



RTO No: 52785 | CRICOS No: 03980A



STUDENT HANDBOOK

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Welcome to FEDERATION ACADEMY

Dear Student

Welcome, and thank you for choosing to be a part of Federation Academy.

We look forward to working with you as you leap successfully studying and living in Australia. We know this is a massive step for many of you, and we congratulate you on deciding to live and learn in this exciting new country. We are here to help you every step of the way, so please feel free to ask us as many questions as you like before and after your enrolment.

From your first day at Federation Academy, we aim to ensure you feel welcome and supported. We want to ensure that you know Federation Academy is where you can feel comfortable and can discuss anything with our staff. If you are confused or don't understand something, remember to ask for assistance. We are here to assist you.

This handbook is also available on our website to access or download. Please read all the information carefully. It will help you to familiarise yourself with Federation Academy staff and rules and other helpful tips about life in Australia. Please keep this handbook with you throughout your stay in Australia and use it as often as needed.

We hope you make many of many ends, have fun, and, most importantly, engage actively in your training program at Federation Academy so that you can succeed in your career path.

While you are studying with us, we would appreciate any feedback on your experience at Federation Academy, as we hope to use this to continuously improve the quality of our training and support for students.

We look forward to welcoming you to Federation Academy soon!

With best wishes,

Mel Dsouza

Chief Executive Officer
Federation Academy

SECTION 1: Before you arrive.

Students who want to study in English-speaking countries have several choices, including Australia, New Zealand, the UK, the USA, and Canada. However, many students choose Australia because of our quality education system, recognized worldwide, low cost of living and high living standards, and proximity to Asia. The government regulates our educational system to ensure that all institutions consistently maintain quality standards.

Also, institutions that enrol international students must comply with additional requirements to ensure that they are accurately informed about their course of study and that their financial investment is protected.

Australia has six states, two major mainland territories, and other minor territories. The states are New South Wales, Queensland, South Australia, Tasmania, Victoria, and Western Australia. The two major mainland territories are the Northern and Australian Capital Territories.

Please refer to the following websites to get general information about living in Australia.

- Living costs in Australia:
<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>
- Health and safety in Australia:
<https://www.studyaustralia.gov.au/english/live/health-and-safety>
- Working rights in Australia as an international student:
<https://www.education.gov.au/international-education/support-international-students/rights-international-students-work>
- Transport in Australia:
<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/driving-and-transport>

1. Australian people and lifestyle

Australians are generally friendly, easy-going people who work hard during the week and enjoy a relaxed, laid-back lifestyle during the weekend. Australians enjoy outdoor sports, beach activities, backyard barbecues, and family picnics. Young people like spending time with their friends – going to sporting events, music festivals, concerts, live performances, night clubs, and restaurants are common forms of socializing.

2. About the Federation Academy enrolment process

You can apply to Federation Academy directly at <https://federationacademy.edu.au/> or through one of our registered agents. Details of our current registered agents can be accessed on our website.

To apply for a course place at Federation Academy, you need to follow the following steps:

Step 1: Student application

All international students must apply to the Federation Academy using the prescribed 'Enrolment Form,' which must be submitted, **completed, and signed**. Students should attach the following documents:

- Copy of any international English test results (e.g. IELTS / TOEFL / PTE), OR
- proof that the student has completed an English Language course with an Australian educational institution exiting at an Upper Intermediate level, OR
- statement from an educational institution or similar evidence that confirms that English was the language of instruction if at least five years' studies were completed in Australia, UK, USA, Canada, New Zealand, South Africa or the Republic of Ireland; OR
- confirmation that the student has completed in Australia in the English language, either the Senior Secondary Certificate of Education or studies at the Certificate IV or higher level, in the two years before applying to the Federation Academy
- Year 10 certificate or equivalent (entry to Certificate I- IV); OR
- Year 12 certificate or equivalent, or above (entry to all Diploma and Advanced Diploma)
- Certified Copy of passport (or original sighted by Federation Academy)
- Statement of Purpose Letter

Eligibility and minimum entry criteria

All applications from international students will be assessed against the following criteria:

1. Genuine Student (GS) requirements set by the Department of Home Affairs to establish genuine intent to enter Australia temporarily.
2. Age: Must be over 18. Federation Academy only accepts students under 18 years of age.
3. English language requirements
 - Entry into any course would require IELTS 6.0 or equivalent English proficiency, OR
 - Entry into any level if the student has completed an English Language course with an Australian educational institution exiting at an Upper Intermediate level; OR
 - Entry into any level if the student has undertaken at least five years prior study in an educational institution from selected countries where English was the medium of instruction (see above); OR
 - Entry into any level if the student has completed in Australia in the English language, either the Senior Secondary Certificate of Education or studies at the Certificate IV or higher level, in the two years before applying to Federation Academy.
4. Academic requirements
 - a. Entry to Certificate I-IV: Year 10 or equivalent
 - b. Entry to Diploma and Advanced Diploma: Year 12 or equivalent

Step 2: Federation Academy staff assess the Students Application

All applications from international students will be assessed against the following criteria:

1. Federation Academy staff will check whether the following supporting documents have been provided:
 - Completed Enrolment Form **signed** by the student.
 - Copy of any international English test results (e.g. IELTS / TOEFL / PTE); OR
 - Proof that the student has completed an English Language course with an Australian educational institution exiting at an Upper Intermediate level; OR
 - Statement from an educational institution or similar evidence that confirms that English was the language of instruction, if at least five years' studies completed in Australia, UK, USA, Canada, New Zealand, South Africa, or Republic of Ireland; OR
 - Official confirmation that the student has completed in Australia in the English language, either the Senior Secondary Certificate of Education or studies at the Certificate IV or higher level, in the two years before applying for the student visa.
 - Certified copy of passport (or original sighted by Federation Academy).
 - Statement of Purpose Letter.
2. If all the documents have been provided, the student's completed Enrolment Form is assessed by Federation Academy staff, who make a judgment about whether:
 - Based on the Statement of Purpose Letter, the prospective Student meets the GTE requirements.
 - The prospective Student meets the course eligibility requirements per the above criteria.

Considering their existing skills and competencies, the training program is appropriate for the applicant's needs.

Step 3: Federation Academy staff issue:

Federation Academy staff will issue successful applicants a 'Letter of Offer.'

The Offer will include the following information:

- Detail of the Enrolment
- Payment plan
- Payment details
- Orientation details
- Federation Academy team and condition of acceptance of the Offer
- Administrative fees
- Refund and cancellation policy
- Privacy policy

Step 4: Student must sign

The student must accept the offer by signing the 'Letter of Offer' before or simultaneously making the required payment for the course. The signed Letter of Offer and proof of payment must reach the Federation Academy before the relevant due date.

Step 5: Federation Academy to issue

1. After the student has signed the acceptance and paid the required fees by the due date, the Federation Academy will issue an electronic 'Confirmation of Enrolment' (COE) through the Provider Registration and International Student Management System (PRISMS).
2. Federation Academy will email a copy of the eCOE to the student and/or his/her nominated agent and instruct the student/agent to advise Federation Academy once the student visa application has been granted.

[Note: The eCOE is a crucial document to lodge a student visa application.]

Step 6: Student to use eCOE to lodge student visa

1. The student or his nominated agent can apply for a student visa after obtaining the COE
2. The student/agent should notify Federation Academy once their student visa has been granted.
3. The student should travel to Australia a few days before the course start date.

Federation Academy will provide the relevant application forms upon sending the Letter of Offer. Complete applications must be returned to Federation Academy three weeks before a student arrives. Once finalized, the student will receive an email confirmation from the service provider regarding payment requirements and proof of arrangements.

3. Understanding your student visa conditions

The following information relates to the mandatory conditions of your student visa. You must be aware of and always abide by your visa conditions. Different visa conditions may apply to you and any family members included on your student visa.

You can work up to 48 hours per fortnight (two-week period) during study periods, and you can commence paid work once you have started your course. You can work unlimited hours during any course breaks or holidays.

You must maintain enrolment in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course and maintain satisfactory progress and attendance.

You must continue to satisfy your student visa requirements, including having sufficient financial capacity to support your studies and stay in Australia.

You must maintain adequate health arrangements Overseas Student Health Cover (OSHC) for your stay in Australia.

You must maintain adequate schooling arrangements for your school-aged dependents joining you in Australia for over three months as part of your student visa.

It would help if you told your education provider:

- The address where you live in Australia within seven days of arriving in Australia.
- If you change your address within seven days of the change.
- If you change education provider within seven days of receiving the electronic confirmation of enrolment (eCoE) or evidence of enrolment.

For further information on your visa and relevant conditions, refer to your visa grant notification, visit the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud> or Visa Entitlement Verification Online (VEVO) at [https://www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-\(Vevo\)](https://www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-(Vevo))

4. Bringing your family to Australia

You can bring your family to Australia on a student visa. Please visit the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud> for further information regarding eligibility criteria and the application process.

5. Working in Australia

If you choose to work in Australia, you have the same rights and obligations as any other employee. You can learn more about your rights before applying for a job from the Fair Work Ombudsman at <https://www.fairwork.gov.au/>.

You must obtain a Tax File Number (TFN) to work in Australia. Please visit the Australia Tax Office website at <https://www.ato.gov.au/> for information about their requirements and the application processes.

While your student visa allows you to work 48 hours per fortnight, finding work in Australia can be challenging. You must rely on something other than your income in Australia to pay for your fees or living expenses. Your ability to find work depends on your English proficiency, qualifications, previous work experience, skills, and a positive and friendly attitude.

