

ATMC Student Handbook

2023



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Dr Manish Malhotra

**FOUNDER AND CHAIRMAN
ATMC EDUCATION GROUP**

Welcome

Welcome to the Australian Technical and Management College (ATMC), the ideal education provider for students seeking an industry-relevant higher education degree.

ATMC offers undergraduate and postgraduate programs in affiliation with Federation University Australia (Federation University) at our Melbourne and Sydney campuses.

Our programs are delivered in a personalised learning environment with a caring, student-focused approach. Upon successful completion, you will be awarded a highly regarded and internationally recognised Federation University degree.

We wish you and your families all the best, especially through successful studies with us. We look forward to getting to know and supporting you throughout your time at ATMC.

**Dr Manish Malhotra
Founder and Chairman
ATMC**

About ATMC

As an international education leader, ATMC provides international students, such as yourself, the opportunity to obtain a qualification in IT, business or management.

First established on the Indian subcontinent, ATMC operates in association with quality Australian universities including Federation University.

Our campuses in Sydney, Melbourne and Auckland, New Zealand are located in some of the most liveable and culturally diverse cities in the world, meaning you are guaranteed an unforgettable international study experience. The ATMC campuses are warm and inviting, catering specifically to students studying abroad.

In association with Federation University, ATMC offers an exciting range of undergraduate and postgraduate degrees in Business, Accounting, Information Technology and Management in Sydney and Melbourne.

At ATMC we keep our class sizes small so you can enjoy the learning experience and get to know your lecturers, tutors, and fellow students.

Our staff are always accessible, and you will be supported by a dedicated student services team.

As an ATMC student, you will graduate with the skills, knowledge and relevant industry experience to make a significant impact on the world.

[Click here to find out more.](#)





ATMC Sydney

Level 9

540 George Street

SYDNEY NSW 2000

T: +61 2 9283 5233

E: info@atmc.edu.au

Opening hours

08.30 – 17.30



ATMC Melbourne

470 Bourke St

MELBOURNE VIC 3000

T: +61 3 8327 3100

E: info@atmc.edu.au

Opening hours

08.30 – 17.30

Federation University Key Dates

For further information relating to important dates [click here](#).

Public Holidays 2023

	Victoria	NSW
New Year's Day¹	Sunday 1 January	Sunday 1 January
Additional Day	Monday 2 January	Monday 2 January
Australia Day	Thursday 26 January	Thursday 26 January
Labour Day	Monday 13 March	
Good Friday²	Friday 7 April	Friday 7 April
Easter Saturday	Saturday 8 April	Saturday 8 April
Easter Sunday	Sunday 9 April	Sunday 9 April
Easter Monday	Monday 10 April	Monday 10 April
Anzac Day	Tuesday 25 April	Tuesday, 25 April
King's Birthday	Monday 12 June	Monday 12 June
Friday before the AFL Grand Final³	Subject to AFL schedule ³	
Bank Holiday⁴		Monday 7 August
Labour Day		Monday 2 October
Melbourne Cup⁵	Tuesday 7 November	
Christmas Day	Monday 25 December	Monday 25 December
Boxing Day	Tuesday 26 December	Tuesday 26 December

[Victorian public holiday dates 2023](#)

[NSW public holiday dates 2023](#)

¹ As New Year's Day falls on a Sunday, the Monday is an additional public holiday.

² Anzac Day, Good Friday and Christmas Day are [restricted trading days](#).

³ Friday before AFL Grand Final typically falls on the last Friday in September. This website will be updated with the exact date upon release of the 2023 AFL schedule.

⁴ Retail bank branches and certain financial institutions are required to remain closed on the first Monday in August (Bank Holiday) unless otherwise exempt - see [Part 3A](#) of the [Retail Trading Act 2008](#). 'Bank Holiday' is included in this list because it has implications for the staffing of these institutions. See the [Banks and Financial Institutions](#) page of the Fair Trading website. Bank Holiday is not a declared public holiday.

⁵ Melbourne Cup Day is a public holiday across all of Victoria unless an alternate local holiday has been arranged by a non-metro council.

Course Information

COURSE DESCRIPTION

Every course has a [Course Description](#) which outlines what you can expect from a course. You will be given this information at the start of each course, and you should familiarise yourself with the details.

