provider if you change your address
• maintain satisfactory course progress
• and if attendance is recorded for your course, follow your provider’s attendance policy

Deferment, Suspension and Cancellation

Students may apply for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). ATMC may choose to grant or decline any student’s request for deferment or suspension of studies, in accordance with the Deferment, Suspension and Cancellation Policy and Procedures. Students will need to complete and sign a relevant form. Relevant forms can be accessed from ATMC website. For continuing students, the relevant form and its supporting evidence will need be submitted to VET Department/ by email to vetservice@atmc.vic.edu.au. The application will be processed within 10 working days from the date the College receives the form and its relevant supporting documents. For new students’ deferment, please see the Deferment, Suspension and Cancellation Policy and Procedures.

Upon cancellation of enrolment by an international student, ATMC will advise the Department of Education and Department of Immigration and Border Protection (DIBP) through PRISMS. This may result in the cancellation of the student’s current visa. Misbehaviour by a student may also result in their enrolment with ATMC being suspended or cancelled for breaching the Student Code of Conduct.

Other Fees and Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment Fee (Non-refundable)</td>
<td>$250.00</td>
</tr>
<tr>
<td>OSHC - Single</td>
<td>$548/year</td>
</tr>
<tr>
<td>OSHC - Dual Family</td>
<td>$658/year</td>
</tr>
<tr>
<td>OSHC - Multi Family</td>
<td>$3,858/year</td>
</tr>
<tr>
<td>Airport Pick-up</td>
<td>$105 one-way</td>
</tr>
<tr>
<td>Repeat Unit Fee</td>
<td>$300/unit</td>
</tr>
<tr>
<td>RPL Fee</td>
<td>$350/unit</td>
</tr>
<tr>
<td>Charge for Lost ID Card</td>
<td>$15</td>
</tr>
<tr>
<td>Charge for Lost Certificate</td>
<td>$10</td>
</tr>
<tr>
<td>Exceeding 70 page per month</td>
<td>$5/50pages</td>
</tr>
<tr>
<td>printing quota</td>
<td></td>
</tr>
<tr>
<td>A surcharge for all credit card</td>
<td>3%</td>
</tr>
<tr>
<td>payments.</td>
<td></td>
</tr>
</tbody>
</table>
Fee Refunds

The College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.

ATMC’s Refund Policy observes the principles outlined in the Education Services for Overseas Students Act 2000 (ESOS Act) and The National Code 2007 and applies to all new and re-enrolling students unless otherwise stated. This policy establishes the criteria for granting refunds for paid course fees and applies equally to commencing and continuing students.

All refund requests for visa refusal must be made in writing by submitting a completed ATMC Refund Application Form to refunds@atmc.vic.edu.au. Any other refund requests must be made in writing by submitting a completed ATMC Refund Application Form to the VET Department Head in person, via post or by email to refunds@atmc.vic.edu.au. The Refund Application Form is available at ATMC/ for download from the ATMC website. The student must attach any evidence or documentation relevant to the refund application. All approved claims for refund are paid within 4 weeks of receiving the written claim to the student or a person authorised by the student.

Before a refund can be processed, the funds covering the tuition fee must be available to the ATMC, i.e. cheques and drafts cleared and telegraphic transfers received.

Refund calculations are detailed below:

1. A $250 Enrolment Fee is non-refundable under all circumstances mentioned below.
2. In case ATMC is unable to start a course on an agreed start date, student will be refunded full pre-paid tuition fees less $250 Enrolment Fee for the current and subsequent courses.
3. If the course has been cancelled by ATMC during a study period, student will be refunded for all pre-paid tuition fees the student hasn’t utilised less $250 Enrolment Fee.
4. In the event where student’s visa is refused, full pre-paid tuition fees less $250 Enrolment Fee for initial and subsequent courses will be refunded to the student.
5. In the event student fails to commence any course on agreed start date (Non-commencement), there will be no refund for that course and total tuition fees are payable to ATMC. If students have payment obligations to ATMC, ATMC will be able to make payment adjustments from students’ pre-paid tuition fees for subsequent courses, and the balance will be refunded. However, pre-paid tuition fees for subsequent courses will be refunded.
6. In case of deferment due to compelling circumstances beyond student’s control, fees cannot be refunded; however it can be carried forward on a case by case basis.
7. If the student withdraws from a course 10 weeks prior to commencement date, full pre-paid tuition fees for the course less $250 Enrolment Fee will be refunded.
8. If the student withdraws from a course between 4 and 10 weeks prior to commencement date, 20% of the total tuition fees for that course are payable to ATMC and non-refundable. If students have payment obligations to ATMC, ATMC will be able to make payment adjustments from students’ pre-paid tuition fees for subsequent courses, the balance will be refunded.
9. If the student withdraws from a course less than 4 weeks prior to commencement, 40% of the total tuition fees for that course are payable to ATMC and non-refundable. If students have payment obligations to ATMC, ATMC will be able to make payment adjustments from students’ pre-paid tuition fees for subsequent courses, the balance will be refunded.
10. If the student withdraws from a course on or after commencement date, total tuition fee is payable to ATMC and non-refundable.
11. In case of student’s enrollment is cancelled by ATMC for misconduct or Unsatisfactory Academic Progress or Unsatisfactory Attendance all unpaid tuition fee is payable to ATMC and non-refundable and there will be no refund of any pre-paid tuition fees for the current and subsequent courses.
12. In case student has been granted Temporary Resident/Permanent Resident Visa during a study period and student wants to withdraw from the course, the total of all unpaid tuition fees are payable to ATMC and non-refundable, and there will be no refund of any pre-paid tuition fees for the course.
13. In case of student’s visa is cancelled during a study period, total tuition fee is payable to ATMC and non-refundable and there will be no refund of pre-paid tuition fees for the subsequent courses.

14. If visa is cancelled before commencement, students will be entitled for full refund of pre-paid tuition fees less $250 Enrolment Fee for the initial and any subsequent courses.

15. In the event where ATMC cancels its offer based on fraudulent documents and/or misleading information provided by the student, the total of any unpaid tuition fees are payable to ATMC and non-refundable. There will be no refund of pre-paid tuition fees for the initial and subsequent courses.

16. If students have payment obligations to ATMC, ATMC will be able to make payment adjustments from students’ pre-paid tuition fees for subsequent courses, the balance will be refunded.

ATMC reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the non-refundable Enrolment Fee.

Disciplinary Action

Students must abide by the rules of the College. If there is a breach of the rules students will need to discuss with the VET Department Head to avoid any kind of disciplinary action. The College reserves the right to terminate a student for serious breaches of the regulations as set out in the Student Code of Conduct.

Plagiarism and Cheating

ATMC regards plagiarism and cheating as using material, in contravention of the assessment rules, to gain unfair advantage and claiming another’s work as one’s own and is an extremely serious academic offence. The penalties associated with plagiarism and cheating are severe and extend from cancelling all marks for the specific assessment item or for the entire unit through to exclusion from your course.

The penalty will depend on the severity of the plagiarism and cheating, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism and cheating. For further information see Plagiarism and Cheating Policy and Procedures /Complaints and Appeals Policy and Procedures.