Several international students work on a casual basis in the following types of jobs:

- Delivery drivers
- Wait-staff at restaurants
- Check-out counters at retail shops
- General office administration
- Cleaners

Some international students may find work in their professional area of expertise or experience; however, it may take time to find your preferred job.

6. Accommodation

Most international students over 18 live independently in shared or private rental accommodation. Some international students opt to live in homestay accommodation. In contrast, others may have the option to live with friends and family. The information below will help you to decide about your choice of accommodation.

Transportation to and from Federation Academy

Depending on where they live, students either:

- Walk; or
- Ride bicycles or
- Catch trains or buses.

Sometimes, students must use two buses or a bus and train if they live far from their college. You will need to cover the cost (if any) of your transportation to and from college each day.

Additional Spending Money

As well as the money you will need to pay for your homestay, you will also need extra money to pay for other living expenses. Refer to the section on costs above.

Rental accommodation

Due to Federation Academy's locations near train and bus stations, accommodation is easy to find through local real estate agents and newspapers www.realestate.com.au, www.gumtree.com.au or www.flatmates.com.au. You can find shared accommodation or rent a unit or house with friends. Searching for the right place could take a couple of weeks, so it's recommended that you book temporary accommodation before arriving.

Residential Tenancies Authority (RTA)

The Residential Tenancies Authority (RTA) looks after the laws for renting a place to live in Queensland [the Residential Tenancies Act 1994 and the Residential Services (Accommodation) Act 2002]. The law gives tenants, landlords, and agents an understanding of their renting rights and responsibilities. The RTA can help you learn more about your rights and responsibilities as a tenant. Please note that Residential Tenancy Authority services do not apply to students living in Homestay. For more information, visit <https://www.rta.qld.gov.au/>.

Get advice on:

- What to do when you're starting a tenancy
- Your rights and legal responsibilities as a tenant
- How to get your bond back
- What to do if you have a problem when renting

7. Medical Services

As an international student on a student visa, you must have Overseas Student Health Cover (OSHC) for your studies. This is a requirement of your student visa and is compulsory.

All international students would have paid for private Health Insurance from an Australian company before they arrived in Australia. If you arranged your own OSHC, you must visit your OSHC provider's office with your passport to obtain your membership card. If Federation Academy set OSHC on your behalf, your membership card will be provided at Orientation.

OSHC provides cover when you need to visit a doctor or a hospital. The level of coverage will depend on your policy entitlements and rates charged by the medical practitioner/service provider. You may be required to pay approximately **\$70 – \$80** at consultation. Pay and obtain a receipt from the doctor's receptionist to claim from your OSHC provider. Waiting periods may apply for pre-existing conditions and pregnancy-related services.

Further details can be obtained from your OSHC provider. OSHC provides benefits for prescription medicines. You are required to contribute towards the cost of each prescription item.

How to find a local doctor?

Doctors located close to the campuses:

Cairns

- [Cairns Hospital](http://cairns.hospitals.qld.gov.au/), 165 The Esplanade, QLD 4870. (07) 4226 0000

If you would prefer to go to a different medical centre, you can refer to this website:

<http://australiandoctorsdirectory.com.au/>

Also, check with your OSCHC provider, who may have special arrangements with sure doctors. If you are sick, you should see a doctor immediately.

What are you covered for? OSCHC may help you pay for:

- Medical practitioners (including specialists) who treat you at the doctor's surgery, Hospital, or at home.
- Pathology services such as blood tests
- X-rays
- Hospitals – Public or Private
- Emergency ambulance transport (medically necessary). OSCHC pays 100% of the charge for necessary ambulance transport when medical attention is required immediately.

What to do in case of an emergency

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.

Our Campus Manager is always available on **0448 069 613** for emergencies. Please use this number after hours strictly for EMERGENCIES ONLY. If your inquiry relates to an administrative matter, please get in touch with Federation Academy Reception during office hours.

How 000 works

000 calls are answered by an operator who will ask which service you require - Police, Fire, or Ambulance. The operator will ask relevant questions and arrange an appropriate response from the local Police, Ambulance, or Fire Service. 000 Calls are accessible on all mobile phones.

Useful emergency websites:

Queensland

- Police Service - <http://www.police.qld.gov.au/>
- Ambulance Service - <http://www.ambulance.qld.gov.au/>
- Fire & Emergency Services - <https://www.qfes.qld.gov.au/>

8. Legal services in Australia

Students are advised to carefully select legal advisors, particularly in relation to migration advice.

Migration agents

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (MARA) to provide immigration assistance services.

A registered migration agent can advise on visa requirements, help an applicant lodge a visa application, and deal with the Department of Home Affairs on an applicant's behalf, usually for a fee.

If an applicant seeks migration advice, e.g., because they feel they need more confidence applying or if their case is complex, a registered migration agent must be used.

Note: An applicant does not have to use a migration agent to lodge a visa application with the DHA, and a migration agent cannot influence the outcome of the application.

Lawyers/Solicitors

If you haven't used a lawyer/solicitor before, you may need help finding one, what to expect, or what to do if things don't work out.

You can use the Queensland Law Society website to find a registered lawyer:

<https://www qls com au qls-membership/services-and-benefits/professional-services/find-a-solicitor-referral-service>

9. Department of Home Affairs

If you need to contact the Department of Home Affairs, the contact details are as follows: [National telephone numbers](#):

- General enquiries: 131 881
- Translating and Interpreting Service: 131 450



SECTION 2: Federation Academy as a VET Registered Training Organisation

Federation Academy Commitment

Federation Academy is committed to ensuring that we:

- Provide a quality training program for all our students.
- Ensure compliance with the VET Quality Framework and the relevant international education legislation.
- Treat you fairly and equitably.
- Respect your rights and privacy.
- Provide a supportive and safe learning environment.
- Provide counselling and support services.
- Allow you access to your records on request.
- Give feedback on your academic progress.

Education Services for Overseas Students (ESOS) Framework

Federation Academy is committed to meeting our obligations under the ESOS Framework. For detailed information, click here:

<https://internationaleducation.gov.au/regulatory-information/Pages/Regulatoryinformation.aspx>

Your rights and responsibilities as an international student on a student visa are listed in the Framework.

1. Access, Equity, Student Selection and Admission

Students who meet the entry requirements (if applicable) as prescribed by the appropriate Training Package and Genuine Student (GS) guidelines will be accepted into any training/assessment program. Federation Academy will incorporate the principles of equity into all programs. Students have equitable access to all programs irrespective of gender, culture, linguistic background, race, location, socio- economic background, or disability.

2. National Recognition

Federation Academy recognises the assessment decisions of any other Registered Training Organisation (RTO) and the Statements of Attainment and Qualifications issued by any other RTO.

3. Language, Literacy and Numeracy

Federation Academy recognizes that all vocational training includes language, literacy, and numeracy tasks, and all the College trainers and assessors provide:

- Course materials, resources, assessment tools, and tasks that do not require students to have more complex language, literacy, and numeracy skills than those used in the workplace for the competencies being taught/assessed.
- Precise models of the language/literacy/numeracy task.
- Opportunities for repeated and supported practice and
- Opportunities for independent practice.

Federation Academy provides language support, where some students require additional practice and training. Suppose the Federation Academy does not have specific support needed by learners. In that case, Federation Academy will assist the student in identifying alternative training organizations that can provide specialist support.

4. Assessment

Federation Academy is committed to ensuring valid and reliable assessment of achievements against industry competency standards, and all evaluation undertaken by the Federation Academy remains consistent with the National Assessment Principles.

If you are required to repeat any subjects or miss any practical assessments, a payment of AUD\$ 200 for each unit will be charged.

Competency Based Assessment

Competency-based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or other relevant contexts.

Throughout a course, a portfolio of evidence will be collected and can take the form of the following assessment methods:

- **Short Answer** - Questions that need answers of a single word, a few words, a sentence, or a paragraph.
- **Project** - An exercise or research task from which time constraints have been largely removed. It usually involves the work being carried out without close supervision.
- **Group Discussion / Oral interview** - A means of generating information on a student's ability to listen, interpret, communicate ideas, and sustain conversation.
- **Multiple Choice** - A question or incomplete statement followed by four or five options from which the student selects the best answer.
- **Case Study** - Allows students to display process and problem-solving skills in a set of integrated tasks in a simulated context.
- **Practical Exercise** - A task that involves an application of knowledge. The work will be carried out under close supervision and may be open or closed book.
- **Observation** - Involves observing the demonstration of a student's performance.
- **Role Play** - Presents students with the opportunity to display behavioural and interpersonal skills in a simulated context.

Assessment activities undertaken by the Federation Academy always follow the methodology outlined below:

- a. Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
- b. Opportunities for Recognition (Recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible assessment methods.

The appeals and reassessment process are also outlined.

5. Re-assessment

If a student achieves an unsatisfactory result for any assessment item, they will have a further two (2) opportunities to attempt the assessment. It is up to the trainer's discretion if the trainer will permit an additional attempt of an assessment.

6. Online/ Distance courses

Federation Academy does not offer courses online or through distance delivery to international students on student visas enrolled in a full-time course. However, course content can be delivered online. Students should have their laptops to enhance their learning experience.

7. Student Welfare, Guidance and Support Services

All students of Federation Academy are treated as individuals and are offered advice and support services, which assist students in achieving their identified outcomes.

