



**Victorian Institute  
of Education**

RTO Number 45273 | CRICOS Provider Code: 03778C

# International Student Handbook

Victorian Institute of Education Pty Ltd t/a

## **Southern Academy of Health Sciences**

RTO: 45273 | CRICOS: 03778C

**Telephone:**

**Toll Free:** 1300 871 776

**Local Number:** 02 8318 1465

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## WELCOME

We are very glad to have you studying with us.

The purpose of this Handbook is to provide you with all the information you need regarding your studies with Victorian Institute of Education.

The first part of this Handbook informs you about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

## STUDYING THROUGH VICTORIAN INSTITUTE OF EDUCATION

Studying at Victorian Institute of Education provides an excellent education and training experience that will prepare you for further studies or a successful career. Our well-located 2 campuses provide a complete learning environment.

## OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO 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. We must also participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who are involved in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO it is our 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.

## VICTORIAN INSTITUTE OF EDUCATION MAIN AND EMERGENCY CONTACT DETAILS

### Address:

Sydney Campus: Level 2 & 3, 741 George Street, Sydney NSW 2000 Australia

Adelaide Campus: 97 Pirie Street, Adelaide SA 5000, Australia

### Telephone:

Toll Free: 1300 871 776

Local Number: 02 8318 1465

### Email:

[info@vie.edu.au](mailto:info@vie.edu.au)



## CONTACT INFORMATION AND EMERGENCY CONTACTS

CEO: **Bal Chandra Bhattarai**

Tel: 1300871776

Email: [info@vie.edu.au](mailto:info@vie.edu.au)

Student Services Officer: **Nancy Gupta**

Tel: 1300871776

Email: [info@vie.edu.au](mailto:info@vie.edu.au)

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

### Police Station:

#### Sydney City Police Station

Address: 192 Day St, Sydney NSW 2000

Phone: (02) 9265 6499

#### Adelaide Police Station

176 Grenfall Street, Adelaide SA 5000

Phone: (08) 7322 4800

#### Department of Home Affairs (DHA)

Ph: 131 881

#### Sydney Branch

26 Lee St

Sydney NSW 2000

#### Parramatta Branch

9 Wentworth St

Parramatta NSW 2150

### Local Medical Centres:

#### Sydney Central Medical Centre

306/451 Pitt St

Haymarket NSW 2000

Ph: (02) 9212 3953

#### Doctor Lun Surgery

8 Quat St

Haymarket NSW 2000

Ph: (02) 9211 1003

#### Bulk Billing Doctors

501 George St

Haymarket NSW 2000

Ph: (02) 8378 6666

#### Adelaide

Adelaide City General Practice

2/29 King William Street, Adelaide SA 5000

Phone: (08) 8410 1322

**Transport:**

Transport NSW: <http://www.transportnsw.info/>

Taxi: <https://www.13cabs.com.au>

Uber: <https://www.uber.com/au/en/>

Train Bus or Tram in Adelaide: <https://www.adelaidemetro.com.au/metroMATE/Home>

**Public Facilities**

QVB Market Street Post Office

Address: 44 Market St, Sydney NSW 2000

Phone: 13 13 18

**Rundle Mall Post Office**

59 City Cross Arcade, Adelaide SA 5000

Phone: 13 13 18

**St George ATM**

699 George St

Sydney NSW 2000

Ph: 13 33 30

**Westpac ATM**

673 George St

Haymarket NSW 2000

Ph: (02) 8217 0300

**Commonwealth Bank ATM**

691-693 George St

Haymarket NSW 2000

Ph: (02) 9211 2133



## COURSES PROVIDED BY VICTORIAN INSTITUTE OF EDUCATION

Victorian Institute of Education offers the following courses to international students:

CHC30121 Certificate III in Early Childhood Education and Care

CHC50121 Diploma of Early Childhood Education and Care

CHC33021 Certificate III in Individual Support

CHC43015 Certificate IV in Ageing Support

CHC43121 Certificate IV in Disability Support

CHC52021 Diploma of Community Services

BSB50420 Diploma of Leadership and Management

BSB60420 Advanced Diploma of Leadership and Management

BSB80120 Graduate Diploma of Management (Learning)

FNS40222 Certificate IV in Accounting and Bookkeeping

FNS50222 Diploma of Accounting

FNS60222 Advanced Diploma of Accounting

ICT50220 Diploma of Information Technology

ICT60220 Advanced Diploma of Information Technology

BSB40820 Certificate IV in Marketing and Communication

BSB50620 Diploma of Marketing and Communication

BSB50820 Diploma of Project Management

RII60520 Advanced Diploma of Civil Construction Design

## SELECTION AND ENROLMENT

Victorian Institute of Education accepts applications from all students who meet the entry requirements outlined in the course information. Applications are accepted on a first come first served basis however if a course is full, you will be offered a place in the course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form for International Students, which is accessible through our website, at the office reception, or your agent. To apply for a course with entry requirements you must provide verified copies of qualifications, identification, schooling, and proof of English language proficiency (within the last 2 years), such as an IELTS Academic score of 6.0 or higher.

If you are applying for Credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit (refer to the section in this Handbook about Credits).