Course information

The Course Information section of each course's study materials specifies the School/Faculty, Course Title, Course ID, Credit Points, Prerequisites and Exclusions. For example:

School/Institute:	FEDERATION BUSINESS SCHOOL
Course Title:	Big Data and Analytics
Course Code:	ITECH1103
Credit Points:	15.00
Prerequisite(s):	Nil
Co-requisite(s):	Nil
Exclusion(s):	Nil
ASCED Code:	020303
Grading Scheme:	Graded (HD, D, C, etc.)

Lecturer and Tutor contact details

You will find the contact details for your Course Coordinator, Lecturer and Tutor in your Course Description.

Course sequence

The Course Description will usually break the trimester down into weeks, and specify:

- week commencing date
- lecture content
- tutorial content
- formal assessment times
- required reading
- other information deemed relevant

Assessment outlines

[The Course Description](#) includes details of the learning tasks and assessments that you will undertake throughout the course. Each learning task will be outlined, including:

- brief description of learning task
- how learning task is assessed
- number of required hours for successful completion

- weighting
- due date

The following are grades for assessment tasks and overall course results.

Code	Grade	%
HD	High distinction	80 – 100
D	Distinction	70 – 79
C	Credit	60 – 69
P	Pass	50 – 59
S	Ungraded pass	
MF	Marginal fail	40 – 49
F	Fail	0 - 39
SI *	Studies impacted	
XF	Non-assessed fail	
UN	Ungraded fail	

Required reading

Prescribed textbooks and recommended textbooks are listed in the [Course Description](#).

Prescribed textbooks are texts that are required for students to study the course. Recommended textbooks are not compulsory - they are additional reading that allow students to gain a deeper understanding of the course.

LEARNING CONTEXTS

A course is normally broken into:

- lectures which generally contain the core information to be covered for that week. All students enrolled in the course will attend lectures as a group.
- tutorials that provide an opportunity to discuss the lecture and talk about topics in detail. Sometimes students are asked to present papers individually or as part of a group in a tutorial.

Courses may also include laboratory sessions (labs or practicals) where students conduct tests and experiments with the assistance and supervision of Lecturers or Tutors.

TIMETABLE

You can view your timetable including the day, time, location of your classes, and lecturers for each of your enrolled courses on [PACE](#) ATMC's timetabling and student management system.

Student Services

STUDENT ORIENTATION

Orientation is an opportunity for you to:

- receive important information on your studies and support services
- familiarise yourself with ATMC campus,
- ask any questions and
- get to know staff and students.

Attendance is compulsory and during orientation you will hear about:

- services offered
- facilities
- policies and procedures
- your rights and responsibilities
- our expectations of you
- details of your course and
- information on transitioning to life and study in Australia.

Orientation is usually run in the week prior to classes commencing and you will receive an email invitation.



ACCESSEAP – SAP

AccessEAP – SAP (Student Assistance Program) is a professional and confidential counselling service, available to all ATMC students (whether they are in Australia or overseas), at no additional cost.

It can assist with personal, family or study-related issues that are impacting your wellbeing and quality of life.

You can book a non-urgent counselling appointment from 8.00 – 18.00 Monday to Friday (AEST) however, emergency telephone support is available 24/7.

To book an appointment contact the AccessEAP team and arrange a time to speak with an experienced, professional counsellor face-to-face, over the phone, or online (via video, email or AccessChat).

T: 1800 959 192 (within Australia) | :W: accesseap.com.au

Or download the AccessEAP app from:



STUDENT SUPPORT HUB 24/7

ATMC offers 24/7 student support through [Hub 24/7](#). You should use Hub 24/7 to log any issues you are having and request any additional support you may need.

ACADEMIC AND PERSONAL SUPPORT

You can ask questions of the Lecturer or Tutor in class. In some cases, you will be asked to make an appointment after class for further assistance.

The academic support staff, teaching staff and administrative staff at ATMC are available to provide general advice and assistance with matters such as academic support and student administration.

SOCIAL ACTIVITIES

ATMC runs social activities throughout each trimester, providing opportunities for you to enjoy a range of activities outside your studies.

These events provide opportunities to meet other students and make new friends. Details of activities, events and workshops are communicated via your ATMC email.

WORKSHOPS

ATMC organises and runs a range of online and face-to-face workshops throughout the trimester to assist you with your studies. These cover topics including:

- plagiarism,
- resume and cover letter writing,
- English conversation classes and,
- basic academic writing and referencing.

The dates and times for these workshops will be sent to your ATMC email.

