



**VIA** EDUCATION

# Student Handbook

Cachet Training Pty Ltd t/a VIA Education

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### **About the Student Handbook**

This Student Handbook is your guide to VIA Education. In this guide, you will find information on how VIA Education works, where students should go, and who they should see to resolve problems. This guide also contains policies and procedures and relevant legislative and regulatory requirements so that you understand how VIA Education operates.

### **Disclaimer**

VIA Education attempts to ensure that the information provided within this guide is accurate and up-to-date, but sections may be amended without notice. Persons intending to act on any information contained herein should first check with VIA Education to ascertain whether any updated information is available in respect of the relevant material. VIA Education, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

# Table of Content

<b>Welcome</b> .....	<b>5</b>
<b>Contacting VIA Education</b> .....	<b>6</b>
<b>About VIA Education</b> .....	<b>7</b>
Our location.....	7
<b>Important Information</b> .....	<b>8</b>
Who to speak to if you need assistance .....	8
Your student ID card .....	9
Overseas Student Health Cover (OSHC).....	9
Critical Incidents .....	9
Evacuation drills.....	10
Courtesy on Campus .....	10
Fee Payment Details.....	10
Late Payment Penalty Fee .....	10
Overdue fees .....	11
Financial Hardship.....	11
Updating your Contact Information .....	11
Privacy 12	
Deferral, Suspension and Cancellation of Enrolment .....	13
Student Transfer Policy .....	15
Complaints and Appeals .....	19
<b>Campus Facilities</b> .....	<b>23</b>
Entering and Leaving the Campus .....	23
Emergency facilities .....	23
Dining facilities.....	23
WiFi Access .....	23
Student Kitchen Facilities .....	23
<b>Relevant Legislation</b> .....	<b>24</b>
<b>Your Studies</b> .....	<b>25</b>
Credit Transfer and Recognition of Prior Learning (RPL).....	25
Assessments .....	27
Course Progress Policy .....	29
Academic Misconduct Policy .....	35
Issuing of Qualifications and Statements of Attainment .....	37
The eLearning Portal .....	37
IT Facilities and Printing Facilities on campus .....	37
Library Facilities .....	38
<b>Student Responsibilities</b> .....	<b>39</b>

Attendance .....	39
Punctuality.....	39
Student Visa Requirements .....	39
Harassment .....	39
Health and Safety.....	39
Drugs and Alcohol .....	39
<b>Student Support .....</b>	<b>41</b>
Accommodation.....	41
Orientation Session .....	41
Counselling .....	41
English and Academic Support.....	41
Healthcare providers.....	42
Other support providers.....	42
<b>Living in Sydney.....</b>	<b>43</b>
Public Transport.....	43
Working while studying .....	43
Banks 43	
Entertainment.....	44

# Welcome

## **Welcome to VIA Education.**

Welcome to VIA Education where new and exciting experiences and adventures await you. Our experienced staff and trainers are dedicated to providing every student with equal and the best educational opportunity possible. We are committed to delivering a high-quality learning experience to prepare you for your future career.

VIA Education is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) and *Standards for Registered Training Organisations (RTOs) 2015* (RTO No: 45076). VIA Education is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) (CRICOS Provider No: 03562G).

Please take few moments to read through the information contained within this handbook to familiarise yourself with VIA Education's policies and procedures.

If at any time you have questions or need our support, please do not hesitate to speak to any of our friendly staff.

# Contacting VIA Education

## Our Location

Level 4&5, 565 George St  
Sydney NSW 2000

## Reception Hours (during study terms)

Monday - Friday:	8:30am - 7:00pm
Saturdays:	11:30am - 5:00pm
Sundays:	closed

## Reception Hours (during term breaks)

Monday - Friday:	9:00am - 5:30pm
Saturdays and Sundays:	closed

## Contacting Us

Telephone:	(02) 9261 5616
Out of hour emergency contact (7:00pm - 9:00am):	0410 671 866
Email:	<a href="mailto:info@via.edu.au">info@via.edu.au</a>
Website:	<a href="http://www.via.edu.au">www.via.edu.au</a>