Complaints and Appeals Procedures

Students with a grievance are encouraged to discuss any problems initially with the Student Contact Officer who will help to informally solve the problems. Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaints and appeals form and lodge with the VET Department. The VET Administration staff will arrange a meeting at a time convenient to both the complainant and the VET Department Head. This meeting must be scheduled within 10 working days of receipt of the completed complaint form. At this meeting the complaint can be raised and a resolution attempted. Customer complaints are to be taken seriously by all staff. We will act upon the subject of any complaint found to be substantiated. Appeals must be lodged within 20 working days of the appealable decision, and are to be re-validated by the VET Department Head. If the complaint is not resolved internally, the student will be informed of their access to an independent body external to ATMC to hear the complaint or appeal. Students will be referred to the Overseas Students Ombudsman. There is no cost for this referral. More details can be found from the Complaints and Appeals Policy and Procedure.
Academic Progress Requirements at ATMC

A further condition of your student visa is that you maintain satisfactory academic progress. At ATMC, you are considered to be making unsatisfactory progress if you fail 50% or more units in TWO successive study periods. A Study Period is equal to 10 weeks for Non-English as a Second Language (Non-ESL) Courses and 20 Weeks for ESL (English as a Second Language) Courses. If you do not maintain satisfactory academic progress, the College is required to notify the Department of Education / DIBP. This may result in your visa being cancelled and you may be required to report to a DIBP officer, who will decide whether or not you will be allowed to remain in Australia and to continue your studies. If you are permitted to continue your studies, you will be required to participate in an intervention strategy meeting, which is intended to identify issues which have led to your lack of satisfactory academic progress and to propose actions to remedy them. This will be arranged with the VET Department Head.

Satisfactory Attendance Requirements for ELICOS Students

ATMC ESL courses for international students are considered as ELICOS courses. ATMC systematically monitors its ESL students' compliance with student visa conditions relating to attendance. We will be proactive in notifying and counselling ESL students who are at risk of failing to meet attendance requirements. ATMC will report ESL students who have breached the attendance requirements. Overseas ESL students must meet requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours.

This policy does not apply to the College's VET/ Vocational Education and Training students because the College implements the Department of Education and DIBP approved course progress policy and procedures for its vocational education and training courses.

Informing Department of Education / DIBP

ATMC will notify the Department of Education through PRISMS within 14 days:
- Prescribed information about an accepted student who does not commence on the nominated date
- Termination of studies by an accepted student before completion of the course.
- Changes to identity or duration of any accepted student's course.
- ATMC will notify the Department of Education/ Department of Immigration and Border Protection (DIBP) of any breaches by an accepted student of a student visa condition related to unsatisfactory academic performance as soon as practicable.

ATMC will report
- students who withdraw from a course, or
- cancellation of student's enrolment (See Deferment, Suspension and Cancellation and Complaints and Appeals Policy and Procedures).

If a student fails more than 50% of units in two consecutive study periods then the College must notify the student in writing of its intention to report the student for not achieving satisfactory academic progress.

Pathways to Further Study

Graduates of ATMC courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs. Students may receive credits for degree courses with Federation University Australia/ Charles Darwin University.
ATMC’s Student Records

• An accurate record of academic performance is kept for each student.
• A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor’s certificate) or other exceptional compassionate circumstances.
• Where a student defers commencement or suspends studies on any other grounds, ATMC will report the student to the Department of Immigration, as not complying with visa conditions.
• ATMC keeps records of students including each student’s personal details, contact details including current residential address as supplied by the student and the following:
  • Copies of application forms
  • Copies of any written agreements (Letter of Offer and Acceptance Agreement) between ATMC and the student.
  • The amount of tuition fees that the student has paid.
  • Whether the amount paid was for the full course or part of the course and the duration of such.
  • Any amounts that have become payable to ATMC by the student for the course and have not been paid.
  • Any other correspondences between ATMC and the student.

Change of Address

Upon arriving in Australia you are required to advise ATMC of your residential address, email address and telephone number and of any subsequent changes to your residential address within 7 days.

This is important. It is your responsibility to ensure that you always update your address details at ATMC to ensure you receive important information about your course, fees and possible breaches of your student visa.

Under the Education Services for Overseas Students (ESOS) Act, ATMC is required to confirm in writing and update student contact details (address, and mobile and email if any) at least every 6 months.

