



## **Student Orientation Handbook 2017**

**A Comprehensive Guide for International Students**

### Reference Guide

Student Name: \_\_\_\_\_

Dalton College Student ID: \_\_\_\_\_

Unique Student Identifier (USI) Number: \_\_\_\_\_

Australian Mobile Number: \_\_\_\_\_

Email: \_\_\_\_\_

#### Dalton College Address

Level 1, 533 Little Lonsdale St  
Melbourne  
Victoria 3000

#### Postal Address

Level 1, 533 Little Lonsdale St, Melbourne, Victoria 3000  
Phone: (+613) 9043 1668  
Email: [info@daltoncollege.vic.edu.au](mailto:info@daltoncollege.vic.edu.au)  
Website: <http://www.daltoncollege.vic.edu.au>

#### Important contact information for the Dalton College team

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## Director's Message

Dear Students,

Dalton College is a modern and dynamic educational institute. We offer programs that encourages students to maximise their academic potential and provide practical training for future employment. We pledge to continuously set the standards of education excellence worldwide.

All courses are delivered within an exciting and multicultural environment by dedicated and experienced staff. The courses offered at Dalton College meet national and industry standards. Our students are able to integrate their skills and techniques that have been taught at Dalton College for their chosen career pathway. Thus, it elevates the professionalism of all industries. Our college houses excellent resources and facilities to support learning.

I hope you will enjoy your time at Dalton College and wish you every success in your studies.

Your Sincerely,

*Krystal Lee*

Krystal Lee  
Chief Executive Officer



Welcome to Dalton College.

## Introduction to Melbourne

Melbourne is Australia's second largest city with a population over 4.1 million people. It is the capital city of Victoria and is rated as the most liveable cities in the world. Melbourne is an exciting place to be an international student. There are a large number of beautiful parks, sunny beaches and a thriving arts culture that is blended with interesting Australian history.

Dalton College is located in the heart of Melbourne and many tourist attractions are within walking distance. For example: Melbourne Aquarium, Crown Casino, Federation Square, National Gallery of Victoria, Old Melbourne Gaol, Yarra River, IMAX and Melbourne Museum.

For further information, please visit [www.tourismvictoria.com.au](http://www.tourismvictoria.com.au).

## Introducing Dalton College

The purpose of this student orientation handbook is to assist you in your transition to studying in Melbourne, Australia. Dalton College has one campus in Melbourne's central business district; it is located at level 1, 533 Little Lonsdale Street Melbourne VIC 3000.

### Local Amenities

Dalton College is only 2 minutes away from the Flagstaff train station. We are also surrounded by the complex tram network of Melbourne. The stop for tram 55 is located at 2-3 minutes walking distance from Dalton's Campus. *For more information visit <https://ptv.vic.gov.au>*

The Queen Victoria Market is about 10-minute walk from Dalton College. Additional retail shopping outlets such as Melbourne Central Shopping Centre and the Emporium are at a distance of about 5-10 minute walk.

### Classrooms

All classrooms are air-conditioned and well-furnished with classroom furniture and equipment for effective learning to take place. All classrooms are located on level 1 which can be accessed via the lifts or stairs at 533 Little Lonsdale Street, Melbourne VIC 3000.

### Student Lounge

Dalton College provides a student lounge area. This area is tailored for students who wish to relax, socialise and converse in English. Please also find access to student computers and internet. There are also helpful information brochures and books to help you adjust to living in Melbourne as an international student.

### Student Support Services

Being an international student is exciting, but it can also be challenging. We have student support department which can be easily approached to provide help on academic and personal issues. This department provides professional and confidential advice in many areas and can also provide references to external sources of support. Any external referrals are conducted by Dalton College at no cost to the student. However, there may be fees and charges for the external help which will be clarified for the student before external services are requested.

Dalton College student support is available through Monday- Friday 9:00am- 5:30pm

**a) Academic Issues**

Any student that have concerns with their attendance, academic performance or other school related issues are welcome to talk to student support. Any student that is found to be at risk of not achieving the requirements of their course or not sufficiently meeting student visa conditions will be contacted by student support. All academic progress and attendance are monitored by Dalton College.

Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

**b) Personal Issues**

There are a number of personal issues that can have an effect on any student's academic performance. Our student support officers are available to help any student however, if you personally chose to look for external help you can call:

- Study Melbourne Student Centre 1800 056 449 (24 hours)
- Lifeline Australia (Crisis Support and Suicide Prevention) 131114 (24 hours)
- Mensline Australia (Men specific) 1300789978 (24 hours)
- Crisis Accommodation Melbourne 1800825955 (24 hours free call)
- Safe Steps Family Violence Response Centre 1800015188 (24 hours free call)
- Gambling Help 1800858858 (24 hours)

The following support services are free. However, please check with your mobile phone provider about call charges.

**c) Accommodation**

Dalton College does not offer any accommodation services or take any responsibility for accommodation arrangements. However, Dalton College can refer students to the appropriate living services to help any students with accommodation difficulties.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

**d) Social Programs**

Student support may occasionally organise social events that will allow current students of Dalton College to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. Dalton College is open to all suggestions made by students.

**e) Emergency Services**

000 is the emergency number for police, ambulance and fire.

**f) Medical Referrals**

Dalton College can recommend medical facilities that are in walking distance from the school. Student support can assist students upon request in finding the most appropriate medical professional

The following lists the most convenient general medical practitioners around Dalton College:

- CBD Doctors Melbourne (03) 9077 9912 at 10/53 Queen St Melbourne VIC 3000.
- Collins Street Medical Centre (03) 9654 6088 at 7/267 Collins St Melbourne VIC 3000.
- Melbourne City Medical Centre (03) 9639 9600 at 68 Lonsdale St Melbourne VIC 3000.

#### **g) Legal Services**

Dalton College is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Please visit these websites for further legal information:

- Legal Aid Victoria [www.legalaid.vic.gov.au/lawyeratcourt.htm](http://www.legalaid.vic.gov.au/lawyeratcourt.htm)
- Study Melbourne Student Centre [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)
- Consumer Action Law Centre [www.consumeraction.org.au](http://www.consumeraction.org.au)
- Tenants Union of Victoria [www.tuv.org.au](http://www.tuv.org.au)

### **Student Requirements**

#### **Satisfactory Attendance (For EAL students only)**

International students of Dalton College are required to maintain a full-time study load as a core student visa condition. The attendance of all students is monitored by Dalton College. Where a student is deemed at risk below the required 80% attendance threshold, Dalton College will counsel and provide support to prevent an unsatisfactory attendance record. Dalton College will report to the Department of Immigration and Border Protection and/or relevant government agency if the student continuously falls below the required attendance threshold.

#### **Academic Progress**

International students of Dalton College are required to maintain satisfactory academic progress as part of their student visa condition. This progress is carefully monitored by Dalton College. A student must maintain a 50% satisfactory mark cover two consecutive terms in a course. Any support and guidance will be given where the academic progress requirement has not been achieved. Intervention strategies will be implemented for students who are at a risk of not achieving a satisfactory academic progression. If a student fails to maintain the required 50% pass mark over two consecutive terms as intervention strategies have been exhausted, Dalton College will notify the Department of Immigration and Border Protection and/or relevant government bodies.

#### **Unique Student Identifier (USI)**

The Unique Student Identifier (USI) is a reference number that is made up of numbers and letters. It gives students a USI account that is linked to the National Vocational Education (VET) data collection that allows a student to see all their training results from all providers. If you do not provide Dalton College with a valid USI then no certificate will be given upon the completion of your course.

## Additional Fees

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows students to obtain credit for learning outcomes they have already achieved from various sources such as life experience, work experience etc. Any RPL assessment requires a student to provide detailed explanation of how the experience was gained and a \$250 per unit assessment fee must be paid.

### Credit Transfer

Dalton College will recognize any Australian qualification and statement of attainment that have been issued by another Registered Training Organisation (RTO) for identical units in a valid course. Credit transfer applications are free of charge and permits the student not to undertake the identical unit again. Students must be able to demonstrate their competency in a previous unit by presenting their original qualification record of result or statement of attainment.

### Administration Fees

A \$300 administration flat penalty fee will apply if a student cancels or modifies their course enrolment without providing a satisfactory reason.

### Credit Card Surcharge

A 2.5% surcharge will be incurred when any fees are paid by credit card.