# About VIA Education

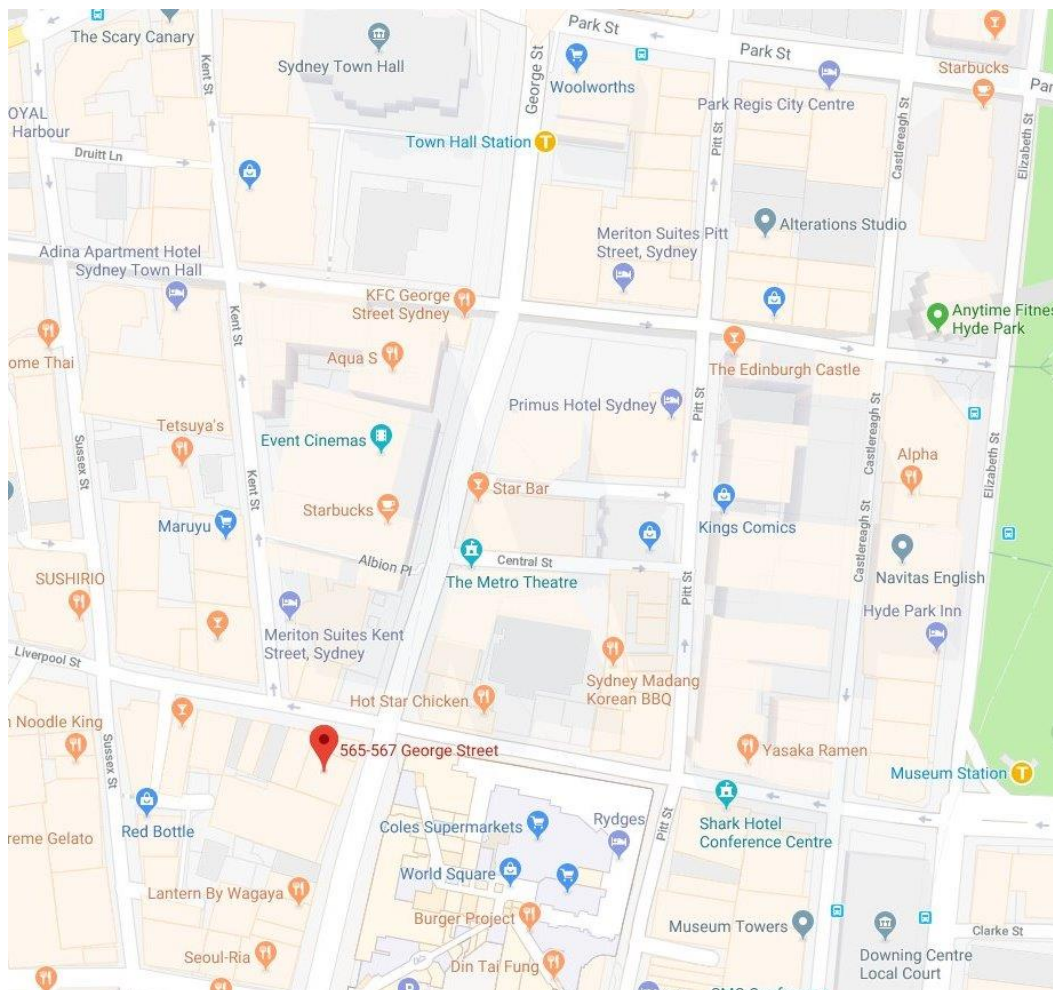
VIA Education welcomes students from across the world seeking a rewarding educational experience and a taste of the Australian lifestyle.

Our focus is on delivering a quality educational experience while preparing our clients for a rewarding career.

We engage with industry to ensure our course content is up-to-date and meets the needs of an evolving workplace. Our trainers and assessors are dedicated to providing you with up-to-date knowledge and skills, so you can achieve success both during and after completing your studies.

## Our location

VIA Education is located in the heart of the thriving city of Sydney. We are situated between two major train stations — Central and Town Hall stations — and directly opposite Sydney's famous World Square retail and commercial complex. We are a short walk to Darling Harbour and surrounded by food outlets and entertainment options.



# Important Information

## Who to speak to if you need assistance

Studying in a new location, and particularly in a new country, can be challenging. We understand this as many of our staff have been through the same experience. If you have a problem, or you just feel like you need someone to talk to, let us know.

At any time if you have a problem or require support please see our reception desk as the first point of contact so that we can find the best person to help you.

Who I can talk to?	You can contact them:
Trainers and Assessors	<ul style="list-style-type: none"> <li>• If you have assessment related enquiries</li> <li>• To get feedback on assessment activities</li> <li>• To get information on assessment and training schedules</li> <li>• To know about training and assessment outcomes</li> <li>• If you have attendance related queries</li> </ul>
Student Services Team	<ul style="list-style-type: none"> <li>• To notify your change of address</li> <li>• If you need to lodge complaint or appeal</li> <li>• If you have health cover (OSHC) enquiries</li> <li>• Require first aid</li> <li>• If you have qualification issuance enquiries</li> <li>• For assessment re-attempts</li> <li>• To apply for leave</li> <li>• For payments and payment related enquiries</li> </ul>
Training Manager / The VIA Education Management	<ul style="list-style-type: none"> <li>• If you have course enquiries</li> <li>• If you have timetable enquiries</li> <li>• For re-enrolments</li> <li>• For resource related enquiries</li> <li>• For academic support</li> </ul>



## Your student ID card

Your Student ID card will be issued before orientation on your first day. Please keep it with you at all times.

### Discounts available to students

Many local businesses offer discounts to students. You will need to provide your identification card to take advantage of these.

### Replacing a lost or damaged card

Please ensure you take care of your student identification card. Should you require a replacement card please see Student Services. A fee of \$10 applies to replace a card.

## Overseas Student Health Cover (OSHC)

If you are in Australia on a Student Visa, you must ensure that you have adequate health cover at all times. If your Overseas Student Health Cover expires during your time in Australia it is important you renew it immediately.

If you have requested VIA Education to arrange your cover at the time of your enrolment our Student Services staff will send you a message when your membership ID card is ready for collection. Please allow up to two weeks after your commencement for it to arrive.

Ensure you keep your OSHC card with you in case you need medical services. If you are absent from class because of serious illness, please ask your doctor for a Medical Certificate and provide this to Student Services to take a copy for your file. Please note that your attendance will still be affected by absences due to illness unless you are on a period of approved medical leave.

## Critical Incidents

VIA Education recognises the duty of care owed to its students and understands that planning for the management of a critical incident is essential. Students must report all incidents and hazards to Student Services as soon as possible.

### On-Campus Incidents

If the incident is on campus, staff, students or visitors involved or witnessing a critical incident should immediately contact the emergency services - fire, police or ambulance. If the matter is WHS related, Student Services team should also be contacted immediately regarding the incident.

### Off-Campus Incidents

If the critical incident occurs outside the campus premises, any student or staff involved in the incident must contact the Student Services Manager or Managing Director and report the issue immediately. The contact numbers for VIA Education are:

- Phone: 02 9261 5616 during business hours
- Mobile: 0410 671 866 out of business hours.