Students can access the Principal Executive Officer (PEO) and Student Support officers to get support, advice, and guidance on general academic issues, welfare matters, and difficulties.

Federation Academy does not offer professional counselling services; however, the College can arrange psychologists, professional career counsellors, and guidance counsellors if required. Fees may apply.

Please remember that we are here to help; please do not hesitate to contact any Federation Academy staff below; they will happily assist.

Mel Dsouza - 07-3157 6424 academics@federationacademy.edu.au

Venetia - 07-3157 6424 info@federationacademy.edu.au

8. Access to Students' Records

Each student's records are available to them on request. Students' records are not public to other people unless Federation Academy is requested in writing by the student to allow such access. Please refer to the Privacy and Personal Information Policy for details.

9. Issuing of Certificates

- Federation Academy administration staff will identify students who have completed their qualification at the end of each term/period of study.
- Administration staff will check the student record to confirm that all the units of competency are satisfactorily completed. They will also ensure that all the student's marked assessments and portfolios of evidence are included in the student file. If any completed assessment record is missing, the administration staff will follow up with the relevant trainer's and/or student to locate any missing marked assessments.
- Administration staff will check that student fees are paid in full. Certificates are only issued once all relevant fees have been paid in full.
- The above process is completed within 30 days from the course end date.
- In cases where a student has completed additional units of competency due to clustering of units or timetabling by Federation Academy, the student may request a separate 'Statement of Attainment' for the units of competency completed. There is no charge for this service.

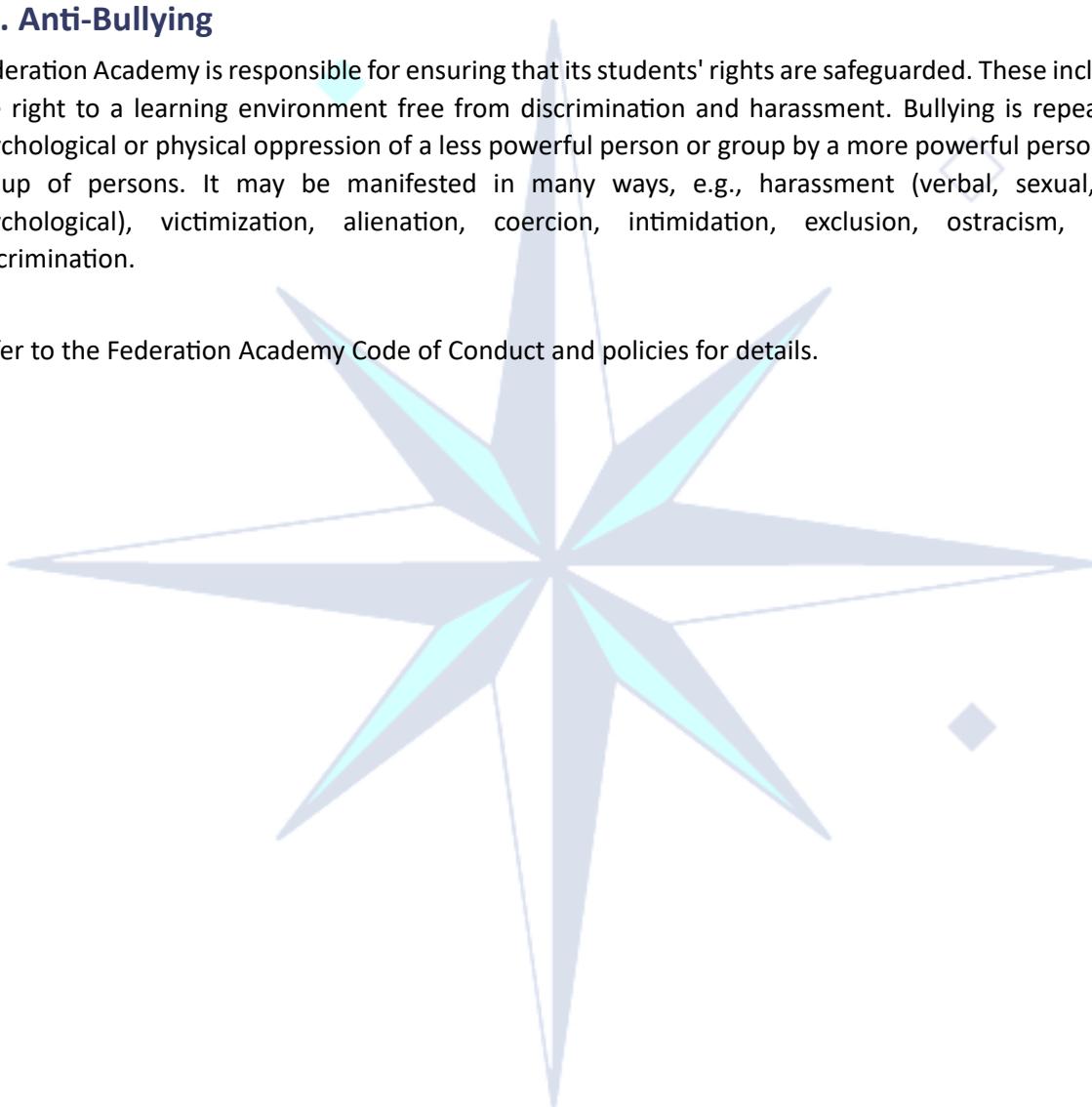
10. Disciplinary Procedures

All Federation Academy students are expected to take responsibility in line with all current workplace practices and legislation for their learning and behaviour during both on- and off-the-job training and assessment. Any breaches will result in disciplinary action, including verbal warning, suspension of enrolment, or cancellation of enrolment, with a Notice of Intention to Report issued. The PEO will determine the most appropriate action based on the nature of the breach. Refer to the *Code of Conduct* section in this Student Handbook.

11. Anti-Bullying

Federation Academy is responsible for ensuring that its students' rights are safeguarded. These include the right to a learning environment free from discrimination and harassment. Bullying is repeated psychological or physical oppression of a less powerful person or group by a more powerful person or group of persons. It may be manifested in many ways, e.g., harassment (verbal, sexual, or psychological), victimization, alienation, coercion, intimidation, exclusion, ostracism, and discrimination.

Refer to the Federation Academy Code of Conduct and policies for details.



SECTION 3: Location, Facilities and Services

1. Federation Academy Management and Staff

Our management is deeply committed to ensuring you receive a high-quality training program and support services at Federation Academy.

All our staff are highly experienced and qualified to support you during your study program at Federation Academy.

2. Federation Academy Office Hours

Federation Academy Class times are Monday - Friday between 9:00 am – 5:00 pm.

The administration office is open Monday- Friday from 9:00 am – 5:00 pm.

We are closed on public holidays.

3. Federation Academy Training Delivery Locations

Delivery Address

Queensland

- Federation Academy (Head Office) – Level 3, 160 Edward St, Brisbane City, QLD 4000

Cairns

- Federation Academy (Class Location) - 205 Bunda St, Parramatta Park, QLD 4870

In case of any relocation

Federation Academy will advise all students if there is a relocation of its premises at least 20 working days before the relocation.

4. Resources

Online Resources

Federation Academy students have unlimited wireless access on campus to assist with their online research.

Several online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended library collections online:

- National Library of Australia <http://www.nla.gov.au> (FREE)
- Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss> (FREE)
- Free e-books <http://www.e-booksdirectory.com> (FREE)
- The Free Library <http://www.thefreelibrary.com> (FREE)
- Questia <https://www.questia.ph> (Free trial available, Monthly subscription can be purchased)

Hard copy resources

The college has a small resource library to support the specific subjects taught in class. As experienced educators, we recommend that students use electronic resources and the Local City Council libraries for research, as is the common practice in academic and professional circles.

Computers and Internet

Bringing your laptop/computer is a requirement at Federation Academy. As all our learning resources are available online, there is a significant advantage of having your laptop/computer when studying. As well as using your laptop in class, research, self-study, and submission of assessments can be done anywhere.

At a minimum, the operating systems required for Laptops/computers are either Windows 10 or macOS 10.14 for Mac computers. The capability to produce Microsoft Office documents is also a requirement.

Free wireless is available to students within the college building. Students **must** adhere to the college policies when using computers and Internet facilities.

Photocopying

Students will be provided with all the required learning resources for their courses. Limited photocopying facilities are available to students through the reception. Students are required to pay for this service. Alternatively, students can get materials photocopied externally.

ID Cards

Students will be issued a college ID card on arrival. The ID card can be used at various public places and public transport where concessions may be offered to students. Students must always carry their ID cards when they are on campus or undertaking any college-related activity outside the campus. Replacement ID cards will be issued at an additional charge of \$20.

Public Transport concession

Federation Academy can assist in arranging transport concessions, where available, for its full-time students. Please get in touch with Reception for assistance.

Car parks

The car parks on the campus are for staff and visitors only. Students are not permitted to park on the campus. Limited parking may be available close by.

Student activities

Federation Academy organizes some activities for students throughout the year. Students can sign-up for these activities through the college Reception. Depending on the activity, students may be required to pay a cost.

5. Student Support Services

We are always available to help you. We understand that you are new to Australia and may have many questions when you start your studies and during your stay in Australia. Please do not hesitate to talk to us at any time.

- Academic, progress, and general career advice or job search skills training.
- Bullying/harassment matters.
- Health matters.
- General questions about Australia, Australian culture, expected norms of behaviour, dress code, food, shopping, or anything else, or if you are feeling homesick.