Once you have completed your enrolment form and gathered all the necessary evidence, send it to [admissions@vie.edu.au](mailto:admissions@vie.edu.au). You will be contacted to inform you of the status of your enrolment and confirm your details.

If we require any further details from you, you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started with your course.





## EDUCATION AGENTS

Victorian Institute of Education engage with education agents to help us in recruiting students. We have agreements with all our Education Agents to ensure that they work ethically and honestly, in the best interests of our core target group, and that the reputation of the Australian foreign education sector is protected.

A list of the education agents with whom we have an agreement is included on our website at: [www.vie.edu.au](http://www.vie.edu.au).

## UNIQUE STUDENT IDENTIFIER (USI)

### Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number consisting of numbers and letters that creates a lifetime record of all nationally recognised training that has been completed by an individual. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enroll in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>. We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## CREDITS

A Credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules you are required to complete in the course you are enrolled in with us.

Victorian Institute of Education can grant you Credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that the Credit(s) are known upfront, and you are not required to do any additional work.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.



## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Victorian Institute of Education has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and discuss whether RPL is a viable option for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you will be able to provide the required evidence.

Our academic team will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability, and you will be contacted by an assessor to progress the RPL process.

From here, the RPL process usually involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and depending on the area, observing your work skills in your workplace.

Fees are applicable for RPL, and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact our head office.

## REDUCTION OF COURSE DURATION DUE TO CREDIT OR RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Victorian Institute of Education will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

## VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>.

This document explains the process for application, evidence that you must provide (including a valid passport), student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent (<https://www.mara.gov.au>) to assist you with the process of applying for a course and visa upon arrival at Victorian Institute of Education. Contact us or visit our website for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund for the fees that you have paid as per our fees and refund policy.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study
- Only work if you have been given permission to do so as part of your visa grant
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- Complete the course within the duration specified in the CoE
- Student visa holder under 18 years of age and neither accompanied nor staying with a relative who is at least 21 years of age, must not change your accommodation, support, and general welfare arrangements without the written approval of your education provider
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

## ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. For Sydney campus students, you should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time settle in. Same goes for Adelaide campus students.

The nearest International Airport is Sydney International Airport for Sydney and Adelaide international Airport for Adelaide.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport, including a valid student visa
- Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Victorian Institute of Education at the time of your confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you upon request.

## ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags, ensuring that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing



baggage or lodge a claim for damage to your belongings.

Once you have your luggage, you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit: <http://www.agriculture.gov.au/travelling/to-australia>

## ARRIVING IN AUSTRALIA

### Getting from Airport to your Accommodation

This section includes information about getting from the airport to accommodation (e.g., public transport options, taxi or any airport pick up arrangement).

#### Train

Airport Link is a convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. You need an Opal Card to travel via Sydney's train, bus, and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station, Relay and WH Smith. Train Ticket fares and other details are available at <https://www.opal.com.au>.

More details are available on:

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport>.

If you are arriving in Adelaide, you can travel to our Adelaide Campus either by taxi, bus or tube. It is about 20 minutes travel distance in off peak traffic hours. You may ask the airport staff at information desk if you need further information or help.

#### Taxi

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers.

Taxi Rank Locations, Taxi Fares and a few Taxi companies are available on:

<https://www.sydneyairport.com.au/parking-and-transport/arriving/international>

The Sydney CBD is a short 20-minute ride away. The Adelaide CBD is a short 20-minute ride away.

For Adelaide by taxi, you may refer to the link below:

<https://adelaideairport.com.au/parking-transport/>

### Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### Arranging your Finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money to Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.



Once you have arrived in Sydney or Adelaide, you can also convert money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you, and it is best to only have the money you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting: <https://www.studyaustralia.gov.au/>

## **Accommodation**

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

<http://www.hostels.com/hostels/sydney/sydney-student-living/73573>, and

<https://www.yha.com.au/hostels/nsw/sydney-surrounds/sydney-central-backpackers-hostel/>

You can also stay with a family in their home. For more information, visit:

Australian Homestay Network

Oz Homestay

Aussie Families Homestay Care,

Homestay Network

Meridian Homestay Services

Global Experience

There is a range of long-term accommodation options for international students.

## **Private Rental**

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

## **Share House**

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

## **Boarding or Homestay**

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

It is important to remember that as an International Student, you have the same renting rights as residents. For more information about renting and tenant rights, visit the 'Renting' subheading on:

<https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students>



## BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details, visit

<https://immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family>.

Where you have dependent children that need to attend childcare or school, you should be aware of that the typical childcare costs in Sydney are:

- Centre-based childcare: \$13.73 per hour
- Family day care: \$12.72 per hour
- Nannies: \$25-\$35 per hour (+agency fee)
- Au pairs (living in your home): \$250-\$350 per week (+agency fee)
- Find out more at:
- <https://www.studyaustralia.gov.au/english/live/living-costs>, and
- <https://www.careforkids.com.au>

For school children, current costs are approximately AUD\$7800 to AUD\$30000, where costs vary depending on the school year and school type.

To find out more about application processes and costs, go to:

<https://www.deinternational.nsw.edu.au/study-options/fees>.