### Evacuation drills

Regular evacuation drills are held throughout the year in case of emergency. Please ensure you familiarise yourself with floor plans and emergency exit locations.

If the building's alarm sounds, exit via the closest fire escapes. Never use the lift in times of emergency.

Please see the emergency evacuation maps posted around the campus for the location of the evacuation meeting point.

### Courtesy on Campus

Out of respect for your fellow students, please note the following.

#### Dress code

At all times students should wear neat attire while on campus. For health and safety reasons please ensure you are wearing footwear at all times.

#### Eating and Drinking

To keep classrooms clean for all students, please only consume food and drinks in the Student Kitchen or outside of campus. Only bottled water may be consumed in classrooms.

#### Smoking

Smoking is not permitted anywhere in the building or immediately outside of the entry door.

#### Mobile Phones

Please ensure your mobile phone is switched off or to silent during classes.

### Fee Payment Details

Your course fees are payable on the dates set out in your Letter of Offer/Student Agreement. We accept payment via direct deposit.

We will send you a reminder via SMS when your fees are due. Please remember to let us know if you change your mobile telephone number so we can keep your details up-to-date.

### Late Payment Penalty Fee

If payment for tuition is not received by VIA Education, you will be charged progressive late payment penalty fee. The late payment penalty fee is automatically added to your account if payment is not received by the due date.

The progressive late payment fee structure is as below:

Up to 7 days overdue	\$100
8 days to 14 days overdue	another \$50
15 days to 21 days overdue	another \$50

22 days to 28 days overdue    another \$50

Maximum late payment penalty fee will be capped at \$250

Please refer to the below chart to understand the late payment penalty fee structure:



### Overdue fees

Students with fees more than 2 days overdue are at risk having their enrolment cancelled. Students with overdue fees will be excluded from classes and assessments, and will be suspended from the computer network, as well as e-learning portal.

### Financial Hardship

If you are experiencing difficulties in paying your fees as they fall due it is important to come and talk to us in person as soon as possible. In certain limited circumstances we may be able to come to an arrangement such as implementing a payment plan during periods of short-term financial hardship. To be considered, you must be in genuine short-term financial hardship caused by compassionate and compelling reasons beyond your control.

### Updating your Contact Information

It is important that VIA Education holds your current contact information on file. This is also a requirement of all student visa holders.

Please ensure that the mobile telephone number and email address we have on file is correct at all times. You are required to notify VIA Education of any change of your contact details during your course of study within 7 days. To update your details, please see Student Services.

We will send you an email every six months to verify your contact details.

## Privacy

VIA Education is committed to ensuring that all stakeholders' privacy is protected at all times. It is bound by the National Privacy Principles (NPPs) contained in the *Privacy Act 1988* and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

VIA Education will not reveal, disclose, sell, distribute, rent, license, share or pass personal information on to a third party without your knowledge and consent, unless required by legislation or law.

In order to provide you with training and assessment services, we are required to disclose personal information to third parties such as government and regulatory agencies for legal and regulatory requirements.

### **Data Quality and Security**

VIA Education will take reasonable steps to ensure that personal information is accurate, complete and up-to-date. Students are encouraged to help us keep their personal information accurate, complete and up-to-date by informing us of any changes.

We are committed to protecting the privacy of personal information. We take reasonable steps to protect personal information from misuse, loss and from unauthorised access, modification or disclosure.

Information shall be destroyed when it is no longer needed for its purpose or after the required retention period as defined by Commonwealth and State legislation.

VIA Education will take all reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

### **Access and correction**

You have a right to access the personal information we store about you. If you find that the information we hold about you is inaccurate or out-of-date then we will correct it. If you wish to access your information then we ask you to contact us.

When requesting access to personal information, individuals will need to:

- Make a request formally in writing
- Provide sufficient formal identification
- Provide data storage if necessary
- Pay all reasonable costs associated with the provision of the data

Requests will be processed within 20 working days.

## Deferral, Suspension and Cancellation of Enrolment

### Definitions

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate and evidence of relationship should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists 'reports)
- Any other matters considered by VIA Education

PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers (source: *National Code 2018*)

'Extenuating circumstances' relating to the welfare of the student, these may include but are not limited to the following. The student:

- 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.

### Policy

All requests for deferral, suspension or cancellation initiated by students must be in writing. VIA Education will not accept verbal requests.

Students can request to defer their studies due to:

- Delays in student visa grant (applies to offshore students)
- Failure to complete a unit or course which is either an entry requirement or pre-requisite of the course to be commenced
- Compassionate or compelling circumstances

Students can request to temporarily suspend their enrolment if there are compassionate or compelling circumstances.

VIA Education may suspend or cancel the enrolment of a student, for serious and wilful misconduct. Misconduct may include, but is not limited to, criminal activity, harassment or verbal abuse of staff or students, failure to pay fees, maintaining erratic course progress, plagiarism or cheating.

In the event of a suspension any additional costs in completing the enrolled course will be borne by the student.

In the event of a cancellation there will be no refund of tuition fees paid to date.

Students have the right to appeal a decision by VIA Education to suspend or cancel their enrolment and VIA Education will not report the change in enrolment in PRISMS until the internal complaints and appeals process is completed unless extenuating circumstances exist.

VIA Education will inform the student that deferring, suspending or cancelling enrolment may affect his or her student visa and they must seek advice from the Immigration department on the potential impacts on their student visa

VIA Education will report the change to the overseas student's enrolment as a result of deferral, suspension or cancellation in PRISMS in accordance with section 19 of the *The Education Services for Overseas Students Act 2000 (ESOS Act)*.