To access any of the above services one of the staff members below are the official point of contact in the location you are studying in:

Mel Dsouza – 07-3157 6424 academics@federationacademy.edu.au

Venetia – 07-3157 6424 info@federationacademy.edu.au

- For study/training/study plan/assessment-related matters, please contact your class teacher/trainer in the first instance.
- For financial or fees-related matters, please get in touch with Accounts receivable via email: Venetia@federationacademy.edu.au

Counselling support and services

Counselling support services are available for all students regarding any welfare matters.

Specialist psychologist/professional counsellor. We can decide for you, as required. We do not charge a fee for helping with the arrangements; however, these services are available on a fee-for service basis.

Other options for support include:

While we do have internal staff capable of offering welfare and guidance services, we will work with you to accommodate and refer you to relevant professional services such as:

- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Lifeline 131 114
- Interpreting Service 131 450
- Marist180 (07) 3368 1272

SECTION 4: Federation Academy Expectations

1. Study periods/duration and breaks

The Federation Academy offers training following pre-determined study and break/holiday periods, as defined per each course. Details of specific study periods and holidays are provided to you at orientation. Students requiring additional holidays outside of the pre-determined break/holiday periods must gain approval from Student Services using the Federation Academy's Holiday Application Form.

This form must be completed and returned to Student Services 2 weeks before the start date of the additional holidays being applied for. Holidays must be for complete weeks, starting Monday, to ensure you get all the days you have paid for. Please note that Federation Academy will not approve any holidays outside of this period unless in a verifiable emergency.

2. Timetables

A detailed class timetable, as relevant to your intake date, will be provided at Orientation.

3. What to expect on your first day at Federation Academy?

As a new student at Federation Academy, you will receive an email from Federation Academy approximately one week before your commencement date welcoming you.

You will be expected to arrive at 9:00 a.m. on Orientation Day and at 9:00 a.m. on regular class days. On Orientation Day, you should bring a copy of your current address, a pen, some writing paper, and your laptop. You should get something to eat and drink during the day, however, there are a few food outlets near the College.

You will not need anything else on the first day.

On Orientation Day, you will be introduced to college staff and shown around the College facilities. Your Student ID card will be organized. You will also be provided with detailed information about the College, your course, your rights and responsibilities, and other important information about your enrolment at Federation Academy.

4. Your obligations as an international student at Federation Academy

We will endeavour to provide you with high-quality training programs and support services. We hope you enjoy your study with us.

As an international student at Federation Academy, you will be required to comply with the following:

- **Submit your assessments by the due date.** If you need an extension, please seek an extension via email from your trainer. We usually allow two weeks' extensions, except in compassionate or compelling circumstances that warrant additional time.

- **Maintain satisfactory academic progress.** This is a condition of your student visa. You are encouraged to talk to your teachers if you are experiencing difficulties coping with your educational program. The college will help you with strategies and support options. Ongoing maintenance of satisfactory academic progress can result in the cancellation of your student visa. See further details in the *Course Progress Policy* included in this handbook.

- **Maintain satisfactory attendance.** Although Federation Academy monitors the progression of all international students enrolled in CRICOS registered courses, an intervention strategy will be implemented when students have been identified as being at risk (i.e., if they fail 50% or more units during a single term). While the intervention strategy is in place, attendance will be monitored, and students must maintain a minimum of 75% attendance over the next study period.
- **Maintain Overseas Student Health coverage** for your studies in Australia while on a Student Visa.
- **Provide Federation Academy with your current residential address and contact details.** Students **must** notify College Reception within seven days if they change their address in Australia or their mobile number and email.
- **Follow College rules, policies, and procedures:** You are expected to follow all College rules and policies.

5. Code of Conduct

Federation Academy is passionate about providing a safe and welcoming educational facility. We take the behaviour, actions, and teachings in our Academy **seriously**.

The Code of Conduct is established to ensure students and staff have an environment free of any behaviour that may cause a negative impact.

All students and staff are expected to follow all rules and policies.

- No smoking or vaping is permitted on campus, inside or outside the building. Smoking is banned in public and commercial buildings in Australia by law, and you must not smoke within 5 meters of the entrance of any building. Also, if you choose to smoke, please make sure that you put all your cigarette butts in an ashtray/bin. Public bins and ashtrays are available in most public areas. Littering in a public place is not accepted in Australia.
- Aggressive behaviour, bullying, or racism is not tolerated.
- The Academy prohibits using illegal drugs on the premises and during other activities. Appropriate action will be taken against individuals who breach this policy.
- Staff or students are not permitted to possess or consume alcohol on the Academy premises except under exceptional circumstances approved by the Senior Management.
- Acts of vandalism, including graffiti, will be dealt with by the police where appropriate.
- Classrooms are intended for learning and teaching purposes and must only be used in the presence of a teacher. No food or drinks are permitted in the classrooms or study areas at any time. Food and beverages are allowed only in specially designated areas.
- All equipment belonging to the Federation Academy should be treated with respect, and you should advise a staff member of the Federation Academy if anything is not working correctly.
- No mobile phones are to be used during class.
- All break times must be taken according to the times the teacher allocates.
- Students must be seated in class before the expected start time. Class times will start at the times indicated on the course timetables unless otherwise notified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around but place it into the bins provided. Ensure the doors and windows are shut and lights and relevant equipment are turned off.
- Consider others and keep the toilets and other public areas clean and hygienic after use.
- A reasonable standard of dress and hygiene is always to be maintained. It is recommended that closed shoes be always worn.

- Federation Academy trainers and staff can refuse admittance to class if you do not have the prescribed textbooks, course materials, learning materials, tool kits, and appropriate OH&S clothing and equipment, if applicable.
- Any serious breach of the Academy IT Acceptable Use Policy can lead to cancellation of your account/ enrolment.
- All students and staff must always comply with WHS policies and procedures.
- Any serious breach of any other Federation Academy policy can also result in the cancellation of your enrolment. Academy policies are available at the Federation Academy Reception.
- Federation Academy fees: Students **must** pay their course fees in advance, by the due date, as per the written agreement. If payments are not paid on time, staff will attempt to contact you to arrange an appointment with the CRICOS Administration. You will be allowed to discuss any compassionate and compelling circumstances and get your fees up to date. Suppose staff cannot contact you a week after payments are due. In that case, Federation Academy will charge a late fee of \$50 and send a Notification of Intention to Report for outstanding amounts, which may lead to cancellation of your enrolment.
- Continuation in the course depends upon satisfactory academic progress and payment of the required tuition fees before the commencement of subsequent study periods.
- Suppose you must repeat any subjects or miss practical assessments (i.e., kitchen functional assessment). In that case, a payment of AUD\$200 for each unit will be charged.
- Students are required to pay AUD\$30 for any resubmission of units after three attempts.

SECTION 5: Federation Academy Course Information

1. Course Progress Policy and Procedure

Purpose

This policy aims to ensure Federation Academy's compliance with the National Code 2018, Standard 8 Overseas student visa requirements. Federation Academy has implemented a Progress Policy and Procedures for CRICOS Providers of VET Courses.

Policy

1. Federation Academy will monitor, record, and assess the course progress of each student for the course in which the student is currently enrolled.
2. Federation Academy will assess each student's progress at the end of each compulsory study period.
3. A Federation Academy study period is one term, a term is generally ten weeks long, and this is used to assess a student's course progress.
4. Unsatisfactory progress is not completing or demonstrating competency in at least 50% of the course requirements over two consecutive study periods.
5. When a student has not passed or demonstrated competency in 50% (competent in at least one term) or more of the course requirements, Federation Academy will initiate -
6. The intervention strategy for any student not making satisfactory course progress at the end of every term, or sooner if deemed appropriate, is recorded in the student's results each period.
7. The Academic Progress policy is made available to staff and students via the student handbook and specifies:
 - Procedures for contacting and counselling students.
 - Strategies to assist identified students in achieving satisfactory course progress and
 - The process by which the intervention strategy is activated.

Procedures for monitoring Academic Progress & managing student Intervention.

- Students must maintain a minimum 50% pass rate throughout each term.
- The student pass rate/competency will be demonstrated at the end of every term once the trainers have submitted the term results to the administration department.
- The Student Services Officer will review all student's results and identify and contact students via letter/phone/email who have been marked Not Yet Competent (NYC) to make an appointment to discuss their academic progress.
- However, suppose the Federation Academy identifies that a student is at risk of making unsatisfactory course progress before the end of the term. In that case, the Student Services Officer will implement Federation Academy's intervention strategy as early as practicable.
- The Director of Studies/Operations Manager will invite the student to a personal interview/counselling session by SMS, email, or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. The Director of Studies/Operations Manager will recommend/propose solutions to the students to improve their performance.
- The Director of Studies/Operations Manager will make notes of the meeting in the learning

management system (LMS) for future reference and complete "Student Counselling" and "Student Intervention" forms.