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

## HEALTH

### Emergencies

For emergencies such as the fire, ambulance, or police, dial 000. When you dial 000, you will be asked whether you want the fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australian Police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

The fire department extinguishes fires, rescues people from fires in cars and buildings, and assist in situations where gas or chemicals become a danger. As soon as a fire starts, call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### Medical Assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of



a public hospital, and at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medications you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

## Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy an OSHC before you come to Australia to cover you from the date you arrive. The Department of Home Affairs (DHA) requires you to maintain your OSHC for the duration you are on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover to help you decide which provider is right for you:

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- Allianz Care Australia <https://www.allianzcare.com.au/en.html>
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia and contribute towards the cost of most prescription medicines. It will also contribute to the cost of an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health.

<https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers
- International travel insurance, or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at:
  - [www.privatehealth.gov.au](http://www.privatehealth.gov.au), and/or
  - [www.iselect.com.au](http://www.iselect.com.au)

## LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following website includes information about average living costs in Australia:





<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Carefully review the information at the website link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared especially as your living costs can be greater than the indicated figures.

## **BUDGETING**

Once you have settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at <https://www.understandingmoney.gov.au>

## **WORKING IN AUSTRALIA**

Student visa holder can work up to 48 hours a fortnight during term time and unlimited hours during holidays. Before you undertake any paid work, you need to make sure your visa allows for you to work.

Find out more on:

<https://www.homeaffairs.gov.au/trav/stud>.

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions:

<https://www.studyaustralia.gov.au/en/work-in-australia>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at <https://www.fairwork.gov.au>.

## **YOUR SAFETY**

Australia is a safe country; however, it is always best to take precautions. Read the information on the following website about personal safety tips:

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. Note an incident is not limited to being physical, and can also include psychological, emotional and social.

## **SHOPPING**

All Australian major town centres and capital cities have shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays. Some





supermarkets are open 24 hours a day, seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA, and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart, and Target.

## CLOTHING

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location.

The cost of clothing in Australia can vary. There are several quality variety stores such as Kmart and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:  
<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

## COURSE INDUCTION & ORIENTATION

At the start of your course, you will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student, you will also be provided information on:

- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- Legal, emergency and health services
- Safety and awareness relevant to life in Australia
- Information on how to seek for assistance and report an incident that significantly impacts your well-being, including critical incidents
- Facilities and resources including the local library
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals
- Any student visa conditions relating to course progress and attendance
- Information about employment rights.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents, and incident reporting (refer to the section in this Handbook on Health and Safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we will also make sure that we have all the required forms and paperwork filled in by you.

At your induction, you will receive your first set of learning materials so that you can start your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.



# STUDENT CODE OF CONDUCT

## Student Rights

All students have the right to:

- Facilities and resources
- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are minimised
- Have personal details and records kept private and secure according to our Privacy Policy
- Access the information Victorian Institute of Education holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to Victorian Institute of Education on the client services, training, assessment, and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable

## Student Responsibilities

All students, throughout their training and involvement with Victorian Institute of Education, are expected to:

- Treat people with fairness and respect and not do anything that could offend, embarrass, or threaten others
- Not harass, victimise, discriminate against, or disrupt others
- Treat others and their property with respect
- Respect the opinions and backgrounds of others
- Follow safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring any articles or items that may threaten the safety of self or others into any premises used for training purposes
- Notify us of any personal or contact detail changes
- Provide relevant and accurate information to Victorian Institute of Education in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet



- Make regular contact with their Trainer/Assessor
- Prepare appropriately for all assessment tasks, visits, and training sessions
- Notify Victorian Institute of Education if any difficulties arise as part of their involvement in the program
- Notify Victorian Institute of Education if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity
- Make payments for their training within agreed timeframes, where relevant

## **COURSE EXPECTATIONS AND REQUIREMENTS**

The training and assessment offered by Victorian Institute of Education focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## **ATTENDANCE AND ASSESSMENT REQUIREMENTS**

It is an expectation that you attend every class to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of assessment each week to complement your learning as required for the successful completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the course information.

## **ASSESSMENT ARRANGEMENTS**

At the beginning of each unit your assessor will go through the arrangements of assessments, and you will be given details about the assessment requirements.

At this time, you will be:

Provided with detailed assessment instructions for each task/requirement, which includes the criteria that you'll be assessed against

Informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all the arrangements with you, and you are welcome to ask them any questions you have.

### **Submitting your Assessments**

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet through VIE's learning management system. The system requires you to make a declaration that the work is your own. If the assessment is undertaken and submitted within the LMS electronically, you are still required to make a declaration confirming the work submitted is your own.



You must keep a copy of all tasks that you submit, as we are not able to return copies because we must keep them as evidence in your file.

Written work will be marked by the assessor within 30 days of receipt. Your assessor will provide you with feedback and confirm the outcome of the task through the learning management system.

### **Assessments Outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of Competency Not Achieved (CNA). The student can have a total of 2 attempts to complete each task and achieve a 'Satisfactory' outcome (noting that the second attempt is chargeable as per the fees and refunds policy). The student will be advised of the timeframe for resubmission (usually within 2 weeks) and advised what they must include in their re-submission (usually the whole task again).

If, after the second attempt, the student is still assessed as Not Satisfactory for a task, they will need to re-enrol in the unit.

