

INTERNATIONAL STUDENT HANDBOOK



Melbourne
Metropolitan
College

RTO 40860 | CRICOS 03783F

MELBOURNE METROPOLITAN COLLEGE



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1. Welcome Message from the CEO

Welcome to **Melbourne Metropolitan College**

Thank you for considering Melbourne Metropolitan College as your preferred training provider to undertake the course of your choice. Melbourne Metropolitan College is one of the leading Vocational Education providers in Australia. We offer our students high-quality training and assessment to attain their learning goals.

Our college was established in 2015 as a Registered Training Organisation (RTO), approved by the Australian Skills Quality Authority (ASQA) in Australia.



HEMI HOSSAIN

We, at Melbourne Metropolitan College, are committed to providing support & ensuring your safety and welfare while you study with us. We have experienced staff and trainers, who are dedicated to providing you with the highest quality training and provision from the commencement of your course through to the completion of your studies.

This handbook provides you with useful information about student life in Australia. Please familiarise yourself with the contents of this handbook & the information given so you can settle quickly & make the most of your study life with us.

We hope that you will participate actively in your study life with Melbourne Metropolitan College. We are confident that you will make many new friends and enhance your personal and professional network. We look forward to assisting you in your academic success

On behalf of the whole team at Melbourne Metropolitan College, we would like to extend our warmest welcome to you as a student on your journey for studying with us.



2. Introduction

Why Study in **Australia**

Australia is known around the globe as one of the world's most welcoming and culturally diverse countries in the world. Australia is an excellent choice for international students looking for quality education and a unique cultural experience.

Australia is known for its beautiful landscapes, stunning beaches, and unique wildlife. It provides our students with an opportunity to explore the country's natural beauty and experience a different way of life. Australia is a multicultural society, with a diverse population that welcomes people from all over the world. International students at our college will have the opportunity to learn from different cultures, make new friends, and expand their horizons.

Australia is a safe and supportive country. Australia offers international students an excellent education system, a safe and supportive environment, a multicultural environment, a beautiful country, & an experience to broaden their horizons.

Melbourne

Melbourne has been voted one of the world's most livable cities. Melbourne is the capital of Victoria and is known for its rich culture, architecture, sports, and food. Melbourne is often referred to as the food capital of Australia with its wide range of culinary offerings. It's known for its vibrant street art scene and culture scene. Melbourne is known as a very multicultural city with over 140 different cultures represented. It's also known for its coffee, fashion, and education.



Gold Coast

Gold Coast is a city located in Queensland. It's known for its beautiful beaches, home to theme parks such as Dreamworld, Sea World, and also has a vibrant nightlife. Surfers Paradise, the Gold Coasts' most famous beach, is a popular destination for surfers and international students alike. It is known for its long sandy beaches, high-rise buildings, and inland hiking trails across Lamington National Park's mountain ridges and valleys. It is home to rare birds and rainforests.



Adelaide

Adelaide is the capital of South Australia and is known for its natural beauty, wine regions, and cultural events. Often Adelaide is referred to as the city of churches with over 700 places to worship throughout the city. Adelaide is known for its cultural diversity with a range of festivals and events celebrating the city's multicultural population. It's a very safe, clean, and very affordable city to live in. It has lots of sporting events, wine regions, education, and food. The climate is much like the Mediterranean climate with hot dry summers & cool winters.





Why MMC

Melbourne Metropolitan College is a Registered Training Organisation (RTO) accredited by the Australia Skills Quality Authority (ASQA). The courses we deliver are recognized in Australia & taught in line with Australian standards.

Melbourne Metropolitan College has a team of highly enthusiastic professionals & our team provides the highest quality of education & continuous support throughout your student journey with us in Australia.

MMC is different from other college providers. Our facilities cater to our student's individual needs. Our courses are delivered by highly qualified & experienced industry professionals, who are passionate about the courses they provide & assist our students with all their academic needs. Our educators build & bond with our students & allow them to study in a comfortable, welcoming, & very highly motivated environment.



What **MMC** Offers You



Fully equipped training facilities
on all our campuses



Campus locations on offer are
Melbourne, Adelaide & Gold Coast



Free WI-FI



Dedicated Student Support team



Classrooms & Physical IT labs

We understand better than most that throughout your student journey in Australia, you may face a variety of personal & professional challenges, we are always here to assist you & help you face them. Our goal at MMC is to make you feel welcomed and supported.



Our Locations

Melbourne campus is located at Level 8, 190 -Queen Street, Melbourne VIC 3000

Gold Coast campus is located at Level 1, 9 Bay Street, Southport QLD 4215.

Adelaide campus is located at Level 4 East, Suite 1, 50 Grenfell Street, Adelaide SA 5000



Melbourne Campus

Level 8, 190 -Queen Street, Melbourne VIC 3000



Gold Coast Campus

Level 1, 9 Bay Street, Southport QLD 4215



Adelaide Campus

Level 4 East, Suite 1, 50 Grenfell Street, Adelaide SA 5000



 MELBOURNE



 GOLD COAST



 ADELAIDE



Operating Hours & Campus Details

All our campuses are open on weekdays (excluding public holidays and Christmas holiday periods) Our reception operates Monday to Friday from 9 am to 5 pm. If you require support outside of these hours, please speak with your trainer or send an email to support@mmc.edu.au

You will be notified of the exact dates the campus will be closed via email, text messages, & notices at the campuses.