- Students failing to maintain the minimum course progress standard will be issued with a letter of concern, which is a warning letter -1. The student will be initially allowed to discuss their reasons/problems with the Manager of Student Services for failing to achieve the minimum academic progress. This letter lets the student discuss their situation with the Director of Studies/Operations Manager. The Operations Manager will counsel the student, seek clarity on the issues, and address any of their concerns. This is an intervention strategy where the Director of Studies/Operations Manager discusses the issues surrounding the student's failure to meet minimum academic progress requirements.
- The Director of Studies/Operations Manager acts as a point of contact and offers initial and essential support to students on matters and issues that fall within his/her capacity. However, if the Director of Studies/Operations Manager considers the need for professional counselling or support services for the student is not offered by the Federation Academy, then the Federation Academy will seek or recommend a professional counselling agency to the student.
- The Director of Studies/Operations Manager will execute measures to rectify the issues to the best of his/her ability and monitor the student's progress in the following term. This will be recorded in the "Student Support/ Counselling Form," which will be completed by the Director of Studies/Operations Manager after meeting with the student.
- However, if the student continues to underachieve in a second consecutive term and is deemed Not Yet Competent, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Director of Studies/Operations Manager will issue the student an "Intent to Cancel (Domestic)" or an "Intent to report (International)" letter via email, post or personal contact. This letter will state that the student's pass rate is lower than the minimum 50% in the current term, and he/she does not meet the minimum requirement as prescribed by the Academic course progress policy.
- Students can access the Federation Academy's complaints and appeal process within the next 20 working days of the "Intent to report" letter to explain why the Federation Academy should not impose this decision.
- Suppose an international student does not appeal within 20 working days of the "warning letter" issue date. In that case, he/she will be reported to DHA via PRISMS. The PEO will sign off the enrolment cancellation decision.
- Suppose a domestic Student does not appeal within 20 working days of the "warning letter" issue date. In that case, their enrolment will be cancelled, and a statement of attainment will be issued for any completed units if no fees are outstanding.
- Federation Academy will maintain the student's enrolment throughout the internal appeals process and one external appeal process.

Federation Academy's intervention strategy

Suppose an International Student is identified as at risk of unsatisfactory course progression. In that case, the Director of Studies/ Operations Manager will create a custom Academic Progression Plan in consultation with the student trainer. This plan aims to create a structured timeline that the 'at risk' student must follow to allow them to complete their qualification as per their original completion date. In making the Academic Progression Plan, the Trainer and Academic Manager will consider compassionate or compelling circumstances. The Academic Progression Plan must be signed by all parties involved. Students placed on monthly review meetings must attend all sessions.

Early Intervention

Early intervention may be implemented anytime during the qualification based on Trainer Feedback to the Director of Studies. If the student has not completed all assessment tasks based on their study schedule, they may be deemed 'at risk'.

At any point during the qualification, if a Trainer believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires a course progress interview where strategies will be implemented to assist the student in completing the unit. A record of all intervention strategies implemented, and all associated documentation will be kept in the student's file.

Appeals

A student may appeal Federation Academy's decision to report on the following grounds:

- If there was an error in recording or calculating the student's assessment accurately and that the student made satisfactory progress.
- Suppose there were compassionate or compelling reasons for the lack of progress. Ongoing support will be given to the student via the Intervention Strategy Agreement.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the student's control and impact the student's ability to progress through the course. These could include:

- Severe illness or injury where a medical certificate states that the student could not attend class.
- Bereavement of close family members such as parents, siblings, or grandparents (where possible, a death certificate should be provided).
- Major political upheaval or natural disasters in their home country require emergency travel, impacting their studies.
- A traumatic experience, including:
 - Involvement in or witnessing a serious crime or accident.
 - A serious crime was committed against the student.

These cases should be supported by police, qualified counsellors, or psychologist reports, and copies of the documents should be kept in the student's file.

2. Attendance Policy and Procedures

Policy

An accurate record of academic performance and attendance will be kept for each student.

An international 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 (such as a death in the family) as per Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Where an international student defers commencement on any other grounds without FA's prior approval, they will be deemed to have failed to commence as per their VISA requirements.

Students who fail to attend the Orientation will be issued a letter, via email or in person, informing them that they have 15 Academic Days (3 weeks) to commence studies. Suppose they fail to begin during this period or fail to submit an appeal relating to their deferral request. In that case, FA will cancel the enrolment/COE, and the student will be reported to the Department of Home Affairs.

Attendance of all students at Federation Academy (FA) will be monitored every week. The FA roll is a legal document that records the attendance of students. As a legal document, it must be treated with care and must not leave the FA premises.

Procedure

1. All trainers/assessors will use the same standard roll document.
2. All trainers/assessors are given a class roll when the term commences.
3. FA trainers/assessors will check the attendance during each 2-hour session, commencing at the start of every session.
4. The trainer/assessors will verify that the attendance roll is correct and accurate before submitting it to the reception to be entered into aXcelerate. Clarity and accuracy are essential in marking attendance because incorrect information can lead to student visa cancellations.
5. Following is the key for an attendance marking:
 - a. P (Present) - If a student is present all session/day
 - b. A (Absent) - If a student is absent all session/day
 - c. HS (Half Session = 1 hour) - If a student turns up after 15 minutes after the session has commenced.
 - d. S (Sick) - If a student has called in sick
 - e. E (Excused) - If a student has been excused from class due to emergency reasons or on compassionate grounds
6. The student is expected to have a minimum of 50% academic course progress during his study. This means he/she is required to have a healthy attendance record (weekly) to be competent to meet the minimum course progress requirements.
7. Suppose the student's attendance is noticed to be on a gradual decrease and sliding below weekly attendance. The SSO or PEO will commence student counselling and intervention procedures in that case.
8. Students with a minimum of 75% or higher attendance will be awarded one resit opportunity in the event of not passing a unit. Students with less than the minimum attendance will be dealt with case-by-case.

9. The SSO is responsible for checking, monitoring, reporting, and collating data regarding attendance. Trainers/assessors must notify the receptionist when a student fails to attend regularly.
10. Student Services Department will monitor attendance every week.
11. Attendance of all students is monitored weekly when the roll data is inputted into the aXcelerate program.
12. The SSO will discuss the students at risk of failure with the SSO/PEO. Students are advised to arrange their holidays during the semester breaks.
13. A Medical Certificate from a registered medical practitioner is required from students who are absent for more than two days due to illness.
14. A receipt for medical or hospital fees cannot be accepted in place of a medical certificate.
15. Letters of explanation for student absences other than illness should be provided to Student Services so that acceptable absences may be credited toward attendance.

SSO and the office administration staff will be responsible for entering and monitoring weekly student attendance. The attendance of each student enrolled with Federation Academy will be monitored closely to ensure there is full-time study activity. Attendance is necessary for good course progress. However, as part of our academic support and monitoring, our internal policy is that all students must attend classes, and we record attendance at every lesson.

Students are expected to maintain weekly classroom attendance (always including medical-related absences). Please attend required classroom sessions to Avoid enrolment being cancelled. Non-attendance and no response to college notification and requests to attend counselling meetings with the SSO and Interventions, counselling support, and warning letters support this process.

Leave

In conjunction with the SSO/PEO, the PEO may consider granting the student special leave for compassionate reasons if evidence is supplied for approval and the appropriate Leave Request Form is completed.

Illness

In cases of illness, students must provide certified documents (i.e., Medical Certificate) from a registered Medical Practitioner. The documents must state their absence and the dates they were deemed unfit for class. The papers must also clearly state the Medical Practitioner's contact details. Students must make a copy of these documents and write their student number on the manuscript before submitting it to their teacher for filing. The students must keep the original documentation in the event of an audit or appeal.

3. Complaints and Appeals Policy and Procedure

Principles

Federation Academy will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers.
- Federation Academy will maintain the student's enrolment during the complaint process.
- The complainant is provided with information about the complaint's procedure.
- All complaints are dealt with confidentially, fairly and promptly.
- The complaint process is commenced within ten working days from the date of complaint.
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will always maintain absolute confidentiality.
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that, in some instances, this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents, or anyone involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response, including the outcome and reasons for the result, within 20 business days.
- Complainants reserve the right to complain with external agencies at any point during the complaint resolution process.

Types of complaints

The complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors, or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- A third-party delivering services on Federation Academy's behalf
- A student or group of students of the Federation Academy
- Discrimination
- Harassment, bullying, or victimization.
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours.
- Fees or other financial matters
- Fines and payments

Procedure

Internal complaints and appeals.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints against other Students

Grievances brought by a student against another student will be dealt with under the Federation Academy's Code of Conduct Policy.

Informal Complaints Resolution

- a. In the first instance, the Federation Academy requests that there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students should continue to attend classes (if applicable) while the complaint is being processed.
- c. Students should contact their Trainer/Teacher in the first instance to attempt mediation/informal resolution of the complaint.
- d. If Students are unsatisfied with the outcome, they should contact the Student Support Officer, who will attempt to resolve the matter.
- e. The complaint about the Student Support Officer can be directly brought to the PEO's attention.
- f. Suppose the matter cannot be resolved through mediation. In that case, the matter will be referred to the PEO in writing, and the Federation Academy's internal formal complaints and appeals handling procedure will be followed.

Formal Complaints Handling Procedure

- The process of the complaint's procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- The student must notify the Academy in writing (a student may complete a Student's Complaints and Appeals Form) detailing the nature and details of the complaint or appeal.
- Written complaints or appeals are to be lodged with the PEO.
- Where an international Student is accessing the internal complaints and appeals process because the student has received notice from the Academy that the Academy intends to report him/her for unsatisfactory course attendance, insufficient course progress, or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- Complaints and appeals processes are available to students at no cost.
- Each Complainant or Appellant can present his/her case to the PEO.
- Students and/or the Academy may be accompanied and assisted by a support person at all relevant meetings.
- The formal complaints and appeals process will commence within ten working days of the lodgement of the complaint or appeal with the PEO.