CONTACT ATMC STUDENT SUPPORT SERVICES

- Student Support Line **T: +61 4 8880 5001** (Monday to Saturday 8.30 – 20.30 (AEST) or bvie
- Lodge a request via [Hub 24/7](#)

Facilities and Services

LIBRARY

The ATMC library holds resources that may assist you with your studies.

Although the library holds copies of prescribed texts, there are not enough copies to provide textbooks for every student. This means that in peak periods, especially during exam time, there is no guarantee that a textbook will be available to take home.

You can contact the ATMC Library staff to assist you by lodging a support request on [ATMC Hub 24/7](#).

When you start, you will need to speak to the ATMC Library Officer to organise an ATMC Library Account. This account provides [online access](#) to find, reserve and renew books.

Borrowing

You can borrow up to three items at any one time. Each loan lasts seven days, although you can renew a borrowed item if it has not been reserved by another student. You can renew loans remotely via the [ATMC Library website](#) or you can ask a librarian to do this for you. Each item can be renewed up to ten times before it needs to be returned to the library.

Holds list

If the Library has already loaned all of its copies of a textbook, you have the option to join a reserve list. Once you are on a reserve list, you receive a notification via your ATMC email when a copy of your textbook is ready for collection.

Course reserves

The library maintains a Course Reserve collection. In this section, one copy of every prescribed textbook is kept. This guarantees that even during peak periods, you have access to at least one copy of your prescribed text.

Please keep in mind that Course Reserve textbooks can only be borrowed for four hours and must remain on campus for the duration of the loan.

Fines

For every weekday a textbook is overdue, you will be charged \$1. This is to ensure textbooks remain in circulation so that all students can access them as needed.

Library fines can be avoided by returning borrowed textbooks by the due date, checking emails for Library notifications, and logging in to the ATMC library to review due dates or renew loans.

Overdue fines were introduced to ensure fair access to ATMC Library materials. Ideally, the ATMC Library would collect no fines at all because members would cooperate and return items on time out of concern for others.

As soon as a member has an item overdue, their borrowing rights are suspended until all outstanding items are returned and any fines over \$10 are paid.

Once \$10 is reached, borrowing is blocked and a minimum of \$1 must be paid to reduce the total fines payable to \$9 or less.

EXTRA RESOURCES

There are many ways to find extra resources to help with your studies. These include searching the:

- [Federation University Library Collection](#). Here you can access online databases, e-books and other repositories from Federation University. You can also search hardcopy books and request that they be sent to you at ATMC Melbourne or Sydney.
- [State Library of Victoria](#). The State Library of Victoria is not a lending library, however, you can go and read books and use the internet.
- [Melbourne Library Service](#). This provides access to all Melbourne libraries (excluding the State Library of Victoria)
- [State Library of NSW](#). The State Library of NSW is not a lending library, however, you can go and read books and use the internet.
- [Sydney Library Service](#). This provides access to all nine City of Sydney libraries.

ONLINE eBook ACCESS

You can access the [Federation University library catalogue online](#). This provides access to eBooks, journal articles to read online and prescribed textbooks.

Federation University Study Resources

As a Federation University student you have access to:

- [FedCite](#). The Federation University referencing tool FedCite provides tips on how to correctly reference and cite your work.
- [Subject Guides](#). These provide subject-specific information and resources to assist you when researching your assignments.
- [Study Skills](#). You can find comprehensive academic learning materials to guide you on your journey as a tertiary student including advice on referencing, writing, reading, managing your time, essay planning and much more.
- [Academic Skills and Knowledge \(ASK\)](#). Comprised of experienced Student Academic Leaders, the ASK team is there to help answer any question you may have during your university studies - from referencing to finding a booklist.
- [Turnitin](#). Federation University uses Turnitin to assess written assignments. It is strongly recommended that you run your assignments through Turnitin prior to submission.
- [Time management](#). A guide to managing your time during study this site has useful tips, tools and information.
- [Student Advocacy](#). A service that helps you navigate the policies, procedures and processes of Federation University and can also help with any other university-based concerns.

IT Services

FEDERATION UNIVERSITY MY STUDENT CENTRE (MYSC)

[mySC](#) is where you go to manage your administrative needs whilst studying a Federation University course. Here you can:

- access your invoices
- enrol in your subjects and
- view your grades.

You will be given access to mySC when you enrol.

EDFIBRE

ATMC uses Edfibre to provide you with information related to your studies and to track your attendance in class.

You will need to have the Edfibre app on your phone before you start your studies, and you need to scan a QR code each time you attend class. If you do not scan the QR code using the Edfibre App you will be marked as having not attended. After two nonattendances in a row, we will give you a call to make sure everything is okay.