Campus Facilities

Our campuses are located within walking distance of public transport. Each campus is modern with well-equipped classrooms.

In our common areas students will have access to:

- A kitchenette with refrigerators and microwaves.
- Tea and coffee-making facilities.
- A student lounge with recreational and seating areas.
- Computer lab with the latest technology.
- High-speed broadband and WI-FI connectivity.
- Fast and modern printing and photocopying facilities.
- Physical IT Labs.

All of our students are encouraged to use our facilities for quiet self-study.

MMC offers printing and photocopying services to students. The following charges may apply A\$- \$0.10 per single-sided B&W page, \$0.25 – per color page.

Please note the refrigerators are emptied on a monthly basis, any item left when this happens will be binned.



Our MMC Team

Our team is a combination of industry professionals with sound knowledge and exceptional skills. All our staff come from a diverse industry backgrounds and know their fields so they can share this knowledge with our students.

Our trainers are passionate and enthusiastic, always engaging and interacting with our students. They design their sessions to be engaging, interactive, and enjoyable for our students. Our Trainers are more than happy to assist each student with their professional and personal development as well as offer mentoring and academic advice.

3. Living In Australia

Your Health Matters

Overseas Student Health Cover (OSHC)

All international students are required by the Australian Government to take out health coverage. The Overseas Student Health Cover (OSHC) provides international students with free public hospital care for non-elective treatment and an 85% rebate of the standard doctor's fees.

All students in Australia must have Overseas Student Health Cover (OSHC) to cover the entire period of their stay. It is essential for you to maintain the OSHC for the duration of your student visa. Please ensure you carry it on you at all times. Your OSHC will cover visits to a General Practitioner (GP) or a Specialist, hospital stay, and ambulance services. For any health issues, unless it is an emergency, the first point of contact is a GP. They will be able to advise you on treatment for common illnesses, as well as refer you to a Specialist and issue you with a Medical Certificate if you require one.

Emergency

In an emergency, you should dial 000 for police, ambulance, or fire brigade. If you feel you can't wait and require immediate medical assistance, please dial 000 and request an Ambulance.





Hospitals

Please note OSHC does not generally cover private hospitals or specialist doctors, find the hospital nearest to where you are living now and write down the details for reference when required.

If you need to go to the hospital for non-emergency or elective surgery, call your OSHC provider and check that your policy will cover the charges. You may also need to check with your OSHC provider that you are using the nearest agreed hospital. Call the hospital and confirm that they accept patients with OSHC cards.

Following is the Link to Major Hospitals in Each

VIC: The Royal Melbourne Hospital <https://www.thermh.org.au>

SA: Royal Adelaide Hospital <https://www.rah.sa.gov.au>

QLD: Gold Coast University Hospital <https://www.goldcoast.health.qld.gov.au/hospitals-and-centres/-gold-coast-university-hospital>

Pharmacy Links:

Chemist Warehouse <https://www.chemistwarehouse.com.au>

My Chemist <https://www.mychemist.com.au>

Priceline <https://www.priceline.com.au>

Pharmasave <https://www.pharmasave.com.au>

Super Pharmacy <https://www.superpharmacy.com.au>

[ice-springs-hospital](#)

Mental Health

Your mental health is just as important as your physical health. Your mental health has a chance of affecting your studies if left unaddressed for too long. Feelings of despair and depression are common symptoms and may be a result of culture shock. It is important to remember that these feelings are temporary and there is help and support for you. You'll find that engaging in social activities and regular exercise are great ways to overcome this.





Other Useful Links:

If you are experiencing a life crisis and require immediate counseling and support, please call the Lifeline 13 11 14 or visit their website: <https://www.lifeline.org.au>

For drug and alcohol counseling, please refer to: <https://www.directline.org.au>

To report child abuse: <https://www.services.dhhs.vic.gov.au/reporting-child-abuse>

To report family violence: <https://www.dvrcv.org.au>

4. Working While You Study

Students studying in Australia have been granted by the government of Australia the ability to work for up to 48 hours a fortnight on a casual basis and part-time basis during their full-time study and full-time during holiday periods. Please refer to link to know more about your 'Work in Australia' <https://www.studyaustralia.gov.au/en/work-in-australia>

Family members can also work up to 48 hours a fortnight throughout the year. Students and their family members must not undertake work until the student has commenced their course of study in Australia.

It is illegal to work for cash in Australia. You are required to have a TFN (Tax File Number) to be paid.

The minimum hourly rate in Australia is AUD \$24.10. It is essential for you to get an ABN (Australian Business Number) to work as a contractor and/or operate your own business.

Your working rights are governed by Australian Law and Industry Unions.