- Once the PEO has decided on the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the result, and a copy will be retained on the student's file. The internal 'Complaints and Appeals Register' will also include a copy.
- Suppose the grievance procedure finds in favour of the Complainant. In that case, Federation Academy will immediately implement the decision, and any corrective and preventative action required and advise the student of the outcome.
- Federation Academy undertakes to finalize all grievances and complaints within 20 business days.
- However, should a detailed investigation be required, the process may take more than 60 days. The Complainant or Appellant will be notified of the expected duration of the investigation process should the process take 21-60 days.
- If more than 60 days are required, Federation Academy will advise the complainant/appellant in writing because more than 60 days are needed. Federation Academy will regularly update the Complainant or appellant on the progress of the matter.
- Suppose the Complainant or Appellant is not satisfied with the outcome of their complaint or appeal. In that case, the Federation Academy will refer the Complainant to the Resolution Institute (at a shared cost with the Federation Academy) or the Overseas Student Ombudsman (at no charge). The student can choose. This is the commencement of the external appeals process.
- Federation Academy will maintain the student's enrolment throughout the internal.
- Appeals process, and the student must maintain their course progression.

External Appeals Processes

Overseas Students: If the student wishes to lodge an external appeal or complain about the decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas Students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <https://www.ombudsman.qld.gov.au/improve-public-administration/newsletters/articles/2017/november/supporting-overseas-students> or phone 07-3157 6424 for more information.

They can complain to the Overseas Students Ombudsman if they believe the provider has not followed their policy or treated them fairly.

The Ombudsman can consider complaints about:

- Refusing admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by the provider
- Incorrect advice given by an education agent.

The Overseas Students Ombudsman can also investigate complaints about education agents who agree with provider to represent them in Australia or overseas. Students can also complain if a provider

has failed to act or is taking too long to take some action, like not providing course results in the expected timeframe or not providing services included in the student's written agreement with the provider.

Suppose Students have a complaint about the quality of training and assessment being delivered by the Federation Academy. In that case, they may be eligible to submit a complaint to ASQA.

<https://www.asqa.gov.au/standards/faqs/complaints-and-appeals>

They can also contact the local state territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading'), which can provide information about their rights and options.

For continuous improvement, the Federation Academy will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence.

Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file.

4. Payment of Fees and Refund Policy and Procedure

Purpose

Refund information provided to students is designed to ensure that all details relating to fees are known before enrolment and comply with relevant legislation, regulations, and standards. This policy will result in a fair and equitable refund policy for students of Federation Academy.

Scope

This policy relates to students of the Federation Academy and applies to all staff and management of the Federation Academy.

Payment of Fees Policy

Policy

Student fees are to be paid as a condition of enrolment at the Federation Academy.

Procedures

1. Federation Academy will invoice students per term/semester.
2. Student fees are due before the commencement of each term.
3. Students must see Student Services to determine a fee schedule if they cannot meet this deadline.
4. If students are more than one week late with their fee schedule payment, a letter of notice will be sent.
5. If fees are more than two weeks late, the student may receive an Intent to Cancel Enrolment notice.
6. If a student is having difficulties paying fees on time, the student must make an appointment with the SSO and discuss his/her position. SSO will assist in resolving the student's fee problem and propose a plan to the student. Suppose the student is not

satisfied with the proposed plan. In that case, he/she will be required to apply to the PEO Executive Officer (PEO), stating his issues and concerns concerning payment of outstanding fees. The PEO will discuss the matter with the student and decide to pay fees.

7. If fees are not paid for more than two weeks, and the student has not made any genuine efforts to discuss the circumstances with the Federation Academy administration or respond to the Intent to Cancel Enrolment notice, the student's enrolment with Federation Academy will be cancelled, and this may also result in the cancellation of the student's visa. In this case, students are strongly advised to contact DHA for more information on how this may impact their visa.
8. If the Federation Academy grants the student RPL, the Federation Academy will issue a Confirmation of Enrolment (COE) with the pro-rata fees only for the units the student will be studying at the Federation Academy.

Methods of Payment

Fees will be directly deposited into the FA's account by following payment methods:

- Direct Deposit
- Bank draft
- Telegraphic transfer

A receipt is issued for each payment. If any overdue fees exist, further arrangements are made with the students for balance payment; the Administration staff will record this information in the Notes in aXcelerate.

The Accounts Officer will generate the list of students whose fee is overdue, and reminders will be sent to those students.

All refunds will be issued per the refund policy and are payable in Australian Dollars. The processing will take approximately four weeks.

This agreement does not remove the student's right to further action under Australia's consumer protection laws.

A student dissatisfied with the decision handed by the Federation Academy has the right to pursue other legal remedies, which include independent complaint and appeal handling services provided by a mediation company appointed by the Federation Academy.

Students will be advised of this policy before any payment is given to Federation Academy. Federation Academy will only accept payments from an overseas student or intending overseas student if the student has received a copy of the refund agreement.

Refund And Cancellation Policy

- All refund requests are conditional on the following.
 - Federation Academy must have received funds for any refunds to be made available (i.e. cheques cleared, bank transfers have been received).
 - Any debts to Federation Academy must be paid in full before outstanding amounts will be deducted from the refund.
- Institute Default
 - In the unlikely event that Federation Academy is unable to start or deliver the course (known as institute default), the student can choose to accept either:
 - A refund of course fees, which will be issued to the student within 14 days.
 - Or be placed in an alternative course with Federation Academy or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- If the student chooses to receive a refund of course fees, Federation Academy will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by Federation Academy). The refund will be paid within 28 business days of cessation of course.
- Course Withdrawal: When written notice of withdrawal is received before the start date of the course or term, Federation Academy will refund the fees, as per the below table.

TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
VISA Refusal	Before course commencement	Course fees paid minus \$500 application fees paid.	Refund Request Proof of VISA Refusal
VISA Refusal	After course commencement	Unspent Portion of tuition fee received by the institute i.e. the product of the weekly tuition fees for the course and the number of weeks remaining in the paid portion of the course, after the day on which the relevant default occurred.	Refund Request Proof of VISA Refusal
VISA Removal for breach of conditions	At any time	Nil	Refund Request Proof of VISA Refusal
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	All fees minus the non-refundable application of AUD \$500.00.	Refund Request Letter of Offer
	Less than 28 days before course commencement	50% of the Course fee minus application fee of AUD \$500.00.	Refund Request Letter of Offer
	After the course has commenced	Nil	Nil
Default by Federation Academy	At any time	<u>Prior to course commencement:</u> All fees received.	Refund Request Letter of Offer

		<p><u>Post course commencement:</u></p> <p>Unspent Portion of tuition fee received by the institute (i.e. the product of the weekly tuition fees for the course and the number of weeks remaining in the paid portion of the course, after the day on which the relevant default occurred.</p>	
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- Where the student defaults, including withdrawing from a course, after the course/term start date, there will be no refund of paid tuition fees.
- If the refund application is approved, refunds will be made available within 20 working days of written notification being received.
- Special Circumstances: Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, will be refunded.

Refund Procedure

- The student must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
 - A complete Course Withdrawal Form provided by Federation Academy
 - Proof of extenuating circumstances of a compassionate nature
- For an institute default on the agreement, refunds will be made within 14 days of the default date.
- All other refunds will be made within 20 working days of the student's written notification being received.
- The PEO or a designated staff member must approve all student refunds.
- Details of refunds provided will be maintained in the student's file.

Student's Rights to Appeal

- Any student who refuses a refund may appeal within 14 days in writing to Student Administration.
- Federation Academy's appeal process does not restrict students' right to pursue other legal avenues.
- The student is responsible for keeping copies of the agreement and all payment receipts.
- This agreement and the availability of complaints and appeal process do not remove the right of the student to act under Australia's consumer protection laws.

5. Transfer between Providers Policy and Procedure

Overseas students are restricted from transferring from their principal course of study for a period of Six months. This restriction also applies to any system (s) packaged with their main course of study.

A provider must not knowingly enrol a student wishing to transfer from another registered provider's course before the student completes Six months of his or her principal course of study except where:

- The original registered provider has ceased to be registered, or the course in which the student is enrolled has finished to be recorded.

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

Student's best interest and has provided written support for that change.

Federation Academy will only seek to enrol a student who has completed Six months of their principal course of study with another registered provider.

Students can apply for a release to transfer to another education provider. Applications for transfer from a student must:

- Be in writing.
- Relate to and provide details about the student's circumstances.
- Provide details as to the reasons why the application should be approved.
- To apply for release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
- All transfer applications will be considered within ten working days, and the applicant will be notified of the decision. This period may be extended if the applicant fails to provide all relevant information/documentation; however, in such instances, the College will advise the student of the additional information/documentation required to make the decision.
- Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.

Issue of releases

A letter of release will be issued when the Federation Academy is satisfied with the following:

- A course needs to be more academically suitable for the student.
- The course the student wishes to transfer to better meets the student's long-term goals, whether these relate to future work, education, etc.
- Compassionate or compelling reasons for the transfer exist.
- The student can provide evidence that they were misled by the Federation Academy or its appointed representative regarding the course or Federation Academy.

If the application is successful Federation Academy will

- provide a letter of release at no cost to the student.
- Update PRISMS.

The Release letter will include information about whether the student:

- Demonstrated a commitment to studies during the course.
- They had a good attendance record, and
- Paid all fees for the system.

Release not granted.

A release letter will be refused if a student cannot provide satisfactory evidence that his/her course does not meet their long-term goals, is academically unsuitable, or cannot demonstrate compassionate or compelling circumstances for the transfer exit.