### **Reasonable Adjustment in Assessment**

Some students may need modifications to assessments due to disability, illness, or special considerations – this is known as reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible (e.g., providing learner workbooks in an audio format or on different coloured paper)
- Adapting physical facilities, environment and/or equipment (e.g., setting up hearing loops)
- Making changes to the assessment arrangements (e.g., allowing more time for assessments)
- Making changes to the way evidence for assessment is gathered (e.g., asking written questions orally)

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### **Appealing Assessment Decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information on how to lodge an appeal.

## **STUDENT PLAGIARISM, CHEATING AND COLLUSION**

Victorian Institute of Education has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to always act with integrity and only submit work that is their own, has been appropriately referenced, and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated, plagiarised, or colluded with any other student/s.

If you are found to have plagiarised, cheated, or colluded, you will be given an opportunity to respond to the allegation. Following this, if it is determined that you have plagiarised, cheated, or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.



## SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy, and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy, and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors to assist you with your studies
- One to one support from the Academic Support staff relating to any student concerns
- Referral to relevant external services, such as English language support and counselling
- Contact us to discuss your support needs.

## WELFARE SERVICES

We can also offer you a range of welfare services.

These services, through direct provision or referral, may include information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. Victorian Institute of Education does not charge for such referrals to the provider. Contact us for further details about welfare services we can offer.

## EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Victorian Institute of Education provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can be of assistance
- Websites and books that can help you learn

### Lifeline

Telephone: 13 11 14



Anyone can call Lifeline. This service offers a counselling service that respects everyone's right to be heard, understood, and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call them about anything that might be troubling you.

#### Beyond Blue

Telephone: 1300 22 4636

Website: [www.beyondblue.com.au](http://www.beyondblue.com.au)

Anyone can call Beyond Blue for immediate support with any problems or concerns. They are available 24 hours a day, 7 days a week.

#### Redfern Legal Centre

Website: <http://rlc.org.au/our-services/international-students>

The Redfern Legal Centre gives free, confidential legal advice to international students living in New South Wales.

#### Fair Work Australia

Telephone: 1300 799 675

Website: <https://www.fairwork.gov.au>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

#### Reach Out

Website: <https://au.reachout.com>

Reach Out is a web-based service that inspires young people help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support, and referrals in ways they know work for young people.

## **MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS**

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.

Victorian Institute of Education will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Victorian Institute of Education uses a range of methods to monitor course progress, including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we 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 required. We can provide you with a range of support from extra time to complete 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 Academic Support staff will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter. Again, this invites you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue to not meet course progress requirements, you will be reported to DHA. DHA will make





the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Victorian Institute of Education's decision to report you to the DHA. However, an appeal will only be considered if Victorian Institute of Education 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 the student's results, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that 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, which has impacted on the student's studies
- A traumatic experience which has impacted the student, which includes but is not limited to involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports); or
- Where Victorian Institute of Education 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

Where your study load is reduced due to difficulties with meeting course progress requirements, you may need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

## ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will communicate with you to remind you of your attendance obligation. In response, you are expected to respond, attend the college and contact student support if you have any issue or concern that may prevent you from attending your classes. You will get support from Student Services if you contact the college with your concern, difficulty or problem. The example of support may be, discussing your issue or concern, directing you to the right support services, and being available to hear your concern and address them. If you do not respond to our reminders, we may commence the process of warning you for unsatisfactory attendance. Once the process for warning you for unsatisfactory attendance commences and you do not respond or continue to fail the attendance requirements, we will be required to report you to Department of Home Affairs (DHA). DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).



## COURSE TRANSFER

All decisions made by Victorian Institute of Education regarding student transfer requests will be made in accordance with this policy and procedure, be fair and consider the student's individual circumstances and any other relevant factors.

### 1. Transferring from Another Registered Provider

Victorian Institute of Education will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- The releasing registered provider or the course in which the student is enrolled has ceased to be registered
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### 2. Transferring to Another Registered Provider

For Victorian Institute of Education 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 Victorian Institute of Education's intervention strategy to assist the student in accordance with Standard 8 (Overseas Student Visa Requirements).
- There is evidence of compassionate or compelling circumstances.
- Victorian Institute of Education 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 Victorian Institute of Education or an education or migration agent regarding Victorian Institute of Education; or the course is unsuitable for their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
  - There are no legitimate compassionate or compelling circumstances.





- For a request of transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the 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 this and the right to access the complaints and appeals process as outlined below will be communicated.
- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, paid will be in accordance with Victorian Institute of Education's Fees and Refunds Policy and Procedures.

### **3. Transferring to Another Course Offered by Victorian Institute of Education**

Students may transfer to another course offered by Victorian Institute of Education in the following circumstances:

- It is considered that the course the student wishes to transfer to:
  - Better meets the study capabilities of the student; and/or
  - Better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
- The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Victorian Institute of Education will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- For a request of transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Victorian Institute of Education's Fees and Refunds Policy and Procedure.
- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>.
- Where the decision is made to refuse a course transfer or Victorian Institute of Education does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Victorian Institute of Education's Complaints and Appeals process within 20 working days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The cancellation status will not be finalised in PRISMS until the complaints and appeals process is



finalised within the 20 working day period or the student withdraws from the course.