Additional information on student visa issues is available on the Department of Immigration and Border Protection (DIBP) internet site on http://www.immi.gov.au

Change in Contact details

There is a responsibility for each student to inform the College office and provide any changes in their particulars, including:

- Change in their full name
- Change in nationality
- Change of contact details (address, e-mail, phone numbers etc)
- Change of guardian

Course Delivery

Training will be delivered via trainer led classroom delivery, workshops, performances, field trips, tutorials, supervised study and work experience. Integrated delivery of some units may also occur. All training will be conducted at ATMC’s training facilities.
Course Assessment

In general terms assessment during training will involve:

- Observation of performance in class and training
- Case studies / Projects / Assignments / Presentations / Role plays
- Written tests and exams
- Integrated assessment of some units may occur

Students will be given advance warning of the time and form of any assessment. Student will be given 3 assessment attempts for each unit of competency during their study period. In other words, they will be given an opportunity for 2 re-assessments for any competencies not achieved on the first attempt. If they are still deemed not yet competent after 3 attempts during the study period, they will need to pay for a re-assessment fee. If they are deemed not yet competent after 3 assessment attempts and their study period has ended, the students will need to repeat the unit and pay for a repeat unit fee. For more information see Assessment Policy and Procedures.

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor. Information on the internal appeals process from the Complaints and Appeals Policy and Procedures are made available to the students.

Assessment Resubmission

Students who have applied themselves (attending class etc) and are deemed Not Yet Competent on their first assessment submission are provided with two more opportunities to resubmit their work for reassessment. If a student is a no show and does not attend the course then they are not eligible for re-assessment. After the third attempts during the study period, the students have to repeat the unit and a repeat unit fee will apply.

Resubmissions must be completed within two weeks of being notified of the result/ at the time agreed with the relevant assessor.

Resubmissions can only be graded Competent or Not Yet Competent. Participants deemed Not Yet Competent after the end of study period are required to re-enrol into the unit of competency if they wish to reattempt (fees apply). For more information see the Assessment Policy and Procedures.

Recognition of Prior Learning

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees, and must be made using the RPL Application Form that will be provided upon request.

Recognition of Other Qualifications / Credit transfer

Registered Training Organisations and TAFE Colleges must recognise the qualifications and statements of attainment issued by any other Registered Training organisations.

This means that you may be eligible for credit towards courses conducted by other Registered Training Organisations and TAFE Colleges based on what you achieve with ATMC. Students who have completed units from their course at other institutions will be given recognition/ credit transfer by ATMC on presentation of a verified transcript and Award or Statement of Attainment.
Access and Equity Policy

ATMC has an Access and Equity Policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Support Services

Orientation Week

Orientation week is organised before the beginning of every course by the VET Administration staff and/or Director of WACA/Student Support Officer. All students are given information covering the services, policies, procedures, the course and its schedule and the detailed review dates at the student’s arrival at the College. We have also compiled a list of details in this Student Handbook that are very useful to new students settling into Australia, for further information on study life in Australia please visit the following website;


Academic or Personal Support

At ATMC we are dedicated to providing all our students with the very best support services, so that they have a successful academic and personal experience.

In addition to the normal support services, international students are provided with a range of specialist services such as assistance with resume-writing and looking for part-time work. Students have access to welfare-related support services to assist with issues that may arise during their study, including program progress, attendance requirements and accommodation. These services are made available to all ATMC students.

The Director of Welfare, Academic Services and Careers Assistance (WACA) is responsible for the on-going welfare of all international students. He can be contacted via email: bryan@atmc.vic.edu.au or phone +61 3 9639 9399. The Director of Welfare, Academic Services and Careers Assistance (WACA) also organises social activities and excursions.

We understand you may need additional help. You may ask questions of the trainers/assessors in class. In some cases you will be asked to make an appointment. You may also ask for support from ATMC VET staff for any personal or academic problems that may arise.