VIA Education provides this policy in the Student Handbook which is made available to students on its website. This policy is also explained to students during the orientation.

VIA Education will keep all documentary evidence on the student's file related to the assessment of the application for deferral, suspension or cancellation.

### **Assessing an application for deferral or suspension**

Students are requested to complete a *Course deferment and suspension (leave of absence) request form*. Students are required to attach documentary evidence in support of their application for deferral or suspension.

Deferral and suspension applications are assessed by the Student Services Manager within two working days. To be approved for a deferral or suspension, students must provide evidence that:

- the circumstances prevent them from attending for a period of time
- the circumstances are outside of the student's control
- the circumstances are compassionate and/or compelling

### **Types of evidence**

Evidence supplied by a student should be in English, or with an English translation, support the reason the student has requested, and indicate that the leave is for exceptional compassionate or compelling circumstances.

Evidence may include, but is not limited to:

- a certificate from a licensed medical practitioner indicating that the student is unable to attend classes between two dates
- a medical or death certificate for a member of the student's immediate family
- other forms of evidence that could be reasonably construed to demonstrate a compassionate or compelling circumstance

### **Advising students of the outcome of their application**

VIA Education will assess all applications for deferment or suspension within two working days in cases where all evidence has been received.

Students will be notified via email of the outcome of their application. Where an application is successful and leads to a period of suspension or deferral students will be notified that the period may affect their student visa and they must seek advice from the Immigration department.

### **Assessing an application for cancellation**

Students requesting to cancel their enrolment must first speak to the Student Services Manager to discuss their situation and explore support options

If student still decides to cancel the enrolment, they are given *Student Withdrawal Form* and is advised of the supporting documentation that must be submitted.

All withdrawal applications will be assessed by the Student Services Manager in consultation with the CEO or their delegate

### **Advising students of the outcome of their application**

Students will be notified via email of the outcome of their application. If VIA Education accepts the reasons for cancellation request, then all current and future enrolments will be cancelled. If VIA Education rejects the cancellation request, student will be notified of the result and the process for appeals.

## **Student Transfer Policy**

### **Overseas Students Transferring to VIA Education**

VIA Education will not knowingly enrol an overseas student wishing to transfer from another registered provider prior to the completion of six months of his/her principal course of study, except in the circumstances listed below.

- the releasing provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing provider has agreed to the overseas student's release and recorded the data of effect and reason for release in PRISMS.  
*PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers (source: National Code 2018)*
- any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change.

## **Overseas Students Transferring from VIA Education**

### **Circumstances where a transfer will be granted**

A request to transfer within the initial six-month period of the principal course will be granted where:

- (a) VIA Education has been provided with a letter from another registered provider confirming that a valid enrolment offer has been made, and
- (b) The student has no outstanding fees, and
- (c) The transfer is in the student's "best interests"

Circumstances where a transfer may be in the student's "best interests" include, but are not limited to, the following:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with VIA's intervention strategy
- there is evidence of compassionate or compelling circumstances
- VIA Education fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by VIA Education or an education or migration agent regarding VIA Education or its course, and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Where a decision to release a student has been made, VIA Education will record the date of effect and the reason for the release in PRISMS. If granted, a release will be provided at no cost to the overseas student and recorded on PRISMS. VIA Education will advise the student of the need to contact Immigration to seek advice on whether a new student visa is required.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

### **Circumstances where a transfer request may be refused**

A request to transfer from VIA Education within the initial six-month period of the principal course may be refused:

- (a) in circumstances where a student fails to satisfy either (a), (b), or (c) listed above
- (b) where a transfer may jeopardise the student's progression through a package of courses



- (c) where a transfer will be otherwise detrimental to the welfare of a student
- (d) where the student has not accessed full range of support services available to him/her.
- (e) where the student is trying to avoid being reported to the Immigration for failure to meet the VIA Education's course progress requirements.
- (f) Student request is based on employment or migration related issues
- (g) Student is transferring to a similar course or low-level course
- (h) Student's request is a consequence of the adverse influence of another party
- (i) Student is claiming financial hardship as the reason

Where a request for a transfer is not granted, the student will be notified in writing, including the reasons for refusing the request and the student's right to appeal the decision in accordance with VIA Education's Complaints and Appeals process.

VIA Education will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the VIA Education, or the student has chosen not to access the complaint and appeals processes within 20 working day period, or the overseas student withdraws from the process.

#### **Decision timeframe**

A decision on a request to transfer will be made within 10 business days provided all necessary evidence and details is provided by the student at the time the request is made.

#### **Records**

All records of requests for release, and material used in making the decision, will be retained for two years after the overseas student ceases to be an accepted student.

#### **Procedure for assessing student's request to transfer to VIA Education**

VIA Education receives *Enrolment Form* from the student who indicates that he/she is currently studying at another institution.

If the student provides evidence of the following, then the transfer requirements are met

- the releasing provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing provider has agreed to the overseas student's release and recorded the data of effect and reason for release in PRISMS.

- any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change.

VIA Education uses PRISMS records to verify if the student has completed 6 months of their principal course or their principal provider released the student and indicated this in PRISMS. Copy of the student visa is also used to ascertain what the principal course is and when the student arrived in Australia.

If they have not met the above points, the application process is stopped, and student informed of their options e.g. to request a release from their principal provider.

Students can be provided with a "conditional" offer which clearly states that an offer of a place is conditional upon obtaining release from their principal provider.