The Edfibre App also provides access to:

- your timetable
- your class materials and recordings
- your course specific knowledgebase Q&A (a repository of some of the most commonly asked questions related to your course and their answers)
- the student Support HUB 24X7 and
- the student notice board

Download the Edfibre App



STUDENT EMAIL

As an ATMC and Federation University student you will be provided with your own ATMC and Federation University email. You are required to regularly check both as these are the primary means of communication between ATMC, Federation University and you.

Your ATMC email

You can use your ATMC email account to communicate with lecturers, tutors, and other students.

When you are on-campus your ATMC email address is used for logging in to:

- ATMC computers and,
- campus Wi-Fi.

It is also used to access:

- Office 365 services (Word, Excel, PowerPoint, etc.)
- [MS Teams](#)
- your [Personal Cloud Storage on ATMC OneDrive](#) and
- [ATMC IT helpdesk](#).

To login to your ATMC email go to the [ATMC website](#) select the webmail option located in the footer and login using your account details:

- Username: 30*****@students.atmc.edu.au
- Password: *****

After logging in for the first time you will need to complete your [Multi Factor Identification \(MFA\)](#) set up.

Your Federation University Student Email

Federation University provides each student with an email account. You can use this account to communicate with your Lecturers and other students. You will also receive important student information regarding:

- exams,
- Moodle updates,
- important dates,
- re-enrolment information
- fee invoices.

Treat it as you would a work account, meaning any content you send or receive should be appropriate to the university context.

Your email address will generally look like this: Studentname@students.federation.edu.au

Follow [these steps to access your email](#).

Forwarding your email

To ensure you don't miss important email communications you may choose to [forward emails](#) from the University and/or ATMC to your personal email address (or your ATMC email address).

PRINTING

Each trimester, you are given 70 free pages to use for printing. Any free pages remaining at the end of a trimester will not transfer over to the next trimester.

Printing is provided through the Papercut system and print job can be lodged via [web print](#).

All printing files must be in PDF.

ACCESSING CAMPUS WI-FI

ATMC provides free Wi-Fi to all students on campus.

Step 1: Turn Wi-Fi on, on your device and search for "ATMC Wi-Fi"

Step 2: Enter your ATMC email login details.

Username: 30*****@students.atmc.edu.au

(Enter your ATMC account)

Password: *****

(Enter your ATMC account password)

IT HELPDESK

The [ATMC IT Helpdesk](#) is the fastest way for you to get your IT queries resolved. You can log in using your ATMC email account and raise a ticket.

The [Federation University Helpdesk](#) should be used to log any queries regarding access to Federation University systems such as your Federation University email or Moodle. It can be accessed with your Federation University login.

USING ATMC IT SERVICES

The use of ATMC IT services is governed by the [Acceptable Use of IT Facilities policy](#).

Policies and Procedures

FEDERATION UNIVERSITY POLICIES AND PROCEDURES

ATMC follows Federation University delivery and assessment guidelines, details of which can be found on each subject's [Course Description](#) or by visiting the policies and procedures section of the [Federation University website](#).

Key policies you should make yourself familiar with include:

- [Academic Integrity](#)
- [Plagiarism and Misconduct](#)
- [Supplementary Assessment Procedure](#)
- [Special Consideration](#)

You can find more information on Federation University policies and procedures in the [Federation University Partner Student Handbook](#).

STUDENT SAFETY/CRITICAL INCIDENT MANAGEMENT

As a Federation University student studying at ATMC, your safety is our top priority. Federation University has a dedicated [Critical Incident Management – International Students Procedure](#) which outlines how we manage emergency situations for International Students.

If an emergency, or 'Critical Incident' happens you should:

- avoiding putting yourself in unnecessary danger
- **T: 000** for Police, Fire Service or Ambulance (in Australia only)
- **T: 1300 432 218** for ATMC Student Support from 8.00am to 8.00pm Monday to Friday
- **T:+61386446126** for support from ATMC outside 8.00am to 8.00pm Monday to Friday

GRIEVANCES AND COMPLAINTS

ATMC and Federation University aim to resolve student complaints and concerns in a transparent, consistent, fair and timely manner.

For details view the:

- [Complaints Management Policy and Procedure](#).
- [Student complaints and concerns website](#)

You can contact the ATMC Student Grievance Officer to assist you with your issue by lodging a support request on the [ATMC Hub 24/7](#).