With any complaints or issues, you can approach the Student Ombudsman, Fair Work Ombudsman,



Some Useful Links for Working in Australia:

www.ato.gov.au

www.fairwork.gov.au

www.cisa.edu.au

www.ombudsman.gov.au/making-a-complaint/overseas-students

www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students

Banking

Opening an Australian bank account is easy for overseas students, provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address, and they'll open the account and send you a bank card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate, or an international driving license with a photo. You can use your overseas debit or credit card to pay for services, however, to avoid issues with currency conversion, we recommend opening an account with a local bank.

Local Banks:

Bank of Melbourne www.bankofmelbourne.com.au

Commonwealth Bank of Australia (CBA) www.commbank.com.au

National Australia Bank (NAB) www.nab.com.au

Australia and New Zealand Banking Group (ANZ) www.anz.com.au

Bendigo Bank www.bendigobank.com.au

Westpac www.westpac.com.au

Currency & Money Exchange

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50, and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay. Changing foreign currency or Travelers Cheque is usually not a problem at banks or at licensed money-changers, such as Travelex or Amex.



Taxes & Refunds

All workers in Australia are required to pay taxes (even if they are on a Student Visa). For information on tax rates, please visit the official website of the Australian Taxation Office <https://www.ato.gov.au/Rates/Individualincometaxrates>. Usually, if you are employed on a TFN, your employer looks after your taxes. However, with an ABN you are required to pay taxes yourself. You are required to lodge your tax declaration regardless of your income. The financial year in Australia starts on 1st July. You are required to submit your tax declaration from 1st July to 30th June which is the financial year. Your employer does not submit the declaration for you, it is strictly your responsibility. A tax accountant can assist you, however, the cost for their services starts at 100 AUD. Any overpaid tax will be returned to you after your declaration is processed. You can claim some of your expenditure, such as equipment used for work purposes.

Goods and Services Tax (GST)

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services –accommodation, eating out, transport, books, furniture, clothing, etc. <https://www.ato.gov.au/Business/GST/>. However, there are exceptions, such as basic foods (milk, bread, fruits, and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents. If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or visit the website <https://www.customs.gov.au>

Superannuation

Superannuation, or 'super', is money put aside by your employer over your working life for you to live on when you retire from work. Super is important for you, because the more you save, the more money you will have for your retirement. If your income exceeds AUD \$450 per calendar month, you are eligible for Superannuation payments. This applies whether you work casual, part-time, or full-time hours, and if you are a temporary resident. You may also be eligible if you are a contractor who is paid primarily for labor, even if you have an Australian business number (ABN).



Following is the list of some super fund providers in Australia:

www.australiansuper.com

www.hostplus.com.au

www.unisuper.com.au

www.cbussuper.com.au

If you decide to leave Australia, you can withdraw all the funds that you have received in Superannuation. For more information, please refer to the Australian Taxation Office website:

<https://www.ato.gov.au/Individuals/Super>

Accommodation

There are many options for accommodation in Australia, you can find a place that suits you and your budget.

Homestay

Australian Homestay Network (AHN) provides students with homestay experiences in Australia, ensuring that the guests have an Australian family experience. Every family is different, so it might take you a while to settle in and get used to your new home. Be patient, accepting, and try to have a sense of humor, even if you are tired or homesick. Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden, or do the laundry. Usually, every family member is expected to help with jobs around the house, like cleaning, cooking, shopping, and tidying.

Rental Accommodation

Rental accommodation in Australia varies from one-bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start your studies to allow yourself time to find accommodation, settle in, and attend orientation at your institution. Your institution can help you find rental accommodation, or show you how to search for it independently. If you are renting, you should think about the size of the property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent “furnished” or “unfurnished”. Renting an unfurnished place is cheaper, but you will need to provide your own furniture. You may decide it is easier to look for an existing shared house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, as we are able to help you find other students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements; however, we can help you if you are having difficulty finding a suitable option. Australia is experiencing high population growth, generating high demand for housing. This housing boom has increased house prices and rents, as well as the availability of all types of housing. Some accommodation options include but are not limited to:

Hostels and Backpacker Accommodation – Approximately AUD \$200 per week

Shared Accommodation – Approximately AUD \$250 - AUD \$350 per week

Rental Accommodation – AUD \$400- AUD \$450 & more per week for a 1-bedroom studio in the inner-city suburbs.

For information on accommodation, you can visit:

Student Accommodation <https://www.student.com/au>

Flatmates <https://flatmates.com.au/>

Urbanest <https://urbanest.com.au/>

UniLodge <https://www.unilodge.com.au/>

Campus Living Villages <https://campuslivingvillages.com/australia>

Real Estate <https://www.realestate.com.au/>

Domain <https://www.domain.com.au>

Home To Go <https://www.hometogo.com.au/>

Backpacker Hostels <https://www.tripadvisor.com.au/Hotels>

Airbnb <https://www.airbnb.com.au/>

Other Living Expenses

- Groceries and eating out - AUD \$140 to AUD \$280 per week
- Gas, electricity - AUD \$10 to AUD \$20 per week
- Phone and Internet - AUD \$15 to AUD \$30 per week
- Public transport - AUD \$30 to AUD \$60 per week
- Car (after purchase) - AUD \$150 to AUD \$260 per week
- Entertainment - AUD \$80 to AUD \$150 per week





Minimum Cost of Living

The Department of Home Affairs (DHA) has financial requirements you must meet to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- You - AUD \$21,041
- Your partner - AUD \$7,362
- The cost of education for a dependent child is an additional cost to people on a student visa. You need to consider this in your expenses before you come to Australia.