### **Procedure for assessing student's request to transfer from VIA Education**

Students make a written request using 'Student Withdrawal Form' to transfer to another provider. This form along with the supporting documentation including, but not limited to, a valid offer of enrolment from the new institution are submitted to the Student Services Manager who will assess the transfer request considering the following questions:

- Does the student have any outstanding fees payable?
- Is the student fully aware of the study issues involved in the transfer?
- Is the student simply trying to avoid being reported to the Immigration department for unsatisfactory course progress?
- Is the transfer going to jeopardise the student's progression through a package of courses?
- Is student using reasons such as employment or migration issue to transfer
- Has the student recently started studying the course and the full range of support services are yet to be provided or offered to the student
- Is the student transferring to similar course or low-level course?
- Is there any adverse influence of another party on student to make the decision to withdraw?

If the answers to the above are satisfactory and in accordance with this policy and the transfer is in the best interest of the student, then Student Services Manager, in consultation with the CEO or their delegate decides to release the student and indicates this in PRISMS. The student will also be advised of the need to contact the Immigration department to determine if they need to obtain a new visa. Student Services Manager reports student's termination of studies through PRISMS.

If any of the answers are unclear, the Student Services Manager interviews the student and gain a full understanding of the circumstances. The Student Services Manager will make a recommendation if he/she believes the request should be refused or agreed and will inform the student in writing of the refusal outcome with reasons and indicate that the student may access the student appeal process if they seek a review of this decision.

## Complaints and Appeals

VIA Education provides appropriate mechanisms and services for students to have their complaints and appeals addressed fairly, professionally, efficiently and effectively and in a manner that ensures privacy, transparency, and where necessary confidentiality, of all parties involved.

### What is a complaint?

A complaint is an expression of dissatisfaction a student has about the services, actions and conduct of VIA Education, its trainers and assessors; its staff; its students; its authorised education agents; or any related party VIA Education engages to provide services. A complaint could be about academic matters, non-academic matters or the way someone has been treated.

### What is an appeal?

An appeal is a request for review of a decision made by VIA Education, its trainers and assessors, and its staff members. An appeal could be about the decisions made in relation to enrolments, applications, services, formal complaints, assessment outcomes, course progress and non-payments.

## Policy

VIA Education ensures that:

- Complaints and appeals policy is publicly available on its website and is addressed in student agreement and during orientation program.
- Complaints and appeals are recorded, acknowledged and dealt promptly with assessment of the complaint or appeal commencing within 10 working days of it being made and the outcome finalised as soon as practicable.
- If the complaints handling or appeals process takes more than 60 calendar days, student is informed of the reasons and provided with regular updates on the progress of the matter.
- The principles of natural justice and procedural fairness are applied at every stage of the complaints handling and appeals processes – this means that:
  - decisions are not predetermined and all parties have the opportunity to tell their story before a decision is made;
  - the decision maker is independent of the issues being dealt with or decision being reviewed; and
  - opportunities are provided to seek independent external review of the decisions made.
- The student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.
- Students are provided with written record of the outcome of the complaint or appeal.
- The complaints and appeals records are maintained securely.
- If the process fails to resolve the complaint or appeal internally, a review by an independent party via the external complaint and appeal process is available.
- Corrective actions and/or improvements resulting from the complaints and appeals processes are implemented as soon as possible and relevant parties are informed of the corrective and improvement actions.

## **Complaints and Appeals Resolution Process**

In all cases, issues that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible – this is called ‘Informal Resolution’. Sometimes, it will not be possible and in these cases students should follow formal process by putting their complaint or appeal in writing – this is called ‘Formal Resolution’.

If the internal process fails to resolve the complaint or appeal then students can seek to have the decision reviewed externally by an independent party – this is called ‘Independent External Review’.

## **Complaints and Appeals Resolution Procedures**

### **Informal Resolution**

1. Wherever possible we encourage students to resolve their issues informally by working through any matters of concern that they have with the individual closest to the situation.
2. If student is satisfied with the outcome, no further action is needed.
3. If student is not satisfied with the outcome, then he or she can attempt to resolve the issue formally.

### **Formal Resolution**

1. Students may use the formal resolution if they are:
  - a. dissatisfied with the outcome at the informal resolution stage;
  - b. not comfortable to resolve the issue informally; or
  - c. dissatisfied with the decision made by VIA Education, its staff or trainers and assessors.
2. To commence the formal resolution, students must complete the Complaints and Appeals form that can be obtained from reception or by contacting the Student Services Manager.
3. Completed forms along with all supporting evidence must be submitted to the Student Services Manager who will acknowledge the complaint or appeal within 10 working days of the lodgment and registers details in the Complaints and Appeals Register.
4. The Student Services Manager reviews the information provided on the form and supporting evidence and refer the matter to the most appropriate management staff member for investigation (or review).
5. The investigating management staff member will gather all evidence and conduct interviews as required.
6. If the resolution of the complaint or appeal takes more than 60 calendar days then the Student Services Manager informs the student the reasons for the delay and provides regular updates.
7. Upon concluding the investigation or review, the investigating management staff member will prepare a written resolution report which includes the outcome, the evidence and other factors taken into account and their reasoning behind the outcome.
8. Upon receipt of the resolution report, the Student Services Manager will:
  - a. inform students, within 10 working days, about the outcome and their right of external appeal;
  - b. keep all relevant records in Complaints and Appeals folder;
  - c. record outcome in the Complaints and Appeals Register; and

- d. communicate the outcome to relevant staff members where applicable.