And we pride ourselves on providing international students with the highest level of support possible. So please don't be afraid to ask!
Counselling Service

ATMC has a designated Student Support Officer to provide a basic counselling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. ATMC can also refer students to external Counselling Services for various issues; the referral of these available services is at no additional cost and will be dealt with on a case by case basis.

Key Staff at ATMC

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive Officer</td>
<td>Dr Manish Malhotra</td>
<td><a href="mailto:manish@atmc.vic.edu.au">manish@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Chief Academic Officer</td>
<td>Paul Kelly</td>
<td><a href="mailto:paul@atmc.vic.edu.au">paul@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Chief Operations Officer</td>
<td>Amit Grover</td>
<td><a href="mailto:amit@atmc.vic.edu.au">amit@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Director of Welfare, Academic Services and Careers</td>
<td>Bryan Cole</td>
<td><a href="mailto:bryan@atmc.vic.edu.au">bryan@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Admissions Coordinator</td>
<td>Jeta Vaidya</td>
<td><a href="mailto:JVaidya@atmc.vic.edu.au">JVaidya@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>VET Department Head</td>
<td>Seruni Poerwoko</td>
<td><a href="mailto:spoerwoko@atmc.vic.edu.au">spoerwoko@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>VET Administration Assistant</td>
<td>Geraldine Lobitana</td>
<td><a href="mailto:geraldine@atmc.vic.edu.au">geraldine@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>VET Administration Assistant</td>
<td>Sid Marwah</td>
<td><a href="mailto:smarwah@atmc.vic.edu.au">smarwah@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>VET Administration Assistant</td>
<td>Majid Moradmand</td>
<td><a href="mailto:majid@atmc.vic.edu.au">majid@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>VET Service</td>
<td></td>
<td><a href="mailto:vetservice@atmc.vic.edu.au">vetservice@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Student Support Officer</td>
<td>Tie Sing Soon</td>
<td><a href="mailto:TSoon@atmc.vic.edu.au">TSoon@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Finance Officer</td>
<td>Frances Ning</td>
<td><a href="mailto:fning@atmc.vic.edu.au">fning@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Student Support Officer IELTS/Language Support Officer/ ESL Course Coordinator</td>
<td>Aybek Gorey</td>
<td><a href="mailto:agorey@atmc.vic.edu.au">agorey@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Student Contact Officer</td>
<td>Jessica Czapski</td>
<td><a href="mailto:receptionist@atmc.vic.edu.au">receptionist@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Student Support-ICT</td>
<td>Ruturajsinh Bihola</td>
<td><a href="mailto:rbihola@atmc.vic.edu.au">rbihola@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td>Marketing and Enrolment Officer</td>
<td>Rashmi Panwar</td>
<td><a href="mailto:rpanwar@atmc.vic.edu.au">rpanwar@atmc.vic.edu.au</a></td>
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<tr>
<td></td>
<td>Vanessa Hoang</td>
<td><a href="mailto:vhoang@atmc.vic.edu.au">vhoang@atmc.vic.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Judy Tan</td>
<td><a href="mailto:judy@atmc.vic.edu.au">judy@atmc.vic.edu.au</a></td>
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</tbody>
</table>

You can arrange to meet any of the ATMC staff at a mutually convenient time. Contact the Administration Office to arrange a meeting. Remember the switchboard number is: +61 3 9328 5333

Student Feedback

At ATMC, we believe in quality continuous improvement. This can only be achieved with the help of our clients and students. As such, throughout your course you will receive a student feedback form from us. The purpose of this form is to obtain your opinion on your training and other student services so far. This gives you, and ATMC an opportunity to fine tune the course to ensure all needs and requests are being met.

On the odd occasion, you may also receive a random telephone call by a staff member of ATMC, to ask you a few quality related questions regarding your last training session.

We encourage people to be as honest as possible during all feedback forums so that we can make your training experience first-rate.