Utilities

Students will need to make their own arrangements for Utilities; however, we can help you if you are having difficulty finding a suitable option.

Electricity and Gas:

Energy Australia <https://www.energyaustralia.com.au>

AGL <https://www.agl.com.au>

Origin Energy <https://www.originenergy.com.au>

Simply Energy <https://www.simplyenergy.com.au>

Alinta Energy <http://www.alintaenergy.com.au>

Water: Please check your local area





Internet & Mobile:

Optus <http://www.optus.com.au/>

Vodafone <https://www.vodafone.com.au/>

Telstra <https://www.telstra.com.au/>

Transportation

Transport options available in Australia include buses, trains, trams, and ferries, while you can also drive yourself. Your access to these transport services will vary depending on where you live.

Transport to Our Campuses:

Melbourne: <https://www.ptv.vic.gov.au/journey>

Gold Coast: <https://translink.com.au/>

Adelaide: <https://www.adelaidemetro.com.au/plan-a-trip/plan-my-journey>

Myki Travel Card (Melbourne)

Myki is Melbourne's ticket to travel on the city's trains, trams, and buses. It's a plastic smartcard with a stored value that can be topped up and re-used again. Simply top up before your journey and touch on and touch off at a Myki reader as you travel. You can buy and top up your Myki at all 7-Eleven stores, the ticket office window at Premium Stations and staffed Myki-enabled V/Line stations, from a Myki machine (full fare Myki cards only) located at all train stations and major tram and bus interchanges, online, and by calling 1800 800 007.

When traveling entirely in the Free Tram Zone, you don't need to touch on or carry a Myki card. Register your Myki so your balance is protected in case your Myki is lost or stolen. When you buy a registered Myki online or from the call Centre, you can choose to print your name on it.

For information about the benefits of registering your myki, see Registering your Myki. If you buy a Myki online or by calling 1800 800 007, you will need to provide your postal details so the Myki can be sent to you. You will be penalized and fined if you travel without a validated Myki. More information about Myki Cards can be found on the Public Transport Victoria (PTV) website

<https://www.ptv.vic.gov.au/>





Metro CARD (Adelaide)

MetroCARD is an electronic smart card and is the best option for frequent public transport users as it offers cheaper travel than Single trip or day trip tickets. It is safe and convenient, offering handy features when you register your MetroCard such as balance and transaction details protection if your card is lost or stolen Auto-recharge option so you never run out of credit. Getting a MetroCard is easy. You can buy a MetroCard and add a minimum starting balance to it at many locations across metropolitan Adelaide. A card fee applies to the purchase of regular MetroCARD excluding Seniors Cards. When you buy a MetroCard, you can use your card immediately. You can buy your MetroCard online and your MetroCard will be posted to you within 7-10 business days. When traveling on any Adelaide Metro bus, train, or tram, a fine may apply if you travel without validating your MetroCard or ticket each time you board any of the services or enter/ exit applicable barrier gates.

Gold Coast

The Gold Coast is a prominent coastal city located in the southeastern corner of Queensland, Australia. Renowned for its stunning beaches, vibrant nightlife, and an array of theme parks, the Gold Coast is a top destination for international students from all over the world.

Surfers Paradise; a bustling district with a skyline of high-rise buildings; a wealth of shops, restaurants, and entertainment options– Gold Coast offers the very best of them all. In addition, the Gold Coast is home to several major theme parks including Dreamworld, Sea World, and Warner Bros. Movie World, which provides a wide range of family-friendly attractions.

Check this link for timetables and maps:

https://moovitapp.com/index/en-gb/public_transportation-lines-Alice_Springs-3777-858788

<https://nt.gov.au/driving/public-transport-cycling/public-buses/alice-springs-timetables-and-maps>

Other links:

Buy a car www.carsales.com.au

Rent a car www.budget.com.au

Apply for an Australian driving license:

<https://www.vicroads.vic.gov.au> (VICTORIA)

<https://www.tmr.qld.gov.au> (QUEENSLAND)

<https://www.mylicence.sa.gov.au> (SOUTH AUSTRALIA)





Weather in Australia

Australia can be divided into three main climate zones – arid (hot and dry), tropical (hot and wet), and temperate (cool). There are seven distinct climate regions: equatorial, tropical savanna, humid subtropical, Mediterranean, hot desert, semiarid, and oceanic climates. The very center of Australia is extremely hot and dry with a desert climate.