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

## DEFERRAL, SUSPENSION AND CANCELLATION

### 1. Deferral and Suspension of Studies

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could 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 (where possible, a death certificate should be provided)
- 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 that has impacted on the student which could include involvement in/witnessing of a serious accident or witnessing/being the victim of a serious crime. Such cases supported by police or psychologists' reports
- Where Victorian Institute of Education is unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

These circumstances are an example of what may be considered compassionate or compelling circumstances; however, each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, Victorian Institute of Education considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Victorian Institute of Education because of a circumstance such as being involved in a car accident.

Where a student-initiated deferral or suspension of enrolment is granted, Victorian Institute of Education will suspend an enrolment for an agreed period - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

### 2. Provider Initiated Suspension or Cancellation

Victorian Institute of Education may suspend or cancel a student's enrolment including, but not limited to:

- Misbehaviour by the student (including plagiarism, collusion, and cheating)
- Failure to pay an amount the student was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- A breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas Student Visa Requirements) and as specified in Victorian Institute of Education's Course Progress Policy and Procedures



- Standards of behaviour required are outlined in the International Student Handbook.
- Where Victorian Institute of Education suspends or cancels a student's enrolment, before imposing a suspension or cancellation, Victorian Institute of Education will inform the student in writing of that intention and the reasons for doing so and advise the student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

### 3. Student Initiated Cancellation of Studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Victorian Institute of Education's Course Transfer Policy and Procedure.

### 4. Visa Status

When there is any deferral, suspension or cancellation action taken under this standard, Victorian Institute of Education will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under Section 19 of the ESOS Act (that is, notification via PRISMS).

- Students are referred to the DHA website at <https://www.homeaffairs.gov.au/> or Immigration Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.
- Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DHA a new CoE or provide DHA with evidence that he or she has accessed an external appeals process.
- Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Victorian Institute of Education, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
- Where Victorian Institute of Education initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Victorian Institute of Education's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
- Students may choose to access external appeals process as per Victorian Institute of Education's Complaints and Appeals Policy and Procedure. In the case of an external appeal, Victorian Institute of Education is not required to wait for the outcome of the external appeal before notifying DHA of the change to the student's enrolment status.
- In relation to suspension, Victorian Institute of Education will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed



outside of the classroom environment.

- Victorian Institute of Education provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation. Students may access all relevant forms for deferral or suspension through Victorian Institute of Education website or by direct request.
- Standards of behaviour required are outlined in this International Student Handbook.
- Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

## CHANGE IN VISA STATUS

Deferment, suspension, or cancellation may affect the student's visa. When a student's enrolment is deferred, suspended, or cancelled, Victorian Institute of Education will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA website at <https://www.homeaffairs.gov.au/trav/stud> or telephone 131 881 (Immigration Helpline) for information and their local DHA office for advice on how the potential change to enrolment status may impact his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request or a suspension imposed by Victorian Institute of Education, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Victorian Institute of Education will suspend an enrolment for an agreed period – to a maximum of 12 months. If the suspension is required to be longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Victorian Institute of Education will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course, or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## YOUR FEEDBACK

Your feedback is important to us and assists us in ensuring that our services meet your needs. We regularly use feedback from students to contribute to our continuous improvement, so we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

## ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Victorian Institute of Education holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- Making copies of the records held in a file
- Providing a time for you to review your file
- Providing access to the online portal where some records about the course can be viewed.

### Amendment to Records

If a student considers the information that Victorian Institute of Education holds about them to be incorrect, incomplete, out of date or misleading, they can request the information to be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests a record to be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## NOTIFYING CHANGES

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment. It also includes circumstances where we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Victorian Institute of Education will devise a strategy to minimise the impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address, an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number, and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

## LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

### Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's 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:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

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 - Workplace Health and Safety Act 2011.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Victorian Institute of Education must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Victorian Institute of Education has policies and procedures in place to ensure your safety, and on commencement of your course you will be provided information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor
- Seek assistance from a member of staff if you become ill or injured on campus
- Only assist another person who is ill or injured if it is safe to do so. If you are not sure, call a member of staff for assistance
- Complete an incident report as required
- Ensure you are familiar with Victorian Institute of Education's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you
- Do not leave bags or personal belongings lying around where someone else could trip over them
- Do not smoke or drink alcohol on the premises
- Engage in basic hygiene practices including but not limited to, hand washing before handling and eating food and leaving toilets and wash basins clean and tidy

### **Harassment, Victimisation or Bullying**

Victorian Institute of Education is committed to providing everyone with an environment free from all forms of harassment, victimisation, and bullying. Victorian Institute of Education will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes and ignoring someone.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under the health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should ideally tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Victorian Institute of Education Complaints and Appeals procedure as detailed in this Handbook.





## Equal Opportunity

The principles and practices adopted by Victorian Institute of Education aim to ensure, that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with Victorian Institute of Education.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection, enrolment, and participation in a course.

Victorian Institute of Education provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of standards that ensure that the training, assessment, and support services are provided to you in accordance with nationally mandated standards.

## Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for students whom we do not have a USI on file.

If you're studying a nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcripts) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations and bodies who require it as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI, refer to <http://www.usi.gov.au/About/Pages/default.aspx>.