DEFERRAL OR SUSPENSION OF STUDY

You may only defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate or compelling circumstances.

For details refer to the [Suspension or Cancellation of a Students Enrolment \(ESOS Specific\) Procedure](#).

If you wish to apply to defer contact [ATMC Hub 24/7](#).

PRIVACY AND COLLECTION OF INFORMATION

ATMC keeps records of students, including:

- current residential address
- academic performance
- attendance.

Details related to collection, storage and use of personal information can be found in the [ATMC Privacy Policy](#).

Your Rights and Responsibilities

As a Federation University student studying at ATMC you are subject to both the [Federation University](#) and ATMC student Codes of Conduct.

ATMC STUDENT CODE OF CONDUCT

ATMC's Student Code of Conduct applies to all ATMC students across all courses, campuses, and modes of delivery.

The purpose of the Student Code of Conduct is to ensure that you, your fellow students and ATMC staff have a safe and conducive study and work environment.

Classroom conduct

- Classrooms must be left clean at the end of each class session.
- All materials must be treated with care. Students must not vandalise or damage any property. Any damaged items should be reported to ATMC staff.
- Mobile phones are to be turned off during class hours.
- Food and drink are not permitted in classrooms (water is the only exception).

Student responsibilities

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

- Formally notify the college of any absence of greater than three consecutive study days or of any withdrawal from enrolment.

Breaches of conduct

According to ATMC's Student Code of Conduct, a student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the college premises.
- Acts contrary to Equal Opportunity practices of the college, which is committed to the prevention and elimination of discrimination
- Disobeys or disregards any lawful direction given by an officer of the college.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the college.
- Deliberately obstructs any teaching activity, examination or meeting of the college.
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the college in the performance of their duties.
- Wilfully damages or wrongfully deals with any college property.
- Attends the college while under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs, Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses items such as firearms, knives, syringes, etc as a weapon.
- Fails to pay any fee or charge payable to the college by or within the agreed date or period.
- Fails to comply with OH&S regulations or wilfully places another person in a position of risk or danger.
- Fails to consistently and regularly attend scheduled classes and activities.
- Constantly interrupts class time through the use or presence of mobile phones and pagers.
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress.
- Fails to carry out actions or engage in activities agreed with the college to maintain course or academic progress.
- Fails to formally notify the college of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.

Your rights as a student

As an ATMC student you have the right to:

- Be treated fairly and with respect by college staff and other students.
- Learn in an environment free of discrimination and harassment.
- Learn in a supportive and stimulating environment.

- Access counselling and student support services if desired or required.
- Privacy concerning records that contain personal information, subject to statutory requirements and the ATMC and Federation University Privacy Policies.
- Information about assessment procedures at the beginning of your course and progressive results as they become available.
- Lodge a complaint without fear of retaliation or victimisation.
- Have the 'Principles of Natural Justice' applied during any investigation process concerning a breach of the Student Code of Conduct.

Your rights and responsibilities are governed by relevant policies, procedures and legislation including:

- [ITP06 Students IT Policy](#),
- [ITP03 Data Security Policy](#),
- [ITP05 Guidelines for Use of IT Facilities including Email and the Internet](#),
- [MP03 Privacy Policy](#)
- [MP02 Social Media Policy](#),
- [MP04 Social Media Guidelines](#)
- [Federation University Privacy Policy](#)
- [Federation University Use of Computing and Communication Facilities Policy](#)

YOUR STUDENT VISA CONDITIONS

All international students on a student visa must adhere to their student visa conditions. This includes but is not limited to:

- Maintaining satisfactory course progression and attendance for each trimester
- Maintaining Overseas Student Health Cover (OSHC) for the duration of your stay in Australia.
- Working within your [visa requirements](#)
- Informing ATMC of any changes to address or contact details within seven days of the change.

The complete list of condition(s) attached to your student visa is available on the [Department of Home Affairs \(DHA\) website](#).

As an international student you are responsible for ensuring your visa is maintained and that current visa conditions are met. You may not study at ATMC without a valid student visa.

If you need to renew your student visa you should contact the [Department of Home Affairs](#).

THE ESOS (EDUCATIONAL SERVICE FOR OVERSEAS STUDENT) FRAMEWORK

The Australian Government wants Australia to be a safe, enjoyable and rewarding place for you to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and are applied through the [ESOS National Code 2018](#).

Federation University has created an extensive set of [ESOS support documentation](#) to help you understand your rights and responsibilities under the ESOS framework.

