

STUDENT SUPPORT SERVICES

Student Support Services is a wide variety of educational services provided to students in the effort to assist and support students during their time at MFI.

ACCESS AND EQUITY

Applicants will be required to undergo assessment for language, literacy, numeracy and in certain circumstances a skills test prior to enrolment. The Institute does not provide tuition to address any difficulties in these areas but will refer students to appropriate external services. Information regarding assistance can be obtained by contacting Reception on (03) 8669 1105 or the Senior Administrator, admin@melbournefashioninstitute.com.au.

Students who have a physical disability should contact the administration office to seek further information regarding enrolment. Wheelchair access can be organised by prior arrangement.

EQUAL OPPORTUNITY

The Institute does not tolerate behaviour from students or staff that contravenes the legislation pertaining to sex discrimination, sexual harassment, racial vilification or bullying. Copies of the Institute's policy and procedures for dealing with such matters are available from Reception.

CLIENT SERVICES

- Course-related support services
- Facilities & resources
- Counselling services
- External support services
- Contact/Communication
- Student network services
- Complaints & appeals
- Private tuition
- Safety
- Fee-Related Services
- Feedback
- Professional Development

COURSE RELATED SUPPORT SERVICES

Students experiencing difficulty with learning and assessment or those requiring support with their studies in general can contact the Training Manager, Julie Van Belcom on 8669 1530 Julie@nationaltrainingservices.edu.au

Private Tuition

Private tuition involves a one-on-one session with a teacher. It is an effective way to keep up with studies if you have been absent from your course for any length of time, falling behind with study in general, finding study challenging or simply to get extra support in certain areas.

Your teacher will be able to advise how many hours of tuition may be required for your individual situation.

Cost: \$80 per hour

To book a private tuition session, refer to the following steps:

1. Complete a 'Private Tuition Booking' form, supplied from Reception
2. Liaise with your teacher to schedule a suitable time and date (may require assistance from Reception regarding classroom availability).
3. Return your completed form to Reception, and you will be issued an invoice shortly after. Payment for your tuition session may be made via EFT, cash or credit card. Payment must be made at least 48 hours prior to the session.
4. When payment is made, administration will send you and your teacher an email confirming the details of your private tuition session.

FACILITIES + RESOURCES

Amenities

- Kitchen (refrigerator, urn, toaster, microwaves, cutlery, crockery)
- Male & Female Bathrooms
- Disabled Bathroom
- Vending Machine
- Eating/dining area
- Student lounge area
- Roof top area

Printing and Photocopying

Colour printing and photocopying (A4, A3) is available to students using a program called PaperCut. Each student is issued with an individual username and password to log in to the service using their own laptop. These details will be sent to each student's personal email address from MFI Reception. If you do not receive these details at the beginning of your course, please notify Reception.

The student printer/photocopier is located off the main hallway to the left.

Fitzroy Library

Fitzroy Library, 128 Moore Street, Fitzroy (1 minute walk from MFI)
Ask at the library about becoming a member.

1300 695 427

yarralibraries@yarracity.vic.gov.au

Resources & facilities include:

- Books
- e-Books
- Computers
- Internet access
- Wi-Fi
- Printing
- Photocopying
- Fax

Opening Hours

Branch	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Fitzroy	10am–6pm	1pm–8pm	1pm–8pm	10am–6pm	1pm–6pm	10am–4pm	2pm–5pm

COUNSELLING SERVICES

Students experiencing any short-term or ongoing personal issues, may book a time to speak privately and confidentially to their teacher, Training Manager or any staff member that they feel comfortable speaking with. Whilst MFI does not provide professionally qualified counsellors, the staff is equipped to listen and support students should they require someone to talk with. Staff is also aware of professional referral services to recommend when necessary.