## PRIVACY POLICY

In collecting your personal information, Victorian Institute of Education will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected
- Only use the personal information that you provide us in relation to your studies with us



- Ensure your personal information is securely handled and stored
- We will inform you of any organisation and the type of organisation to which we disclose personal information (e.g., the Australian Government or the National Centre for Vocational Education Research), as well as the purpose of disclosing this information (e.g., for statistical purposes)
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to the requesting person or organisation
  - You have given written consent
  - We believe the disclosure is necessary to prevent or lessen a serious and imminent threat to your life and/or health or that of another person
  - The disclosure is required or authorised by or under law, or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## 1. Privacy Principles

- In collecting personal information, Victorian Institute of Education complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state in which Victorian Institute of Education operates.
- Personal information, including sensitive information, is collected from individuals so Victorian Institute of Education can carry out its business functions. Victorian Institute of Education only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Victorian Institute of Education if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
  - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
  - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
  - It genuinely and reasonably believed that:
    - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health, or safety of any individual, or to public health or safety
    - Unlawful activity, or misconduct of a serious nature, that relates to Victorian Institute of Education's
    - functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary for the entity to take appropriate action in relation to the matter
    - The collection, use or disclosure is reasonably necessary to assist any APP entity, body, or person to locate a person who has been reported as missing
    - The collection, use or disclosure is reasonably necessary for the establishment, exercise, or defense of a legal or equitable claim



- Victorian Institute of Education ensures all individuals:
  - Know why their information is being collected, how it will be used and who it will be disclosed to
  - Are made aware of any legal requirement for Victorian Institute of Education to collect the information
  - Can access their personal information upon request
  - Do not receive unwanted direct marketing
  - Can ask for personal information that is incorrect to be corrected
  - Can make a complaint about Victorian Institute of Education if they consider their personal information has been mishandled
  - Are made aware of any consequences for not providing the information requested
  - Are aware if the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Victorian Institute of Education retains evidence that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:

<https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

## 2. Collection of Information

Under the Data Provision Requirements 2020, Victorian Institute of Education is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use, and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
  - Personal and contact details
  - Employment information, where relevant
  - Academic history
  - Background information collected for statistical purposes including but not limited to prior education,
  - schooling, place of birth and disabilities
  - Training, participation, and assessment information
  - Fees and payment information
  - Information required for the issuance of a USI
  - For international students:
    - Current course information including CRICOS code, agreed starting date and expected



completion date if the student did not start on the agreed date

- Information about any changes of personal details and duration of the course
- English language proficiency including the name of the test and the score received
- Visa information, including the DHA office where the visa application was made and current local DHA office
- Passport information including whether the student was in Australia when they became an accepted student.

### 3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Victorian Institute of Education upon enrolment. Alternatively, Victorian Institute of Education can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Victorian Institute of Education applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
  - Name, including first or given name(s), middle name(s) and surname or family name
  - Date of birth
  - City or town of birth
  - Country of birth
  - Gender
  - Contact details, so the Student Identifiers Registrar can provide individuals with their USI and information on how to activate their USI account
- To create a USI on behalf of a student, Victorian Institute of Education will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
  - Is collected by the Registrar as authorised by the Student Identifiers Act 2014.
  - Is collected by the Registrar for the purposes of:
    - Applying for, verifying, and giving a USI
    - Resolving problems with a USI
    - Creating authenticated vocational education and training (VET) transcripts
  - May be disclosed to:
    - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET:
      - For the purposes of administering and auditing VET, VET providers and VET programs
      - For education related policy and research purposes



- To assist in determining eligibility for training subsidies
- VET Regulators to enable them to perform their VET regulatory functions
- VET Admission Bodies for the purposes of administering VET and VET programs
- Current and former Registered Training Organisations to enable them to deliver VET course to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- Schools for the purposes of delivering VET courses to the individual and reporting on these courses
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics
- Researchers for education and training related research purposes
- Any other person or agency that may be authorised or required by law to access the information
- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- Will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Victorian Institute of Education will be unable to issue a qualification or statement of attainment.

#### **4. Storage and Use of Information**

- Victorian Institute of Education will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse, or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by Victorian Institute of Education to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress, and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Victorian Institute of Education may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed to any third-party marketing companies without the prior written consent of the individual.

#### **5. Disclosure of Information**

- Victorian Institute of Education will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organization
  - The individual has given written consent
  - Victorian Institute of Education believes on reasonable grounds that the disclosure is necessary



to prevent or lessen a serious threat to the life or health of the individual concerned or another person

- The disclosure is required or authorised by, or under, law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Victorian Institute of Education for statistical, regulatory and research purposes. Victorian Institute of Education may disclose personal information for these purposes to third parties, including:
  - Commonwealth and State or Territory government departments and authorised agencies, such as the Australian Skills Quality Authority (ASQA), Department of Education and Training (DET), the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS)
  - NCVER
  - Organisations conducting student surveys
  - Researchers
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
  - Facilitating statistics and research relating to education, including surveys
  - Understanding how the VET market operates for policy, workforce planning and consumer information
  - Administering VET, including program administration, regulation, monitoring and evaluation

## **6. Access to and Correction of Records**

- Individuals have the right to access or obtain a copy of the information that Victorian Institute of Education holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Victorian Institute of Education holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## **7. Complaints about Privacy**

- Any individual wishing to make a complaint or appeal about the way information has been handled within Victorian Institute of Education can do so by following Victorian Institute of Education's Complaints and Appeals Policy and Procedure.