Melbourne

Melbourne is well-known for its changeable weather conditions and has a reputation for having “four seasons in one day”. We recommend always carrying an umbrella and a warm jacket in Melbourne, even if the weather forecast is pleasant. Melbourne’s unpredictable weather is due to its location, between the southerly Arctic and the northerly dry and hot desert winds.

Victoria has a mild, temperate climate with summers that are warm, autumns that are moderate, winters that are cool, and springs that are sunny. Melbourne has clean air quality and doesn't suffer from high levels of air pollution.

Adelaide

Adelaide has a Mediterranean climate with warm to hot dry summers and cool to mild winters. Winters may be rainy with an average of around 80 millimeters of rain and hail are quite frequent. It has an average temperature of 26 to 29 Celsius in summer and 11 to 15 Celsius in winter.

Gold Coast

Gold Coast has a sub-tropical climate with around 300 days of sunshine per year with temperatures ranging between 21-30 Celsius in summer and a very pleasant 12-22 Celsius in winter. Gold Coast has an average annual rainfall of approximately 184 millimeters.



Seasons in Australia

SUMMER December – February

AUTUMN March-May

WINTER June – August

SPRING September – November



Time Zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. This may be a little confusing so if you plan to travel around October and May, be sure to double-check the times of departure and if daylight savings affects you.

TIME ZONES Australian eastern standard time (AEST) Greenwich time minus 10 hours: Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria

Central standard time (CST) AEST minus 30 mins: South Australia, Northern Territory

Western standard time (WST) AEST minus 2 hours: Western Australia

Australian daylight-saving time (ADST) AEST plus 1 hour: End of October – End of May. Daylight Savings is only applicable to the following states: Australian Capital Territory, Queensland, South Australia, Tasmania, Victoria

Cost of Living in Australia

Commencing a life in Australia can be challenging but our Student Services team is here to assist you with settling in. The standard of living in Australia is amongst the highest in the world. Living expenses and tuition costs are considerably lower in Australia than they are in the United States and the United Kingdom. International students are able to work part-time while they study.



Our Courses

Melbourne Metropolitan College (MMC) delivers nationally recognized qualifications for further education. You will have a chance to develop useful employment skills through our vocational education and training programs (VET).

List of our Courses

Course Code	Courses	Duration
INFORMATION TECHNOLOGY		
ICT50220	Diploma of Information Technology (Cybersecurity)	78 Weeks
ICT60220	Advanced Diploma of Information Technology (Cybersecurity)	104 Weeks
ICT60220	Diploma of Information Technology (Telecommunications Network Engineering)	78 Weeks
ICT60220	Advanced Diploma of Information Technology (Telecommunications Network Engineering)	104 Weeks
BUSINESS, LEADERSHIP & MANAGEMENT		
BSB40120	Certificate IV in Business	52 Weeks
BSB50120	Diploma of Business	52 Weeks
BSB40520	Certificate IV in Leadership and Management	52 Weeks
BSB50420	Diploma of Leadership and Management	52 Weeks
BSB60120	Advanced Diploma of Leadership and Management	52 Weeks
BSB80120	Graduate Diploma of Management (Learning)	52 Weeks
AUTOMOTIVE		
AUR30620	Certificate III in Light Vehicle Mechanical Technology	52 Weeks
AUR40216	Certificate IV in Automotive Mechanical Diagnosis	26 Weeks
AUR50216	Diploma of Automotive Technology	26 Weeks
CIVIL CONSTRUCTION		
RII50420	Diploma of Civil Construction Management	52 Weeks
RII60520	Advanced Diploma of Civil Construction Design	104 Weeks

Admissions & Enrolment

Melbourne Metropolitan College accepts applications from all students who meet the entry requirements published in the International Prospectus. Applications are accepted on a first come first served basis; if a course is full, you will be offered a place in a course starting at a later date. To enroll in any course at MMC, you have to fill out an Application Form either online or with the agent and submit it with a photocopy of your passport (validity of the passport must be a minimum of 1 year during application). Also, submit your English proficiency test score (IELTS/PTE/TOEFL/CAE). For more information visit: <https://mmc.edu.au/forms-and-policies/>

Course Entry Requirements

Students Must be at least 18 years old

Previous education should be equivalent to:

Australian Year 10 qualification for Certificate III, Certificate IV; Diploma Courses.

Australian Year 12 qualification for Diploma, Advanced Diploma and Graduate Diploma courses.

An English Test:

IELTS - overall score of 6.0 to 6.5

Some courses have additional requirements, please check course-specific entry requirements for further details. For more information please visit the link: <https://www.studyaustralia.gov.au/en/tools-and-resources/news/english-language-requirements-changes>

Department of Home Affairs may have additional Country Specific Entry Requirements

Refer to our course prospectus for further details regarding each course.

For more information visit: <https://mmc.edu.au/forms-and-policies/>

Intake Dates and Fees

We have regular intake dates depending on the course you would like to enroll in. Please speak to a student support personnel or your agent to find out the intake date for the relevant course.

Refer to our course prospectus for further details regarding fees for each course.