Personal issues may include:

- Learning difficulties
- Financial hardship
- Emotional issues, including stress
- Mental health conditions
- Disability or physical limitations
- Illness
- Family or relationship issues
- Addictions, including alcohol, drugs or gambling

External Support Services

The Institute may refer students to external support services:

- **Emergency Services**
Dial 000

- **Lifeline**
13 11 14 (24 hour crisis hotline)
www.lifeline.org.au
Suicide, Depression, Domestic & Family Violence, Relationship Problems, Financial Problems, Loneliness, Bereavement/Grief, Panic Attacks, Problem Gambling, Self-Harm, Stress, Substance Abuse & Addiction

- **Beyond Blue**
1300 22 4636
www.beyondblue.org.au
Depression & Anxiety

- **Financial Counselling Helpline**
1800 007 007
9.30am – 4.00pm, Monday-Friday
Manage Debt, Find a Financial Counsellor

- **Relationships Australia**
1300 364 277
www.relationships.org.au
Counselling, Family Dispute Resolution

CONTACTS AND COMMUNICATION

On commencement of a course and during induction, your teacher will provide their email address in order to maintain communication at any time.

Main Lines

Phone: (03) 8669 1530

Fax: (03) 8669 1531

Opening Hours

Monday – Thursday	9.00am – 9.30pm
Friday	9.00am – 5.00pm
Saturday	9.30am – 5.00pm
Sunday	CLOSED

Public Holidays	CLOSED
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Reception

Administration Officer _ (Mon-Fri 9am-5pm)

Administration Officer – Evening Reception (Mon-Thurs 5pm-9.30pm)

Administration Officer – Weekend Reception (Saturday 9.30am-5pm)

Email: reception@melbournefashioninstitute.com.au

General

Jacqui Morel – Managing
Director (03) 8669 1530
jacqui@melbournefashioninstitute.com.au

Julie Van Belkom – Training Manager
(03) 8669 1530
julie@nationaltrainingservices.edu.au

Marketing & Social Media (03) 8669
1530
marketing@melbournefashioninstitute.com.au

Stuart Tyson – Accounts & Administration
Officer (03) 8669 1528
accounts@nationaltrainingservices.edu.au

COMPLAINTS + APPEALS

Complaints must be stated in writing by completing a 'complaints' form. Please ask at reception for the form and hand in to any of the administration staff.

Alternatively you can email to reception@melbournefashioninstitute.com
You will receive a response in writing as to how the complaint will be handled (please refer to your contract under the heading 'complaints' or the Student Handbook for more details).

SAFETY

Privacy and Confidentiality

All student information kept on file or archived by the Institute is kept strictly confidential and in accordance with the Australian Privacy Principles and will not be communicated to any other person or organisation without the written consent of the student, except where it is necessary for the staff of the Institute to have access to this information in the performance of administrative functions, to conduct internal audits, to conduct statistical analysis and to perform functions enabling the Institute to comply with applicable legislation and regulation.

Security

There is security surveillance cameras located throughout the school for the safety of everyone on the premises and for protection against theft.

Fire Safety

- Four main Fire Escape exits
- Regularly checked fire extinguishers, hoses, alarms and emergency exit lights
- Trained staff in the event of a fire evacuation

First Aid

- Workplace First Aid Kit located at Reception desk
- CPR trained staff available in the event of an accident.

FEE-RELATED SERVICES

Course fees and deposits may be paid using any of the following methods:

- Credit card
- EFTPOS (terminal at Reception)
- Cash (Reception)
- Direct bank transfer

Any concerns or difficulties relating to fee payments can be discussed confidentially with Stuart Tyson (MFI Accounts) on (03) 8669 1528.

Payment plans can be discussed in certain situations.

FEEDBACK

Feedback forms/surveys are handed out 3 times throughout the duration of your course.

Our continuous improvement practices enable MFI to provide and maintain a high level service to students.

If at any time throughout the year you wish to give feedback in between the standard reporting times, please email Reception at reception@melbournefashioninstitute.com.au.

STUDENT OUTCOMES

Industry Experience

During the year, Melbourne Fashion Institute students are given the opportunity to participate in industry events such as Melbourne Spring Fashion Week, Wedding & Bridal Expos, Myer Runway Shows, as well as our own Graduate Parade.

Participation in these events provides valuable experience in different areas of the fashion industry as well as the opportunity for networking.

Employment

Melbourne Fashion Institute has a platform whereby employers are able to contact the School when seeking students for internships, work experience and casual, part time or permanent positions within the areas of Fashion Design, Production and Business.

Student recommendations for job and services are put forward by their teachers. For more information please contact the reception, reception@melbournefashioninstitute.com.au