## FEES AND REFUNDS

### 1. Protection of Fees Paid in Advance

- Victorian Institute of Education protects the fees that are paid in advance by both domestic and international students.
- For international student fee protection is ensured as follows:
  - Victorian Institute of Education does not require international students to pay more than 50% of course fees prior to course commencement. However, Victorian Institute of Education provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Victorian Institute of Education will require students to pay the full cost of the course prior to course commencement.
  - Victorian Institute of Education pays into the Tuition Protection Service (TPS) provided by the Australian Government. In the event Victorian Institute of Education is unable to deliver a course a student has paid for and does not meet the obligation to either offer a student an alternative course or provide the student with a refund of the unspent prepaid tuition fees, the TPS will assist students in finding an alternative course or to get a refund if a suitable alternatives is not found.

### 2. Fees and Refund Information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to domestic and international students includes:
  - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
  - Any additional charges that may apply and the circumstances in which they apply
  - The potential for changes to fees over the duration of the course
  - Payment options (such as international students may choose to pay more than 50% tuition fees before their course commencement date)
- The Student Agreement and this International Student Handbook which are provided prior to enrolment, includes the Fees and Refunds Policy and Procedure, and informs students of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Victorian Institute of Education does not use direct approach marketing or tele-sales and therefore no cooling-off period applies to its courses.

### 3. Course Fee Inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees include all training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. Course fees do not include required textbooks and learning materials. These are at an additional cost, as outlined on the Course Outline.
- Non-tuition fees that apply include:
  - Additional fees for re-assessment, where a student fails to achieve a satisfactory outcome after two attempts at an assessment task



- Re-issuance or additional copies of certification documents
- Late payment of tuition fees
- Course fees (tuition or non-tuition) do not include:
  - Stationery, such as paper and pens
  - Overseas Student Health Cover
  - Airport pick-up
  - Direct debit setup, transaction, and dishonour fees (where applicable)
  - Credit card payment surcharges
  - Cost of homestay and homestay packages
  - Work Placement Insurance
- Victorian Institute of Education cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

#### **4. Payments**

- Payments must be made either by bank transfer, credit card or EFTPOS.
- Students who are having trouble to pay their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due date.
- Victorian Institute of Education reserves the right to suspend the provision of training and/or other services until fees are paid. Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

#### **5. Refunds for International Students**

- All course fees for international students include a non-refundable enrolment fee which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below:

##### **A. Full Refunds**

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- If Victorian Institute of Education is required to cancel a course before it commences due to insufficient numbers of students or for other unforeseen circumstances that results in cancellation of class for the particular intake date.
- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child)
- At the discretion of Victorian Institute of Education's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies, including political, civil or natural events
- If an offer of a place is withdrawn by Victorian Institute of Education and this is not due to incorrect or incomplete information provided by the student



## Claiming a Full Refund

- In any of the above situations, Victorian Institute of Education will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days

## B. Partial Refunds

### Provider Default

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where Victorian Institute of Education fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.

### Student Default

- If an international student is refused a visa (student default) before commencing their course, Victorian Institute of Education will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less. The refund will be whichever is the lower amount between 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or incomplete information and as a result Victorian Institute of Education withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee of total amount paid (tuition fees)
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee of total amount paid (tuition fees).
- Where a student withdraws from a course 0 – 28 days before the course commencement for reasons other than those set out in circumstances for full refunds, 50% of the deposit paid will be refunded.
- If a student withdraws or defers their course after the course has started and they have paid for units/clusters/modules that have not been commenced. This will be calculated on a per unit or cluster cost with the following formula:
  - Course fee less administration fees of 20%, less textbook fees divided by the total number of units or clusters or modules in the course multiplied by unit not commenced but paid for

**For Example:** Fee paid AUD 1500+50 for 3 units in the installment and commenced 1 unit where material fee is AUD 50. Refund =  $(1550 \text{ less } (1500 * 20\% - 50)) / 3 = ((\$1550 \text{ less } \$350) / 3) * 2 = \text{AU } \$ 800$

## Claiming a Partial Refund

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

- The refund assessment will be based on reviewing the services provided to the student and the costs





incurred by Victorian Institute of Education to provide those services.

- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student who does not achieve the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment are not entitled to a refund.

### Circumstances in Which a Refund Will Not Be Paid

- A student is not entitled to a refund in the following circumstances:
- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day, withdrew from the course at that location or did not pay the fees due.
- Where Victorian Institute of Education terminates the student's enrolment because of a failure to comply with Victorian Institute of Education's policies, misbehaviour or unsatisfactory course progress

### 6. Recording and Payment of Refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

### Additional Fees and Charges

Victorian Institute of Education has the following of additional charges. Details are found in the written agreement that is signed at the commencement of your course.