Course Fees, Payments and Refunds

Melbourne Metropolitan College accepts payment of course tuition fees for the term on enrolment. Further payments are made prior to the commencement of each term. You may choose to pay full fees if you wish to, however you are not required to pay more than 50 percent up front.

This refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Agreement Contract and link to the policy is found on our website: <https://mmc.edu.au/forms-and-policies/> procedures. For more information visit: <https://mmc.edu.au/forms-and-policies/>

Orientation

An orientation program is organised for all our international students. As a new student at Melbourne Metropolitan College, you will receive an email from Melbourne Metropolitan College approximately one week prior to your commencement date welcoming you.

You will be expected to arrive at 11 am on Orientation Day and at 9:00 am on regular class days. On Orientation Day, you should bring a copy of your current address, a pen and some writing paper, and your laptop.

On Orientation Day you will be introduced to College staff and shown around the Melbourne Metropolitan College facilities. You will also be provided with detailed information about Melbourne Metropolitan College, your course, your rights and responsibilities, and other important information about your enrolment at Melbourne Metropolitan College first day.

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Student Identification Card

The cost of a student ID card is \$20. To obtain the student ID card, it is mandatory to fill out a form given in MMC information sheet. The form will require accurate personal information such as full name, student ID number, and contact details. Follow the instructions provided on the website to complete and submit the form. This student ID card can give you great student discounts! If you lose your ID card, you will need to pay a replacement fee.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

This is a link to the ESOS Framework:

<https://www.legislation.gov.au/Details/F2017L01182>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below. As a Registered Training Organisation (RTO: 40860) and CRICOS Education Provider (CRICOS: 03783F) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners and education agents where applicable. As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Unique Student Identifier (USI) Number

A unique Student Identifier (USI) is a number unique to you, consisting of numbers and letters. You will have online access to your training records and results (transcript) through your online USI account. This is a requirement for a new or continuing student undertaking a nationally recognized training course or units. When applying for a job or enrolling for further studies, you will need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet, or smartphone anywhere and anytime.



Student Contact Details

As an international student, you have an obligation to notify the International Student Support Officer of any changes to contact details and address while enrolled in your course. This should be done within 7 days as it is a condition of your student visa requirement.

Timetable and Breaks

A detailed class timetable, relevant to your intake date will be provided at Orientation. MMC takes study breaks in accordance with the Victoria public school term breaks. Please speak to the student support officer should you have any questions. Breaks are an allowance of time to provide opportunities for missed classes, catching up, and reasonable adjustments for assessments.

Learning Support

At Melbourne Metropolitan College, we understand that moving to a new country and adjusting to a new learning style can be difficult, especially if English is your second language. We provide support to our international students in their studies and can assist you with English language and general study skills. The learning support staff are available upon request.

Attendance and Course Progression

Attendance is not compulsory for VET course students however we encourage students to maintain the minimum satisfactory course attendance of 80% which has a positive impact on your course progression.

It is compulsory to keep minimum of 80% attendance for practical assessments and automotive workshops / lab classes. If you are absent due to a medical reason, a legitimate medical certificate should be submitted.

It is your responsibility to inform the trainer or student support person of your absence, which will then be recorded and fines may apply. It is also your responsibility to catch up on any work missed due to the absence.

Your academic progress would be monitored and students at risk of not passing a minimum of 50% of all units enrolled in will be issued with a written warning, followed by an Intervention strategy. For more information visit: <https://mmc.edu.au/forms-and-policies/>

Course Progression

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

MMC will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. MMC uses a range of methods to monitor course progress including review of participation in training activities and assessment tasks. Where MMC consider you are at risk not meeting course progress requirements, it will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you require. MMC can provide you with a range of support from extra time to complete assessment tasks, or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Student Support Officer will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements (fines may apply). Where you continue not to meet course progress requirements, you will be reported to the Department of Home Affairs (DHA) for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress. You may appeal MMC's decision to report you to DHA. However, an appeal will only be considered if MMC has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered are, compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which has impacted on the student, and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports);
- Where MMC is unable to offer a pre-requisite unit;
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.





Assessment and Plagiarism

Assignments and other forms of assessment must be your individual and original work. Copying directly from your research sources or another student's work, including re-worded or paraphrased material without acknowledgment is plagiarism. Any plagiarised work detected will result in disciplinary action. For more information visit: <https://mmc.edu.au/forms-and-policies/>

Recognition of Prior Learning (RPL)

RPL (Recognition of Prior Learning) is a form of assessment that recognises skills and knowledge gained through formal training conducted by industry or education, work experience, and life experience.

You may be entitled to receive Recognition of Prior Learning for the course you are studying. Please contact Student Support within the first week of classes to discuss your application for RPL. You must continue to attend all classes until your request is approved.

Credit Transfer (CT)

CT (Credit Transfer) is whereby successfully completed units of competency, contributing to a degree can be transferred from one nationally accredited course to another.