RESPONSIBILITIES: STUDENT RIGHTS

Federation University is committed to providing equal opportunity and freedom from discrimination and harassment for all members of the Federation community, and to creating an environment which reflects and values the social and cultural diversity within Federation community and the communities it serves. Student Equity and Inclusion have provided a training course covering materials about student rights and also information about preventing and responding to discrimination and harassment.

[Equal Rights are Your rights](#) – is an online training package for all Federation University students, offered throughout the academic year, designed to assist students to understand their rights and responsibilities in the areas of –

- Equality
- Respectful behaviour
- Preventing and responding to discrimination and harassment
- Consent
- Reporting or disclosing of sexual harm
- And information regarding University and external supports



Living in Australia

COST OF LIVING

To work out what you might spend on living in Australia you can use the [cost of living calculator](#) created by the Australian Government.

WORKING

As an international student you may be able to work while you are in Australia for information about the hours you can work check the [Department of Home Affairs](#) and your visa conditions.

Types of work

International students often find work in retail, hospitality and administration. Tutoring in relevant fields and in your native language is also a good way to earn money.

Finding work

You may find it difficult to find work in Australia, as you will be joining the general Australian population in your search. You should not rely on income from employment when budgeting to pay for living expenses. There are many ways to search for a job in Australia, such as local newspapers, campus job boards and online via job search sites or LinkedIn.

The leading online job search websites are:

- [Seek](#)
- [JobSearch](#)
- [Indeed](#)

If you need help finding a job Skills Road is a government initiative that offers advice related to applying for jobs and resume writing.

Taxes & Tax File Number (TFN)

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

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

For more information visit:

- their [website](#) or,
- **T: 13 28 61** (8.00 - 18.00 Monday to Friday) or
- **T: 13 14 50** for the ATO translating and interpreter service.

Fair Work Ombudsman

The Fair Work Ombudsman provides information and advice about your workplace rights and obligations. For information check out their:

- [Website](#)
- [Facebook](#)

- [Twitter](#)
- [YouTube](#)
- [Subscribe to email updates](#)

BANKING

Opening an Australian bank account allows you easy access to your money. There is a wide choice of banking options. The financial institution you choose will generally allow you to operate your bank account from almost anywhere in Australia.

Opening an account

To open a bank account in Australia, you will need to provide the following:

- your Confirmation of Enrolment (CoE)
- your passport and other forms of identification (these vary depending on the banking institution)
- a letter of offer from your education provider
- your Australian Tax File Number (TFN), available from the Australian Tax Office (ATO)

Student accounts

Some banks offer special student accounts with no or low fees, so ask about this option. You will need your student ID card to prove you are a student and to access the benefits offered by a student bank account. For a comparison of bank accounts throughout Australia [click here](#).

EFTPOS (Electronic Funds Transfer at Point of Sale)

Most Australian businesses and institutions accept payment through EFTPOS. Typically, paying by EFTPOS will not incur a fee, although it is common for businesses to specify a minimum spend, (often \$10), before they'll accept payment by EFTPOS.

Since the beginning of COVID-19 some retailers will only accept payment using EFTPOS.

ATMs (Automatic Teller Machines)

ATMs are available in most public places. Some ATMs will charge a withdrawal fee for non-customers, but many banks will allow non-customers to use their ATMs free of charge.

Please remember to cover your passcode with your free hand when withdrawing money.

Internet banking

Most banks allow customers to access their account via the internet.

Opening hours

Banks are not open on Sundays and have reduced hours on Saturdays. Banks typically operate from 9.00 – 16.00 Monday to Friday, but you will need to check with your bank and branch for specific details.

Australian banks

The following are some of the main financial institutions in Australia:

- [National Australia Bank](#)
- [ANZ](#)

- [Commonwealth Bank](#)
- [Westpac Bank](#)
- [St George Bank](#)
- [Great Southern Bank](#)
- [Bendigo Bank](#)

TRANSPORT

Myki and Opal cards

Public transport systems in Sydney and Melbourne are extensive and highly accessible. Travellers must have a valid ticket to use public transport.

The public transport systems in both cities use electronic travel cards – Myki (Melbourne) and Opal (Sydney). These cards allow use of all main forms of transport, including metropolitan and regional rail, light rail, bus, tram and ferry services. Cards can be purchased from transport stations, convenience stores and vending machines located throughout the CBD and suburbs.

Fines are payable for travellers in Victoria and New South Wales who use the public transport system without a valid ticket.