Student ID Card

An ATMC ID Card is issued to each student within 10 working days of the enrolment.
Students can collect their Student ID Card from the Franklin St Campus reception.

Your ID card is very important and students are supposed to carry it at all times when they are on campus. The ID card lets them borrow books from the library, attend examinations etc.

Library Service

The ATMC Library Service is located on Level 2, Franklin St campus. This library is shared with Charles Darwin University.

ATMC has a well-equipped library on campus to provide staff and students with a high level of support to the teaching and learning programs of the College. This facility is complemented by a comprehensive collection of resources held by the ATMC Library, which is available to all enrolled ATMC students and staff.

In addition to the book collection, students have access to a wide range of electronic and multimedia materials and global information through the Internet. Our friendly administration staff ensures that students are given a level of guidance and support to enable them to gain valuable experience from this resource.

You can borrow books from our library.

ATMC Student Email Account

Correspondence from ATMC is sent to your ATMC student email account. Correspondence sent may include information on your academic progress in your ATMC program.

It is your responsibility to regularly check your ATMC student email account. It is recommended that you check your account at least two times a week. Failure to check your account may result in you not receiving correspondence that may affect the status of your student visa.

If you have difficulties in accessing your student email accounts please ask a staff member in the Student Administration office at your teaching location for assistance.

Social Activities Programs
An ongoing social activities program runs throughout the year and provides opportunities for students to enjoy a range of activities outside study. We have many activities available including regular student parties, sporting events, film screenings, and BBQ and visits to interesting places. These events are a great way to meet other students and make new friends, you can get more information regarding up and coming events by speaking with the Student Support Officer or checking the Student noticeboard. (See Student Support Calendar)

Emergency Procedures

Students should note the location of fire extinguishers, fire alarms and emergency exit routes. Plans showing emergency exit routes and meeting points are posted throughout the campus. Please take the time to familiarise yourself with these so that if there is ever an emergency you will know what to do.

Note: During orientation students will be shown the emergency and evacuation procedures.

A First Aid Kit is located at Reception on Ground Level at Franklin Street.

Student Safety

Being a student is an exciting time where you will make new friends and experience different learning opportunities. It is important to enjoy your city and your campus, for more information visit the following; http://www.atmc.vic.edu.au.

Our campus is located in a well lit, busy location with easy access to public transport

Trams:
Franklin St/Elizabeth St, 100 m. Trams 19, 24, 30, 57 and 59

Trains:
Flagstaff Station, 750 m, 10 min walk.
Melbourne Central Station, 450 m, 6 min walk.
Southern Cross Station, 1.8 km, 25 min walk, also, can catch any tram down Elizabeth Street get off at Burke St, and then catch a tram up Burke street to Spencer St.
Flinders St Station, 1.5 km, 18 min walk, Can catch any tram down Elizabeth St to Flinders St.

Water Safety

Students are reminded about dangers associated with water environments. ATMC advises students to be well informed about risks associated with water, including visits to Australian beaches and swimming pools. Tragically in Australia there are a number of deaths and injuries that have impacted on international students and water safety is paramount. To help students learn about how to enjoy water and be safe, ATMC has scheduled events during orientation to help students understand the risks and how to best manage these risk so they can enjoy our Australian waters but remain safe from harm. Students are also invited to review information available on; www.lifesavingvictoria.com.au/

Remember to:
• Behave Safely - Obey all water safety signs, don’t drink alcohol, keep an eye on your friends when swimming
• Know Your Environment - Never run, jump or dive in shallow water
• Always Swim Between the Flags - Swim between red and yellow flags wherever possible
• Always swim at a beach patrolled by lifesavers
• Don’t swim at the beach if you are not a confident swimmer
• Be SunSmart Around the Water - Particular care should be taken from 10 am to 2 pm (11 am to 3 pm daylight saving time) when UV radiation levels are highest
Accommodation

There are a number of accommodation options available for students to choose from accommodation in Melbourne.