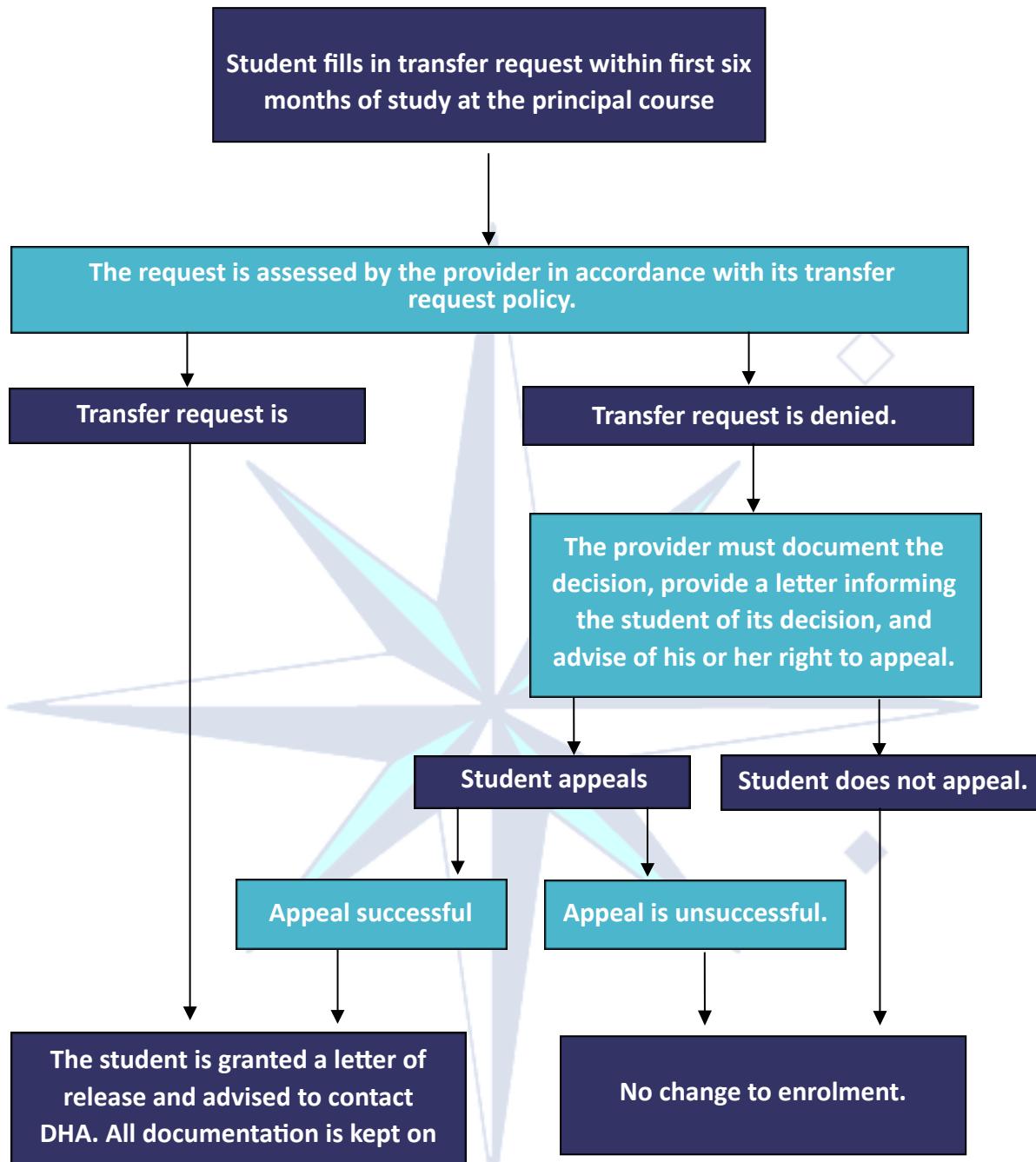
A release request will **not** be granted if:

- Federation Academy believes that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's academic progress requirements.
- The transfer may jeopardize the student's progress through a package of courses.
- The intended course will not provide adequate preparation for further study nor be recognized by higher education or VET providers as meeting their entry requirements, and the transfer would be detrimental to the student's future study plans.
- Federation Academy fees for the course the student is currently enrolled in have yet to be paid in full. This includes any balance instalment payments applicable to the class. (Students are advised to read the Federation Academy Refund Policy before seeking a release, as any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at Federation Academy).

Applicants will be informed in writing of the outcome, the reasons for the decision, and the factors considered given the student's circumstances. All relevant documents will be retained in the student's file.

Students whose request for transfer has been refused may appeal the decision following the Federation Academy complaints and appeals policy.

Change of provider process



6. Non-Commencement Policy and Procedure

Purpose

The purpose of this policy is to establish the processes by which the Federation Academy will assess applications from international students for deferral (delayed commencement), suspension (leave of absence), or cancellation (withdrawal) of their enrolment to ensure compliance with the National Code 20018 – Standard 13.

Definitions

- Deferment – postpone the start of the study.
- Suspension – temporarily put studies on hold and will already be enrolled.
- Cancellation – permanently cancel an enrolment.
- Non-Commencement – student does not commence on their expected start date of their CoE and has not contacted Federation Academy to defer their course.

Deferring

Students wishing to defer or temporarily suspend their enrolment may only do so when compelling or compassionate circumstances exist. Clear or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home.
- Natural disaster
- Unavailability of courses
- Visa delay

If students wish to defer, they must complete a Deferment, Suspension, or Cancellation of Enrolment Form and lodge with Federation Academy before course commencement. They must also attach any documentary evidence verifying their situation (for example, a medical certificate). Federation Academy will assess the application and decide within seven business days. Suspension of studies is allowed for a maximum period of six months. Suppose an international student's application for deferral or suspension is approved. In that case, the Federation Academy will notify the Department of Home Affairs through the Provider Registration and International Student Management System (PRISMS). If the application is successful, a new CoE will be issued to the student.

Suspension

If students wish to suspend their studies, they must complete a Deferment, Suspension, or Cancellation of Enrolment Form and lodge with the Federation Academy. They must also attach any documentary evidence verifying their situation. Suspension of studies will only be granted if the application meets specific criteria:

1. Compelling circumstances such as:
 - I. Severe illness or injury, where a medical certificate states that the student could not attend workshops.
 - II. Bereavement of a close family member such as a parent or grandparent (where possible, a death certificate should be provided).
 - III. Major political upheaval or natural disaster in the home country requiring emergency travel or
 - IV. A traumatic experience such as involvement in, witnessing a severe accident or witnessing or being the victim of a severe crime. Such cases as these should be supported by reports from police or psychologists.
2. Compassionate grounds

Suspension or cancellation of enrolment by Federation Academy

Federation Academy has the right to cancel or suspend a student's enrolment in the following.

Circumstances:

- If a student submits fraudulent documents to gain admission to Federation Academy
- If a student does not maintain satisfactory course progress under the Course Progress Policy for international students
- If a student does not commence on their expected start date of their CoE and has not contacted the Federation Academy within seven calendar days to defer their course.
- If the student behaves in a way that could potentially bring the Academy into disrepute,
- If a student does not pay the required fees
- If a student behaves in a way that threatens their own health and safety and the health and safety of another student or staff member.
- Suppose the student has received two formal warnings from the Academy for disobeying Academy rules. A legal warning will be issued if a student:
 - Disobeys any Academy rules as set out in the Student Handbook.
 - Knowingly engages in material plagiarism, cheating, or academic misconduct.
 - Does not abide by the email and Internet rules stipulated by the Academy.
 - Engages in harassment or bullying towards another student or staff member.
 - Misuses or wilfully damages Academy facilities, equipment, or property.

Cancelling an enrolment

Students wishing to cancel their enrolment must complete a Deferment, Suspension, or Cancellation of Enrolment Form and attach all supporting documentation. The student will receive notification in writing of the result of the request. Suppose the student still needs to complete the first six months of their principal course. In that case, they must provide a letter of offer from an alternative provider. See the policy on Transfer between Providers.

PLEASE NOTE: Deferring, suspending, or cancelling your enrolment may affect your student visa.

Non-commencement of studies

Suppose a student (whose visa is already granted) does not commence on the expected start date of their CoE and has yet to contact the Federation Academy to defer their course. In that case, they will be contacted by Student Services within two days of the agreed starting date.

Suppose the student does not commence the course or request a deferral within 15 Academic days of the agreed starting date. In that case, Student Services will send a first and final warning letter informing the student of the Intention to Cancel due to non-commencement. Federation Academy will initiate the process to report a “non-commencement of studies” within PRISMS after 15 Academic days of the agreed starting date. International Students registered to DHA through PRISMS for a “Non-commencement of studies” do not have the right to access the Federation Academy appeals policy.

Federation Academy will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the PEO of the Academy within 20 business days from the Intention to Cancel or Suspend Notice. Students should refer to the Academy’s Complaints and Appeals Procedures to appeal. Suppose an international student’s enrolment is suspended or cancelled. In that case, the Federation Academy will notify the Department of Home Affairs through the Provider Registered International Student Management System (PRISMS).

NB. If the student accesses the internal complaints and appeals process, the suspension and cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

7. Privacy and Personal Information Policy and Procedure

Federation Academy recognises the importance of your privacy and understands your concerns about the security of your personal information. This privacy policy describes generally how we manage your personal information and safeguard your privacy.