For more information visit:

- [Public Transport Victoria](#) or,
- [Transport NSW](#)

Driving

As a temporary visa-holder you:

- can use your overseas licence for a short period (6 months in Victoria, 3 months in NSW) after which you will need to get a state-based licence
- will need an English translation of your licence or an international driving permit (if your licence is not in English).

For more information visit:

- [NSW Government](#)
- [Victoria Government](#)

MOBILE/CELL PHONES

Australian telecommunications providers offer a wide range of services, which provide a mobile phone within the cost of using that service. There are many differences to the services provided. Make sure you understand what deal you are accepting before signing a contract with a provider.

For a comparison of mobile phone plans in Australia [click here](#).

Services in Australia

EMERGENCY SERVICES

Contact emergency services in all situations that are life-threatening, property-threatening, or time-sensitive situations.

A time sensitive emergency is a medical condition where fast treatment can make a difference in the eventual outcome for a person. Conditions such as **heart attacks, strokes, and severe trauma** are considered time-sensitive medical emergencies.

Call 000 if

- Someone is seriously injured or in need of urgent medical help
- Your life or property is being threatened
- You have just witnessed a serious accident or crime.

When calling 000

- Choose whether you want police, fire, or an ambulance
- Stay calm, do not shout, speak slowly and clearly
- Tell the operator exactly where the emergency services should go; give an address or location.
- Triple zero (000) cannot be contacted via SMS / text message. Calls to 000 are free.

Crime stoppers

T: 1800 333 000 if you:

- See any suspicious or unusual activity
- Know of someone committing a criminal offence
- Have knowledge of an unsolved crime or any planning for a crime in the future
- Have information about people wanted by Police.

STATE EMERGENCY SERVICES

For emergency help in floods, storms and tsunami, call State Emergency Services.

NSW State Emergency Services (SES)

- T: 132 500 Available 24/7

Victorian State Emergency Services

- Flood, Storm, Tsunami and Earthquake Emergency **T:132 500**
- Vic Emergency **T:1800 226 226**

MEDICAL SERVICES

Use the following guide to help determine how you should respond to a medical situation.

Use self-care

- Hangover
- Grazed knee

Visit a local pharmacy or General Practitioner (GP)

- Headache
- Diarrhea
- Vomiting
- Infection
- Stomach-ache

Call Healthdirect Australia

- Unwell
- Flu symptoms
- Unsure where medical attention is needed
- Health advice needed

Call 000 or visit a Hospital Emergency Department

- Head injury
- Severe blood loss
- Chest pain and breathing problems

Healthdirect Australia

Use the [Healthdirect website](#) to find a health service near you.

T: 1800 022 222 when you are unsure of how to deal with an injury or illness.

Registered nurses will provide advice on whether you should see a local GP, manage the condition at home or go to an emergency department.

COVID-19 testing

Testing is recommended if you have a fever, cough, sore throat or shortness of breath, loss of smell and taste.

For information on the nearest testing centres visit:

- [NSW Health NSW](#)
- [Victorian Government](#)

General Practitioners (GP's)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC.

You will normally need to make an appointment to see a GP and they are generally available for appointments between 8.00 – 17.00, although these times tend to vary on Saturdays and Sundays. To book an appointment call the associated number and select a doctor and time for a consultation.

If you have flu-like symptoms or suspect you may have COVID-19, please call your doctor before your appointment and let them know. You may be referred to a testing centre or booked for an online appointment.

Some medical centres 'bulk bill', meaning the consultation is largely covered and will only incur a small fee. For non-bulk billing doctors, you may be able to claim part of your fee back from your Overseas Student Health Cover (OSHC). The conditions vary depending on what doctor is consulted and why, as well as with each insurance policy. To find a Dr that takes BUPA insurance [click here](#).

Hospital

If you are unable to see a doctor and have a health emergency, you can either call 000 or locate the nearest Hospital Emergency Department. Just remember, Emergency Departments are for Emergencies, and there are often long waiting times.

Poison Information Centre

Contact the Poisons Information Centre for advice on how to manage, assess and treat poisoning from plant and animal venom, non-prescription pharmaceuticals and household and industrial chemicals.

The centre is open 24/7

- **T:131 126.**

COUNSELLING SERVICES

Beyond Blue

Beyond Blue provides services specifically targeted to boost mental wellbeing. They provide 24/7 call and chat services with trained mental health professionals to guide people through times of crises and direct them to further support.