Share House accommodation is very popular with international students. You should look for advertisements on campus notice boards, local newspapers, and popular accommodation websites. When renting a house, apartment or bed sitter, Victorian landlords require rent to be paid in advance, and will require a security bond; this is usually equal to one months’ rent.

For more information about your rights and responsibilities visit the following;

http://www.tuv.org.au/

Accommodation Options;

Shared House:
The most popular type of off-campus accommodation is sharing a house or unit with other students. Students do their own cooking and share the cost of household expenses. The cost for a single room is approximately A$75-A$150 per week. Living expenses including food, water and electricity are additional to this. Most share houses are unfurnished.

Townhouses and Home Units:
Are generally larger than flats and contain two to three bedrooms. They are particularly suitable for families and often have a small garden area. They range in price from A$250 – A$400 per week.

Houses:
Consist of a lounge and/or dining room, bathroom, toilet, kitchen, laundry and two to four bedrooms. If you are planning to rent a whole house, you should be prepared to pay somewhere in the vicinity of A$300 - A$500 per week (approximately A$75 - A$125 per bedroom). Please note that most houses for rent will be
unfurnished so you will have to allow for purchase of furniture. The front and backyard maintenance is usually the responsibility of the tenant.

Hostels and Guest Houses:

Hostels are usually run by organisations such as Youth Hostels Australia and the YMCA, students share kitchen and bathroom facilities. They range in price from A$80-150 per week.

Useful Accommodation Websites;


Transport

Melbourne has an extensive public transport system of buses, trains and trams, all of which are within easy access of ATMC campuses which makes it easy to travel around. For more information on the transport system, visit the following link;


Helpful Information

Overseas Student Health Cover (OSHC)

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Border Protection requires you to maintain OSHC for the duration of your time on a student visa in Australia. ATMC has an agreement with a specific OSHC provider Allianz. You can choose to take out OSHC with this provider, or with the Australian OSHC provider of your choice. For detailed information, please visit;

http://www.overseasstudenthealth.com/

You will receive your OSHC letter and information in week 1-2 of your course commencement.

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on:
Melbourne Police Stations

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>226 Flinders Ln, Melbourne VIC 3000</td>
<td>(03) 9650 7077</td>
</tr>
<tr>
<td>637 Flinders St, Docklands, VIC 3008</td>
<td>(03) 9247 6491</td>
</tr>
<tr>
<td>66 Hyde St, Footscray, VIC 3011</td>
<td>(03) 8398 9800</td>
</tr>
<tr>
<td>330 Drummond St, Carlton, VIC 3053</td>
<td>(03) 9347 1377</td>
</tr>
<tr>
<td>211 Bank St, South Melbourne, VIC 3205</td>
<td>(03) 9690 3088</td>
</tr>
<tr>
<td>217 Church St, Richmond, VIC 3121</td>
<td>(03) 8420 3600</td>
</tr>
<tr>
<td>92 Chapel St, St Kilda, VIC 3182</td>
<td>(03) 9536 2666</td>
</tr>
<tr>
<td>13 CondeLL St, Fitzroy, VIC 3065</td>
<td>(03) 9419 4311</td>
</tr>
<tr>
<td>630 Sydney Rd, Brunswick, VIC 3056</td>
<td>(03) 8378 6000</td>
</tr>
<tr>
<td>48 Dennis St, Northcote, VIC 3070</td>
<td>(03) 94030200</td>
</tr>
</tbody>
</table>

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

Lifeline

Lifeline’s 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Emergency Translation

For translation service in an emergency situation dial 1300 655 010.
Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases. There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference. Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the ‘schedule fee’ for the doctor but you will have to pay the difference if the doctor’s fee is higher than the ‘schedule fee’.