### **Independent External Review**

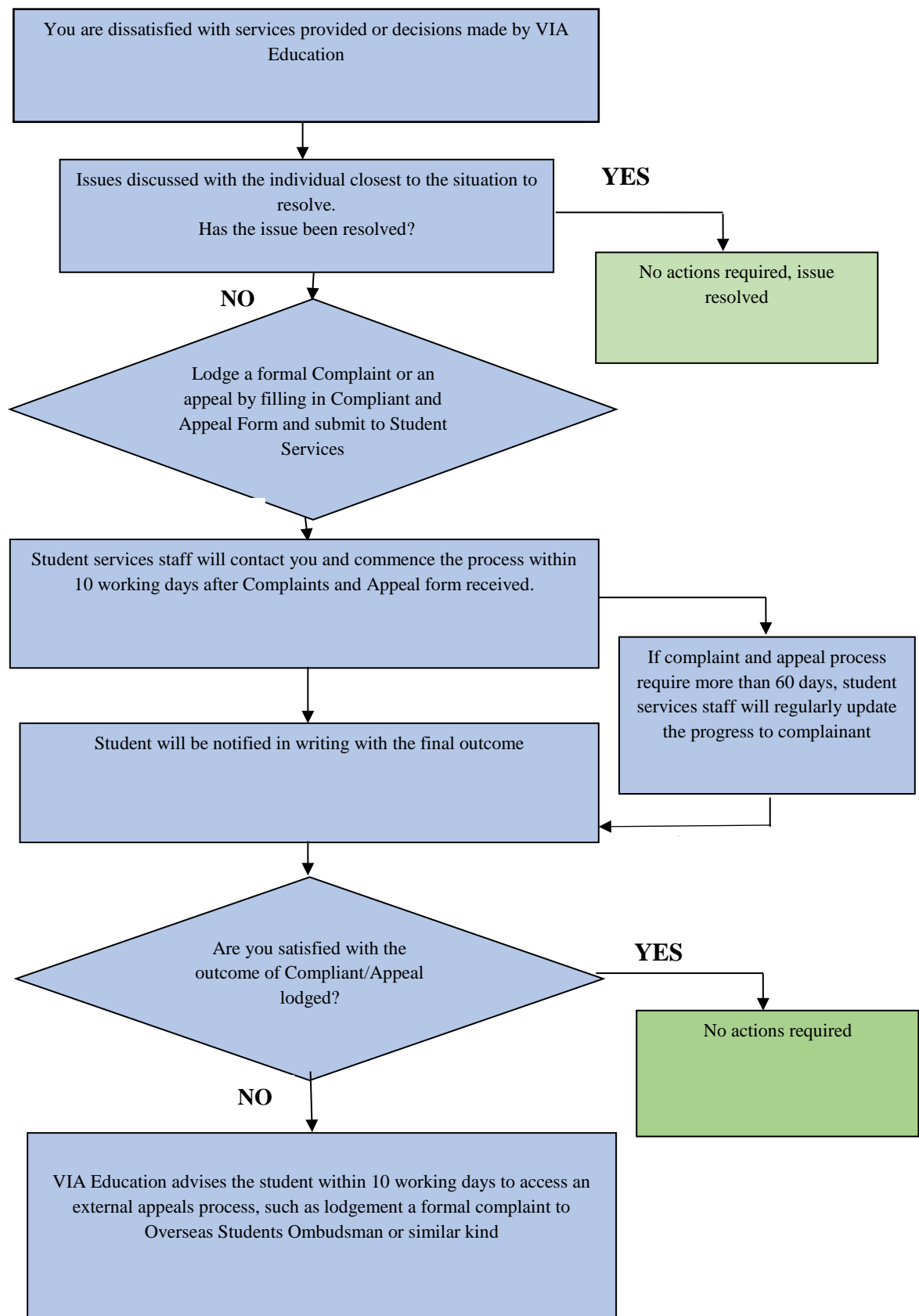
If student decides to seek independent external review of the outcome, he or she must do so within 10 working days of receiving the outcome and notify VIA Education.

Domestic students are advised to contact National Training Complaints Hotline who can assist students and refer their issue to appropriate agency. Contact No: 13 38 73 website: <https://www.education.gov.au/NTCH> or NSW Fair Trading on 13 32 20.

Overseas students are advised to contact Overseas Students Ombudsman on 1300 362 072  
Postal Address: GPO Box 442, Canberra ACT 2601 Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Website <http://www.ombudsman.gov.au/about/overseas-students>

Please check the below flow chart to understand the complaints and appeals procedure.

## Complaints and Appeals Flowchart



# Campus Facilities

## Entering and Leaving the Campus

The campus is entered via the ground floor of 565 George St, Sydney. The foyer contains a coffee shop for beverages and light meals.

There are two lifts available at all times to level 4 & 5, and a set of stairs can also be used from the ground floor. Exits are available via the two lifts or the main stairwell next to the lift. The stairs lead directly to the foyer, in which case please exit via the front of the building onto George St.

## Emergency facilities

In the event of an emergency it is important that you do not use the lifts to exit. There are two sets of fire stairs for leaving the building. The first, in between the two lifts, will allow emergency exit onto either George St via the foyer, or Liverpool St via the rear laneway. The second set of fire stairs can be found next to the entrance of classroom 5, and leads directly onto George St.

In all cases once you have exited the building in the event of emergency it is important you report to the building's muster point on the corner of George and Goulburn Streets so that your name can be marked off.

There is a floor plan showing emergency exit points and the muster point at the back of this Student Handbook, and there are copies conveniently located around the campus.