- **T: 1300 22 4636**
- [Website](#)

Lifeline

Lifeline is a national charity that provides crisis support, suicide prevention and mental health services across Australia. Some of the reasons people will request help from Lifeline are due to stresses from work, family, or society, as well as for assistance with their physical and mental wellbeing.

Lifeline offers 24//7 support services by phone as well as through their website.

- **T:13 11 14** (free calls from mobile phone)
- [Website](#)

OTHER USEFUL SERVICES

Scamwatch

Scamwatch is run by the Australian Competition and Consumer Commission (ACCC). It provides information on how to recognise, avoid and report scams.

Federation University also provides information on how to avoid scams and what to do if you suspect you have been scammed.

NSW Fair Trading

NSW Fair Trading is a government run service that provides information on your rights and responsibilities and the owners or businesses rights and responsibilities in areas including:

- renting and,
- buying goods and services

Consumer Affairs Victoria

Consumer Affairs Victoria is a government run service that provides information on your rights and responsibilities and the owners or businesses rights and responsibilities in areas including:

- renting and,
- buying goods and services

NSW Rape Crisis Counselling Service

Anyone who has experienced or is at risk of sexual violence, family or domestic violence and any non-offending supporters can contact NSW Rape Crisis.

Telephone and online counselling is available 24/7

- **T: 1800 424 017**

Sexual Assault Services Victoria

Anyone who has experienced or is at risk of sexual violence, family or domestic violence and any non-offending supporters can contact Sexual Assault Services Victoria or the Sexual Assault Crisis Line which is available 24/7.

- **T: 1800 806 292**

The Salvation Army

The Salvation Army is a charity that provides services including:

- addiction recovery,
- emergency and disaster recovery services,
- Employment Plus,
- homelessness accommodation,
- legal advice and,
- youth services.

St Vincent de Paul Society

St Vincent de Paul Society is charity that assists with:

- addiction,
- disability services,
- disaster recovery,
- domestic and family violence,
- emergency housing and homelessness support,
- finances,
- food,
- health and wellbeing and,
- resettling in Australia.

E: vinnies@vinnies.org.au

Emergency food assistance

Study NSW and the Victorian Government have put together a list of resources for international students who may need food assistance during times of crisis including ill health.

- [Study NSW](#)
- [Victorian Government](#)

Providing Feedback

At ATMC we are committed to quality continuous improvement. This can only be achieved with your help. As such, throughout your course you receive:

- feedback forms from ATMC,
- Federation University Student Evaluation of Courses forms,
- general feedback requests and
- Student Services feedback requests.

This gives you the chance to provide feedback and ATMC and Federation University an opportunity to fine-tune the course and services offered to ensure your needs are being met.

You may occasionally receive a telephone call from an ATMC staff member asking a few quality related questions regarding your studies. ATMC encourages you to be as honest as possible during all feedback so that we can make your study experience first-rate.

You are also able to provide feedback through SELT (Student Evaluations of Learning and Teaching) surveys conducted by Federation University. These surveys allow you to give your input into the further improvement of courses and lecturers.

Paying Your Fees

After you enrol, you are issued with an invoice via the Federation University My Student Centre. Your invoice can be accessed by selecting 'Campus Finances', then clicking 'Online Invoices'.

The invoice will specify a 'Due Date' by which the semester fee charges must be paid in full.

To protect yourself against scams it is important that you only follow information related to payment of fees provided through official Federation University channels.

Making a payment

Before making an online payment, you will need:

- Access to a printer
- Student ID number
- International offer of acceptance agreement; or student fee invoice

Details of how to make a payment are included on the invoice you receive.

[For a sample of the invoice click here.](#)

More Information

Study In Australia

Study in Australia is the official Australian Government website for international students.

You can connect with Study in Australia via:

[Website](#)

[Facebook](#)

[Twitter](#)

[Instagram](#)

[YouTube](#)

Study NSW

The NSW Government created [Study NSW](#) to improve the quality of the international student experience while in the State and to recognise the contributions international students make to our communities.

You will find information on support and opportunities available for international students living in NSW on the 'Welcome Desk' page of the Study NSW website.

Study Melbourne

[Study Melbourne](#) is a Victorian Government initiative providing support and information to this state's community of international students, helping them have the best possible study experience.

Study Melbourne offers a year-round program of free events and confidential support services as well as information and contacts to help you enjoy living and studying in Victoria.

Connect With Us!

[Facebook](#)

[Instagram](#)

[LinkedIn](#)

[YouTube](#)



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