<table>
<thead>
<tr>
<th>Melbourne Hospitals</th>
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<tbody>
<tr>
<td>St Vincent’s Hospital - 41 Victoria Pde, Fitzroy, VIC 3065 - (03) 9288 2211</td>
</tr>
<tr>
<td>The Alfred Hospital - Commercial Rd, Prahran, VIC 3181 - (03) 9076 2000</td>
</tr>
<tr>
<td>Western Hospital - 148 Gordon St, Footscray, VIC 3011 - (03) 8345 6666</td>
</tr>
</tbody>
</table>

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

Permission to Work

If you were granted a Student visa on or after 26 April 2008, you and your dependent family members will already have Permission to Work automatically included with your visa.

Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 40 hours per fortnight during the study term
3. You may work full time during holidays.

For a full list of mandatory and discretionary student visa conditions please visit [http://www.immi.gov.au/students/students/working_while_studying/conditions.htm](http://www.immi.gov.au/students/students/working_while_studying/conditions.htm)
Types of work for international students

International students often find work in retail, hospitality and administration. Remuneration depends on the kind of work you do and your age. Students may be paid more for working on Sundays or public holidays. Tutoring younger students in the field you are studying, or in your native language is also a good way to earn money. Student tutors can earn about $40AUD an hour.

Strategic Development Program

ATMC offer a strategic development program that can assist student’s employability. Students are encouraged to complete the program which is offered on campus and free to all current enrolled students.

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you. There are many different ways to find a job in Australia like newspapers, campus job boards and most importantly online.

Try searching these online companies:


Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

For more information and how to apply please visit: [www.ato.gov.au](http://www.ato.gov.au) or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone 13 14 50.

Mobile/Cell Phones

Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: [http://www.mobiles.com.au/mobile-phone-plans/](http://www.mobiles.com.au/mobile-phone-plans/)

Setting up a Bank Account

To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points. If you open an account within six weeks of arrival in Australia, after this time you will be required to produce additional documentation. As a student, you will be able to open an account with special student benefits. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see:


Getting Around Melbourne

Melbourne now has an electronic ticketing system called MYKI. Inspectors travel on all public transport and have the powers to compel you to produce a valid MYKI card. If you do not produce a valid MYKI card, then you will immediately be subject to a hefty fine. These cards can be purchased at railway stations and 7/11 stores. They can be validated and topped up at stations, some tram stops and 7/11 stores. Please ensure that you touch on with your card when boarding a tram, bus, or train.

Public Transport System

Melbourne is well supported by a network of trams, trains, and buses allowing you to get just about anywhere without the need of a car. Further information about MET and V/Line Services can also be obtained from the MET information centre on 13 1638 or from: http://www.metlinkmelbourne.com.au

Zones

The Melbourne Metropolitan area is divided into two zones.

**Zone 1:** Covers the central (yellow colour) and suburbs close to the central part of Melbourne. Kindly ensure to check which zone your destination is and purchase a ticket accordingly to avoid fines.

**Zone 2:** Covers the outer region of Melbourne (blue colour). If you are travelling to an area falling in zone 2, you would have to buy a ticket which would cover zone 1 + zone 2.

A guide to the metropolitan zone boundary locations

<table>
<thead>
<tr>
<th>Zone 1</th>
<th>Zone 2</th>
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<tbody>
<tr>
<td>Ashburton</td>
<td>Laverton</td>
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<td>Altona</td>
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<td>Bentleigh</td>
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<td>Glen Waverley</td>
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<td>Sydenham</td>
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Taxis

Taxis are readily available round the clock and the cost of one way trip varies 40 – 50 AUD from the CBD. Commonly a trip from Melbourne airport to the city is around 40 – 50 AUD.

Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new course of study (for many of you in a different language) and be away from your usual supports, networks and resources.

Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don’t be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

Maintain some of the routines and rituals you may have had in your home country

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends or finding a cultural group related to your home country for support.
Keep lines of communication open with those at home

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help

Don’t be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.