### Late Payment

A late payment charge of 18% of all outstanding fees will be charged.

### Re-Issue Fees

Any re-issue of certificates, statement of attainments, or records of results will incur a \$50 charge for each document.

### Reassessment Charges

Re-assessment fee is charged when student is failed in any unit after 2 or more consecutive attempts and COE is NOT extended to complete all the required units of competencies of qualification. Re-assessment fee of unit/s is calculated on the basis of total number of units of competencies in the qualification and the total duration of the qualification.

This is calculated as follows:

- Diploma of Business - \$375/unit
- Advanced Diploma of Business - \$750/unit
- Certificate IV in Leadership & Management - \$250/unit
- Diploma of Leadership & Management - \$500/unit
- Certificate III in EAL - \$875/unit
- Certificate IV in EAL - \$875/unit

Information on any excursion fees (if applicable), will provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Student are required to arrange their own meals during excursion unless covered by entry/admittance fees. Excursion fees are paid to student administration prior to the date of the excursion.



Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion.

To avoid reassessment administration fees, we advise that you come to class regularly and submit all assessment on time.

### **Student Conduct**

Students are required to follow all rules and instructions of staff from Dalton College. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors.

Where a student is found to have acted in a way that Dalton College has deemed to be misconduct, we will implement disciplinary actions immediately. This may take the form of suspension, exclusion or expulsion from Dalton College.

### **Complaints/Grievances and Appeals**

Students have access to the Institute's complaints and appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against Dalton College in its assessment process, decisions relating to academic or attendance records, and any other concerns which students may have.

Students are able to submit a complaint against Dalton College or any person employed by the Institute if they feel a person has acted inappropriately, or the systems and practices of the Institute are not meeting expectations, or the Institute is treating a person unfairly. All complaints are handled with confidence and are reviewed by the Institute's management. Complaints and appeals are at no cost to the student.

A student may also appeal a decision made by Dalton College in relation to a complaint or an assessment outcome. Where a student feels they have been treated unfairly or incorrectly judged and assessed on a specified task, project, or assessment requirement they may have the decision reviewed by the Institute by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the decision or outcome was unfair or why the decision / outcome should be reviewed.

Students should contact Administration to obtain a copy of the Complaints and Appeals Procedure or to obtain a copy of the Complaints Form

If a student is still not satisfied with the outcome they have the option of appealing to the Overseas Students Ombudsman. The phone number for the Overseas Students Ombudsman is 1300 362 072. Information on the Overseas Students Ombudsman is available at <http://www.oso.gov.au/making-a-complaint/>

## Complaints and Appeals Form

This form must be completed in order to make a formal complaint or appeal at Dalton College.

**Important Information:**

- Please read Dalton College complaint and appeal policy carefully before lodging a formal complaint or appeal.
- Please attach supporting documents relevant to this application, if any.
- Processing time varies depending to the nature of complaint or appeal.

**Please tick one of the following as applicable**

- Complaint against initial notification of an issue
- Appeal against a decision that has been made by Dalton College

<b>Student No:</b>		<b>Date:</b>	
<b>Mr/Mrs/MS etc.</b>	<b>Surname or Family Name:</b>		<b>Other or Given Name:</b>
<b>Residential Address:</b>			
<b>Contact Phone Number:</b>		<b>Email:</b>	
<b>Course Enrolled in:</b>			
<b>Describe your complaint (include details, information etc.)</b>			
<b>Describe your appeal (include details, information etc.)</b>			
<b>Do you want to bring any support person who would like to assist you? Please provide their details below.</b>			
<b>Name:</b> _____			
<b>Relationship:</b> _____			

<b>Student Declaration:</b> I declare the information provided in this application is true and valid and I have read and understood the Dalton College complaint and appeal policy and procedure.			
<b>Student Name:</b>		<b>Student Signature:</b>	
<b>Date:</b>			

<b>FOR OFFICE USE ONLY</b>	
<b>Received By (Name)</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	
<b>Action Taken:</b>	
<b>Date of notification sent to complainant:</b>	
<b>Please provide details of how the complainant was advised of the outcome:</b>	
<b>Actioned by (Name)</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	
<b>Details of any further action required:</b>	