## Dining facilities

There is a coffee shop on the ground floor in the foyer of the building ("*Grind@565*") which offers a selection of beverages and light meals. Level two contains a restaurant.

The building also hosts a sports bar and a separate lounge at Level 3 serviced by the City of Sydney RSL Club.

Please be advised that you need to sign in at RSL reception located on the ground level before you can use the club's facilities unless you are a RSL member.

## WiFi Access

A campus-wide wifi hotspot is available for all students. It requires a password to connect. Please see Student Services if you require assistance in connecting to the wifi network.

## Student Kitchen Facilities

Food and beverage facilities may be found in the Student Kitchen. Please ensure you clean up after yourself. Please report any accidents or hazards you may notice to Student Services at the earliest opportunity.

# Relevant Legislation

The following is a list of Acts or legislative instruments that relate to the operations of VIA Education.

The full text of each Act or legislative instrument may be found on [www.legislation.gov.au](http://www.legislation.gov.au)

- *National Vocational Education and Training Regulator Act 2011*
- *Education Services for Overseas Students Act 2000*
- *Education Services for Overseas Students Regulations 2001*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*
- *Student Identifiers Act 2014*
- *Data Provision Requirements 2012*
- *Competition and Consumer Act 2010*
- *Competition and Consumer Regulations 2010*
- *Copyright Act 1968*
- *Privacy Act 1988*
- *Work Health and Safety Act 2011*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*

This list may not be exhaustive and may be outdated at the time you read this. We maintain an updated list of legislation on our internal network and will be happy to provide it upon request. Please contact Student Services to make an enquiry regarding access to current legislation.



# Your Studies

## Credit Transfer and Recognition of Prior Learning (RPL)

If you have completed studies previously you may wish to have these recognised rather than repeating the learning and assessment. Please note that if successful your course may be shortened which may impact on your visa or package of courses.

VIA Education will recognise all Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by Registered Training Organisations. You may also apply to have certificates issued outside of the AQF assessed as part of the recognition of prior learning process.

### Assessing Credit Transfer requests

An application for credit transfer may be made where students have previously completed nationally-recognised training from a registered training provider. Evidence of prior studies will include a formal qualification, an academic transcript and/or a Statement of Attainment issued by a registered training organization or authenticated VET transcripts issued by the Registrar.

### Verification of qualifications

Submitted certification documents will be verified in all instances. Verification includes:

- Confirming that the issuing organization is a Registered Training Organisation and has the qualifications on scope, as evidenced by an entry in the Training.Gov.Au website
- Verifying the document itself by contacting the issuing RTO or using the providers' electronic verification tools if necessary. This verification step will be taken with the student's permission as indicated in the enrolment agreement.

### Credit transfer procedures

The following procedures will be followed for all credit transfer applications:

1. Students are required to complete Application for Credit Transfer form to commence the credit transfer process.
2. Students are required to provide originals of all qualifications, which will be copied onsite. The words "Original Sighted", the date, and the signature of the staff member making the copies will be written on each page of the copies
3. Completed forms and supporting documents are submitted to the Training Manager for assessment.
4. The Training Manager will assess the application within 10 working days. The qualifications will be verified at this time. If the issuing registered training organisation requires fees for processing verifications the student will be notified that this cost will be passed on to them.
5. The student will be requested to sign their acceptance of the outcome. This acceptance will be retained for a minimum two-year period and will be placed into their student file.

6. The student management system will be updated with records indicating that the credit transfer was successful.
7. Scanned copies of the application and the supporting evidence will be attached to the relevant process within the student management system.
8. The CoE duration will be modified if applicable.

### **Assessing recognition of prior learning requests**

An application for Recognition of Prior Learning (RPL) may be made using the Application for Enrolment where students believe they have existing skills and knowledge related to one or more units.

Applications for RPL are assessed against the requirements of one or more units of competency using a combination of the following evidence:

- Existing formal qualifications
- Interviews
- Work samples
- Challenge tests
- Written questioning
- Practical demonstrations

### **Recognition of prior learning procedures**

The following procedures will be followed for all recognition of prior learning applications:

1. Students are required to complete Application for Enrolment and indicate that they wish to apply for RPL.
2. Students are required to provide originals of any supporting documentation they are relying on as evidence, which will be copied onsite. The words "Original Sighted", the date, and the signature of the staff member making the copies will be written on each page of the copies
3. The Training Manager will assign the application to a qualified assessor as soon as possible.
4. The assessor will verify all supplied evidence. If any third-parties require a fee for processing a verification request the student will be notified that this cost will be passed on to them.
5. The assigned assessor will review the evidence provided and arrange an interview with the student. At this time the assessor will explain any further evidence that may be required and the format of any further assessment activity to complete any gaps.
6. If the supplied evidence and further gap assessments meet the requirements of the unit the assessor will advise the Training Manager using the supplied form and will submit all of the evidence he/she relied upon.
7. The student will be requested to sign their acceptance of the outcome. This acceptance will be retained for a minimum two-year period and will be placed into their student file.

8. The student management system will be updated with records indicating that the recognition of prior learning application was successful.
9. Scanned copies of the application and the supporting evidence will be attached to the relevant process within the student management system. Original assessment evidence will be stored on the student's file
10. The eCoE duration will be modified if required.

### Assessments

Each unit of competency will have more than one assessment task to be completed. Your trainer and assessor will advise you of the number and timing of assessment tasks at the beginning of each unit. If you experience any difficulties demonstrating competency in any of your units it is important that you discuss it with us as soon as possible so that we may be able to assist you.

If you experience difficulties with your assessments, please speak with your trainer or the Training Manager.