You may be entitled to receive a credit transfer for the course you are studying. Please contact Student Support within the first week of classes to discuss your application for CT. You must continue to attend all classes until your request is approved. For more information visit: <https://mmc.edu.au/forms-and-policies/>

Course Transfer

For MMC students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with MMC's intervention strategy to assist the overseas student.
- There is evidence of compassionate or compelling circumstances.
- MMC fails to deliver the course as outlined in the student agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by MMC or by an education or migration agent regarding the course and is therefore unsuitable to their needs & study objectives.

- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

For a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

MMC will NOT grant a transfer to another provider where the:

- Transfer may jeopardise the student's progression through a package of courses.
- Student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- Student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- Student does not have legitimate compassionate or compelling circumstances.

The outcome of a student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Where a student's application is refused, the reasons for MMC's decision will be communicated to them via email, along with their right to access the complaints and appeals process.

MMC does not charge a fee to students for transferring to another provider, however, any refund of course fees where applicable, will be paid to the student in accordance with MMC's refund policy. For more information visit: <https://mmc.edu.au/forms-and-policies/>

Student Code of Conduct

Melbourne Metropolitan College is committed to providing students with a safe and supportive learning environment. While on any campus premises or when engaged in any course-related activity off campus, students are expected to behave in a considerate, courteous, and legitimate manner.

Students are expected to conduct themselves, appropriately always. Melbourne Metropolitan College does not tolerate academic misconduct such as cheating and plagiarism, aggressive or violent behaviour such as bullying and being rude and disrespectful to others breaches this code. For more information visit: <https://mmc.edu.au/forms-and-policies/>



General Code of Conduct

Melbourne Metropolitan College is passionate about providing a safe and welcoming educational facility. We take the behaviour, actions, and teachings in our institute seriously.

The Code of Conduct is established to ensure both students and staff are provided with an environment where they are free of any behaviour which may cause a negative impact.

All students and staff are expected to follow all rules and policies. In some circumstances, international students may have their enrolment suspended or cancelled as a result, of a breach and the Department of Home Affairs will be notified.

Leave of Absence

Leave of absence' is when you take an approved break from your study, for a designated period of time. If you intend to be absent from class for an extended period and do not get permission first, your enrolment, may be cancelled without notice. Please complete a Request for Leave of Absence form, we will then issue you a Travel Approval Letter.

International student visa holders can only take leave under approved compassionate or compelling circumstances.

To be eligible for a Leave of Absence you must have compassionate or compelling grounds (e.g., personal, medical, psychological ill-health, death in the family, or course availability at the time) that are affecting your ability to study in a term.

Complaints and Appeal

All students have access to the Complaints Policy and Procedures as their rights as consumers. Students have the right to an Internal and External Appeals process for any decision made by Melbourne Metropolitan College, regarding their education, as well as decisions to terminate a student's enrolment. You can access the Complaints and Appeals Process on our website. Please submit your appeal within 20 working days from the date of the decision you wish to appeal. MMC takes all feedback and student complaints very seriously.

The Office of the Commonwealth Ombudsman investigates complaints about problems that prospective, current, or former overseas students have with private education providers in Australia. For more information visit: <https://mmc.edu.au/forms-and-policies/>



Informal Complaints Resolution

Students should contact the Student Support Officer or the Course Coordinator in the first instance to attempt mediation or informal resolution of the complaint. Students should continue to attend classes (if applicable) while the complaint is being processed. If the matter is not resolved, formal complaints and appeals handling procedures will be followed.

Formal Complaints

This process of the grievance procedure is confidential, any complaints or appeals are a matter between the parties involved and are dealt with by the MMC complaints handling process.

External Complaints and Appeals Process

If the student is dissatisfied with the process of internal complaints and appeals procedure, they may contact the Overseas Students Ombudsman. The Ombudsman can investigate complaints about the current and former problems for international students in Australia. Use the link below for further details:

<https://www.ombudsman.gov.au/complaints/international-student-complaints/information-international-students>

Campus Facilities

Melbourne Metropolitan College provides students with fully equipped classrooms; we have multi-media-enabled classrooms with computers and Wi-Fi access. Our online learning management system allows students to access online learning resources and activities.

Computers are also available for use in the common area for students. The common area also has kitchen facilities and a student break-out area.

Use of Wi-Fi

Library services are available at all campuses. You can browse and borrow books for casual reading and use the area as a quiet study area. The student support service will be able to assist you if you need to borrow books from the library.

Photocopying and Printing

Photocopying and printing facilities are available to the students on the campus. Use your student ID card and pay for photocopying and printing.



Issuing Certificates

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal, as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

MMC reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where MMC is not permitted to do so by law.