Federation Academy Principles

- a. Personal information is only collected where necessary to fulfill the organization's functions.
- b. Those giving personal information are informed of the purpose of collection and how their data will be used.
- c. Records containing personal information are kept secure and protected from loss or misuse.
- d. Students are informed of the right to access their personal information.
- e. Permission is obtained from individuals before their details are used in publications, websites, or other marketing materials.

Procedures

Collection of Personal Information

The types of personal information we may collect and hold include (but are not limited to):

- Information you give us when you apply to enrol in a course, including your name, address, occupation, and contact details.
- Information about other individuals was collected during the enrolment process.
- Information about other people dealing with Federation Academy.

Personal information is collected by completing our enrolment forms, telephone discussions, face-to-face meetings, business cards, web forms, and email list subscriptions. We may also collect personal information through our Federation Academy social media sites, Google, and other web-based analytics sites directly used for Federation Academy's marketing and communication activities. These third-party sites have their privacy policies.

- Generally, information collected may include:
- Name
- Address
- Date of Birth
- Gender
- Nationality
- Country of birth
- Next of kin details
- Contact Details
- Payment Details
- Financial Details
- Electronic details such as email address
- Unique Student Identifier Number (USI)
- AVETMISS information to comply with the Data Provisions Requirements 2012, such as, but not limited to, disability (if applicable), educational history, ethnicity, English, literacy, and numeracy proficiency.
- Photographs (for issuing ID cards)

Sensitive Information

Some personal information we collect may include 'sensitive information' like information.

It is relating to a student's health, racial or ethnic origin, etc. Sensitive information will only be used or disclosed for the primary purpose for which it was collected or a directly related secondary purpose unless you agree otherwise or where certain other limited circumstances apply (for example, where required by law).

Indirect collection of personal information

We may also collect your personal information through an education or migration agent acting on your behalf.

To manage complaints and grievances, we may collect personal information (including sensitive information) about you indirectly from publicly available sources or third parties such as: your authorised agent/representative, if applicable.

- a. applicants, complainants, respondents to a complaint.
- b. employers or work placement hosts and their representatives where applicable.

We also collect personal information from publicly available sources for marketing purposes.

Use and Disclosure of Personal Information

Federation Academy may use and disclose your personal information for the primary purpose for which it was collected, for reasonably expected secondary purposes, and in other circumstances authorized by the Privacy Act. In general, we use and disclose your personal information for the following purposes only:

- to conduct our business as a registered training organisation.
- to provide and market our services to prospective and current students.
- to communicate with you and your nominated agent, if applicable.
- to comply with our legal obligations.

We may disclose your personal information to other members of Federation Academy, other companies, or individuals who assist us in providing education and/or support services or who perform functions on our behalf (such as education agents, accommodation service providers, partner institutions) regulatory authorities, and anyone else to whom you authorize us to disclose it. We will take reasonable steps to ensure that anyone to whom we disclose your personal information respects the confidentiality of the information and abides by the NPPs or equivalent privacy laws.

We are required by law to provide data, including personal and sensitive information, to government departments and agencies at the State and Federal levels. For example, we must provide data to the National Centre for Vocational Education Research, which administers the AVETMISS data collection following the National VET Provider Collection and the Data Provision Requirements 2020.

We must also confirm and verify student enrolment, attendance, and participation information to the relevant Federal and State government departments, where government funding, subsidies, or loans may be in place.

Sensitive information is disclosed only for the purposes given to us or for purposes deemed reasonable or expected or agreed to by you.

We may use testimonials, photographs of training and support services, and other similar marketing materials for marketing and promotion. We seek your approval for using such marketing images and materials via our Enrolment Form. You may opt not to give us permission by email requesting that your photographs and testimonials be removed from any public domain.

Federation Academy generally does not disclose information to overseas person/s or entities except to the student's nominated agent/representative overseas. Where personal data is sent overseas for sound business reasons, Federation Academy will ensure that the overseas entity/person receiving the information has a binding contractual arrangement that requires it to use the information following the Australian Privacy Principles.

Suppose you make a complaint or application of appeal. In that case, a copy of the relevant information will be made available to the respondent to enable a meaningful response. Suppose you

elect to make partial information available to the respondent. In that case, it may impact our ability to resolve the matter fairly and equitably.

We may disclose personal information to an external review body, the legal courts, or such entities if a complainant, applicant, or respondent has decided to use an external dispute resolution body, such as the Commonwealth Ombudsman or the Overseas Students Ombudsman.

Due to the nature of the services provided, it is difficult to allow you to deal with us anonymously, except when you seek general information about Federation Academy or its services. In most other cases, we may require you to reveal your personal details to provide personalized training and support services relevant to your enrolment at Federation Academy.

Access to Personal Information

Federation Academy endeavours to ensure that its personal information is accurate, complete, and current. Personal information is stored electronically in a consistent format. It is updated as soon as errors are noted, or the information has changed.

Students are required to update their personal information as soon as practicable and check the accuracy of their information before the issuance of certification and testamurs.

Subject to the exceptions set out in the Privacy Act, we will provide access to personal information directly to the person whose information is held by us.

Under the Privacy Act (Australian Privacy Principles 12 and 13), you may access your personal information or request a change/correction to your personal information held by us. You will be required to complete a Student Update Details Form and verify your identity to enable us to allow you access to your information or to change your personal information. Unless required by law, we will modify your personal information. In exceptional circumstances where we decide not to modify your personal information, we will provide written reasons for our decision.

Management of Personal Information

Under the Privacy Act, we take reasonable steps to protect the security of your personal information. This includes protecting the information from misuse or loss and unauthorized access, modification, or disclosure, for example, using physical security and restricted access to electronic records. Your personal information is stored in hard copy files and electronically on our password-protected student data management system and third-party student management System (LMS).

As a registered training organization, we must retain your personal information, copies of any qualifications, Statements of Attainment, and competency outcomes from assessed AQF qualifications and Accredited Courses for 30 years. Suppose we do not require your personal information for a permitted purpose under the NPPs. In that case, we will take reasonable steps to destroy it as soon as practicable. Per our Complaints and Grievance Policy, we will retain records of complaints and outcomes on the relevant student file and in a central location for compliance and continuous improvement.

8. Course Credit Policy and Procedure

Credit Transfer

Credit Transfer is the process that provides a student with credit for previous nationally recognized VET training that is equivalent to the course the student is about to commence. Applications for Credit Transfer should be made before the start of the study of the system. They can be indicated on the enrolment application form. Current students can also apply for Credit Transfer for specific units after commencing their course by completing the Course Credit Application Form and listing specific units on their application. If the International application is successful and results in a shorter course duration, the Federation Academy may amend and reissue a CoE. Evidence that can be used to support an application for course credit can include:

- Transcripts from other VET providers (including for short courses where the courses have been assessed)
- Units completed under AQF.

Recognition of Prior Learning (RPL)

RPL is a process that provides a student with credit for formal and non-formal training and life/work experience. Applications for RPL must be made before the start of study of the course. If the application is successful and results in a shorter course duration, the Federation Academy may amend and reissue a CoE. Evidence that can be used to support an application for course credit can include:

- A detailed resume
- Letters from employers
- An interview with the Assessor
- Work skills or knowledge
- Paid or unpaid work experience
- Life experience
- Community work experience

Course credit will be granted if the student can:

- Provide sufficient evidence of relevant prior learning or experience.
- Demonstrate the competency/competencies required for the course.
- Present valid results of assessment or qualification.

Course credit will not be granted if the student:

- Cannot provide sufficient evidence.
- Is unable to demonstrate the competency/competencies required for the course. (Further information can be found at - <https://training.qld.gov.au/training/recognition/rpl>).

Procedure

- Students wishing to apply for course credit must complete a Course Credit Application Form and attach any supporting documentation.
- The completed form and supporting documentation must be forwarded to the Federation Academy for assessment.
- The trainer may contact the student to request further evidence or to ask the student to attend an interview to gather additional information.
- Federation Academy will notify the student of the outcome of the application, in writing, as soon as possible after the application and all relevant documentation has been received.
- Successful applications may lead to a reduction in course duration, and CTI may issue a new CoE.
- If the student is not satisfied with the outcome of their application, they may access it.
 - The Student's Appeals process.

9. Acceptable Use Policy

Federation Academy encourages students to use these resources for their education and training. They are not to be used for purposes other than course requirements.

Federation Academy reserves the right to manage the misuse of computing and electronic resources, including, but not limited to:

- Moderating access to internet and intranet services, including filtering of websites and blocking selected non-educational and training websites.
- Monitoring and recording all usage of its computer networks, including internet and intranet services.
- Accessing student email accounts where it is considered that the email system may have misused them.
- Taking disciplinary action when breaches of this clause occur.

Unacceptable use includes:

- Infringement of privacy of staff, students, or other persons
- Sexual harassment of staff, students, or other persons
- Discrimination of staff, students, or other persons
- Exposing the organization to legal liability
- Copyright infringement (liability)
- Introduction of a computer virus
- Mass distribution of SPAM
- Threat to the security of the resource, staff, students, other persons or the organization
- Illegal use (child pornography, racial or religious criticism, stalking, blackmailing)
- Offensive or inappropriate material (pornographic, racist, abusive, sexist, obscene, discriminatory, offensive, threatening, etc)

A breach of this policy is serious, and disciplinary action will be assessed individually. Disciplinary action can include warnings, suspension, cancellation of enrolment, or, in cases that breach the criminal law, referring the student to the police for criminal charges.

Federation Academy

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