FEE NAME	Description	Refundable
<p><b>Enrolment Fee</b> The fee is required to confirm a student's entry to Southern Academy of Health Sciences and must be paid upon application. Enrolment fee is non-refundable and non-transferrable</p>	<b>\$200</b>	<b>Non-Refundable</b>
<p><b>Material Fee</b> Refer to Refund Policy. Refund applies only when visa refused and study not commenced.</p>	<b>From \$200 - \$1,000</b>	<b>Refundable</b>
<p><b>Deferral Fee</b> The fee is payable at the time of applying for deferral</p>	<b>\$100</b>	<b>Non-Refundable</b>
<p><b>Extension Fee</b> The fee is payable at the time of applying for extension</p>	<b>\$100</b>	<b>Non-Refundable</b>
<p><b>Re-enrolment Fee</b> The fee is payable at the time of re-enrolment</p>	<b>\$100</b>	<b>Non-Refundable</b>



<b>Re-issuing of testamur and statements of results</b> All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	<b>\$80</b>	<b>Non-Refundable</b>
<b>Surcharges for credit / debit card payments</b> The surcharges are applied to each transaction using credit / debit cards	<b>Visa and Master Card: 2 %</b>	<b>Non-Refundable</b>
<b>Recognition of Prior Learning</b>	<b>\$300.00 per unit</b>	<b>Non-Refundable</b>
<b>Reassessment of unit</b>	<b>\$200.00 per unit</b>	<b>Non-Refundable</b>
<b>Reissue of Photo Id Card</b>	<b>\$50</b>	<b>Non-Refundable</b>
<b>Workplace Insurance ( Per course)</b>	<b>\$107</b>	<b>Non-Refundable</b>
<b>Overdue Tuition Fee.</b> 5 working Days	<b>\$200</b>	<b>Non-Refundable</b>
<b>Overdue Tuition Fee.</b> More than 5 working days	<b>\$200 (another \$200 on top of the above mentioned \$200)</b>	<b>Non-Refundable</b>

## COMPLAINTS AND APPEALS

### 1. Nature of Complaints and Appeals

- Victorian Institute of Education responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staffs
  - Any third-party providing Services on behalf of Victorian Institute of Education and including education agents
  - Any student or client of Victorian Institute of Education
- Complaints may be made in relation to any of Victorian Institute of Education services and activities such as:
  - The application and enrolment process
  - Marketing information
  - The quality of training and assessment provided
  - Training and assessment matters, including student progress, student support and assessment requirements
  - The way someone has been treated



- The actions of another student
- An appeal is a request for a decision made by Victorian Institute of Education to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Victorian Institute of Education

## 2. Principles of Resolution

- Victorian Institute of Education is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Victorian Institute of Education ensures that complaints and appeals:
  - Are responded to in a professional, consistent, and transparent manner
  - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality
  - Can be made at no cost to the individual
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Victorian Institute of Education will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter
- There are no charges for students to submit a complaint or appeal to Victorian Institute of Education, or to seek information or advice about doing so
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## 3. Making a Complaint of Appeal

- Complaints about a particular incident should be made as soon as possible and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or another
- written format, and sent to Victorian Institute of Education head office with the attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Victorian Institute of Education to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you
  - Any evidence you must support your complaint or appeal
  - Details about the steps you have already taken to resolve the issue
  - Suggestions about how the matter might be resolved

## 4. Timeframes for Resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be analysed as soon as practicable or at least within 30



calendar days unless there is a significant reason for the matter to take longer.

- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until the matter is resolved.

## 5. Resolution of Complaints and Appeals

- Some or all members of the management team of Victorian Institute of Education will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
  - For international students, Victorian Institute of Education will maintain the student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process, it will depend on the type of appeal as to whether Victorian Institute of Education will maintain the student's enrolment as follows:
    - If the appeal is against Victorian Institute of Education's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and an outcome regarding Victorian Institute of Education's decision to report has been made.
    - If the appeal is against Victorian Institute of Education's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Victorian Institute of Education will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

## 6. Independent Parties

- Victorian Institute of Education acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Victorian Institute of Education.
- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Refer to information under External Complaint Avenues.
- Victorian Institute of Education will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Victorian Institute of Education.



## 7. External Complaint Avenues

Complaints can also be made via the following avenues:

### **National Training Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/ authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Completing the complaints form on <https://www.dewr.gov.au/about-department/resources/dewr-privacy-complaints-handling-procedures>
- Calling the student's enquiry line on 13 38 73, Monday–Friday, 9am to 5pm nationally

### **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to Victorian Institute of Education's registering body, Australian Skills Quality Authority (ASQA). However, it should be noted that ASQA is not a consumer protection agency and cannot act as an advocate for individual students.

Please refer to the relevant webpage below before making a complaint to ASQA:

<https://www.asqa.gov.au/complaints>.

### **The Overseas Student Ombudsman (OSO)**

International students may complain to the OSO if their complaint is in relation to Victorian Institute of Education, including:

- Refusal of admission to a course
- Course fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by your provider
- Incorrect advice given by an education agent

Such complaints will usually arise if you believe we have failed to take action or are taking too long to take some action. This includes but is not limited to, failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Victorian Institute of Education. The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>.

## 8. Records of Complaints and Appeals

Victorian Institute of Education will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to our Privacy Policy and Procedures.

## ISSUING OF CERTIFICATION DOCUMENTS

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 if all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Victorian Institute of Education reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Victorian Institute of Education is not permitted to do so by law.

Victorian Institute of Education must have a valid USI on file for the student for a qualification or Statement to be issued.

### **Re-Issuing Statements and Qualifications**

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.