MMC must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-issuing Certificates

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Entertainment

For entertainment in the city of your campus, please visit the following sites which are updated regularly:

Melbourne

<https://whatson.melbourne.vic.gov.au/things-to-do/entertainment>

Adelaide

<https://southaustralia.com/destinations/adelaide/things-to-do>

Gold Coast

<https://www.queensland.com/au/en/places-to-see/destinations/gold-coast/things-to-do-gold-coast>



Blockbuster Events



Beach Dining



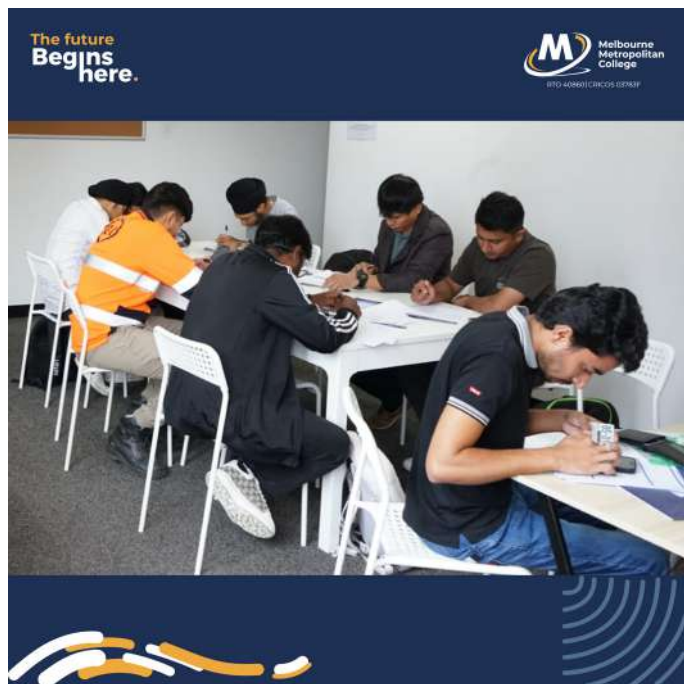
Surfing



Camping



Students attending classes at our campuses





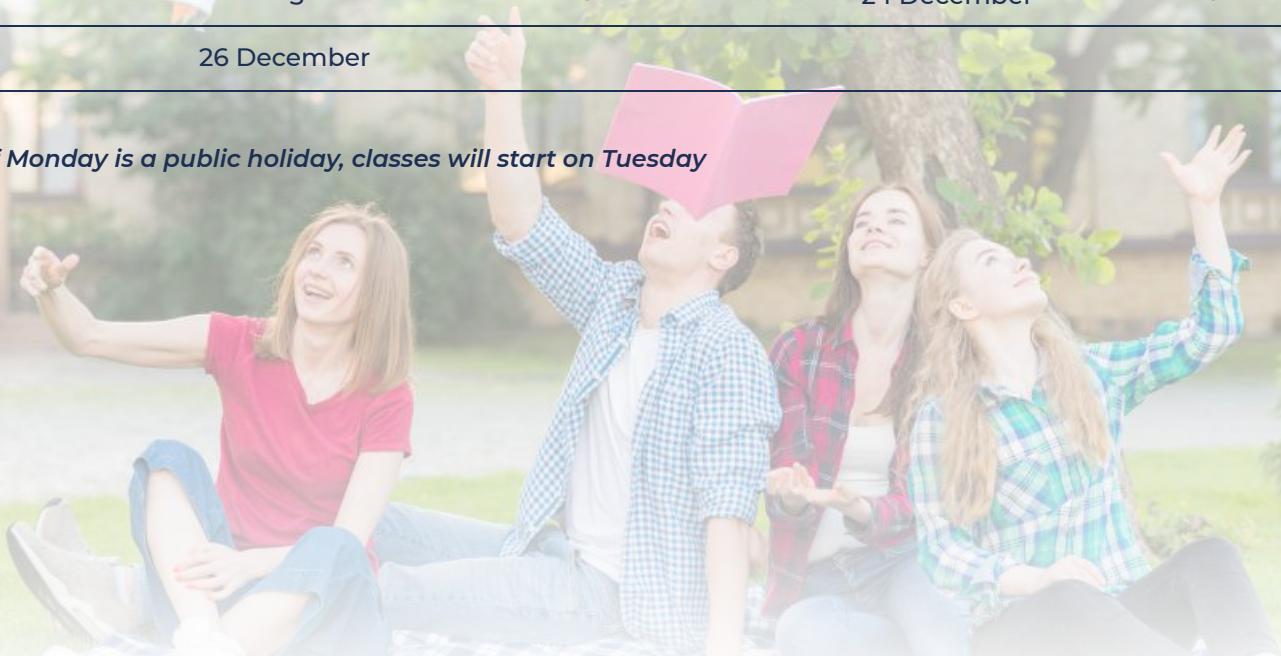
AUSTRALIAN PUBLIC HOLIDAY

MELBOURNE				
1 January	26 January	11 March	29 March	
30 March	31 March	1 April	25 April	
10 June	Subject to AFL schedule ²	5 November ³	25 December	
26 December				

GOLD COAST				
1 January	26 January	29 March	30 March	
31 March	1 April	25 April	6 May	
14 August	7 October	24 December	25 December	
26 December				

ADELAIDE				
1 January	26 January	29 March	30 March	
31 March	1 April	25 April	10 June	
14 August	7 October	24 December	25 December	
26 December				

**If Monday is a public holiday, classes will start on Tuesday*





Melbourne
Metropolitan
College

RTO 40860 | CRICOS 03783F

International Student Handbook