All assessments must have the supplied cover sheet attached. All content must be your own, except for any group activity work which must clearly show your individual contribution. If you submit the work of others as if it were your own, you will be automatically deemed Not Yet Competent for that unit.

### Assessment Results

If you successfully complete all requirements for a Unit of Competency you will receive an outcome of 'C' (Competent). In all other cases you will be deemed 'NYC' (Not Yet Competent).

### Appealing an assessment result

If you feel that your assessment has not been marked in a fair and just manner you may appeal the decision using our standard Complaints and Appeals mechanism. This also provides for the opportunity to lodge an external appeal if at the end of our appeals process you feel that our determination was incorrect.

For full details please see the *Complaints and Appeals* policy and procedure.

### Re-assessment procedures

Students may be deemed Not Yet Competent (NYC) for a unit due to either of the following reasons:

- The student has not demonstrated competency in all the required performance criteria
- The student did not submit required evidence, such as an assignment or portfolio, by the required due date

In either case the student will be required to re-attempt any tasks where competency has not been demonstrated. Students are eligible to re-attempt any tasks up to two times during the duration

of your course.

### **The re-assessment processes**

The following is a summary of the steps to be taken in the event of a student requiring re- assessment:

- The student is notified of an unsuccessful outcome
- The student contacts Student Services to arrange a re-attempt
- Student Services determines if a fee is payable
- The student makes payment where applicable
- The student is provided with a Resubmission Authorisation Form
- A process is created within Student Management System
- For written tasks, such as projects, assignments or portfolios, the student will be advised to re-submit the required tasks, along with the Resubmission Authorisation Form
- For practical tasks, such as role plays or demonstrations, the student will be advised to negotiate an appropriate time and place with the assessor
- The re-attempt assessment evidence will be handed to a trainer/assessor for evaluation
- Once marking has been completed, the trainer will complete a “Second Attempt” result summary sheet and provide it, along with the assessment evidence, back to Student Services
- Where the student has now been determined as competent for all required tasks the original result will be updated to ‘Competent’ within Student Management System
- Where the student has been determined as still Not Yet Competent he or she will be notified of this and the original result will not be changed

### **Notifying students of an unsuccessful outcome**

When results are entered, Student Management System will automatically send a notification email to students advising the outcome is not successful. This includes result codes of Not Yet Competent or Withdrawn/Discontinued.

Students are advised in the email that they will need to contact us to arrange re-assessment.

In all cases students must speak with Student Services to initiate the process and not directly with trainers/assessors.

### **Determining whether a fee is payable**

Students that have attended a *minimum* of 50% of all scheduled classes for the unit requiring re-assessment are entitled to receiving a free re-attempt and reassessment.

Where a student has attended less than 50% of scheduled classes for the unit, a fee of \$50 per reassessment task is payable.

## Course Progress Policy

VIA Education has implemented course progress policy for all its CRICOS (The Commonwealth Register of Institutions and Courses for Overseas Students) registered VET (Vocational Education and Training) courses.

### Definitions

'Compulsory study period' is a study period in which a student must enrol unless granted a deferment or suspension. It is 9 weeks (consisting of one 4-week block and one 5-week block) for courses of 52 weeks or less duration and 18 weeks (consisting of two 4-week blocks and two 5-week blocks) for courses with more than 52 weeks duration.

'Unsatisfactory course progress' is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements (units) in a compulsory study period.

'Course progress breach' occurs when overseas student maintains unsatisfactory course progress in two consecutive compulsory study periods.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate and evidence of relationship should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists 'reports)
- any other matters considered by VIA Education

PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers (source: National Code 2018)

## **Informing students of the course progress requirements before they commence the course**

This policy is provided to students prior to enrolment via Student Handbook (available on VIA Education website).

A link to Student Handbook is contained within each overseas student's written agreement. Student must acknowledge and sign the written agreement.

The following key points are discussed during student orientation.

- course timetables, compulsory study periods and assessment due dates
- requirements for achieving satisfactory course progress
- steps students can take to maintain satisfactory progress
- policies relating to academic misconduct and their impact on course progress
- processes for assessing course progress requirements and identifying overseas students at risk of unsatisfactory course progress
- details of the intervention strategies to assist at risk students
- processes for determining the point at which the overseas student has failed to meet satisfactory course progress

After the completion of the orientation, students must acknowledge and sign the *Student Orientation Form*.

## **Identifying, notifying and assisting students at risk of not meeting course progress requirements - Early intervention**

Immediately after the conclusion of each block, the Training Manager is to use the Student Management System (SMS) to produce a list of all students that were deemed 'Not Yet Competent' in the units enrolled in that block. 'NYC Result Notification' will be sent to all those students who are deemed 'Not Yet Competent' in one or more units. In this email, students are advised to discuss results and options (reassessments or appeals) with the Training Manager. This is called early intervention.

## **Monitoring course progress and determining the point at which the student has failed to meet satisfactory course progress**

VIA Education monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled at the end of each compulsory study period.

Immediately after the conclusion of each block, once results are verified, the Training Manager run unit results reports from the Student Management System which provides details of students and their academic performance (not yet competent unit results percentage) in multiple study periods.

The Training Manager creates a list of all students who maintained unsatisfactory course progress. If the unsatisfactory course progress has occurred in one study period only, an 'unsatisfactory course

progress warning' email from SMS will be sent to the student to attend a formal intervention meeting with the Training Manager or the delegate.

During the formal intervention meeting, the Training Manager or the delegate will review class participation, completed assessments, deferral/suspension records (if any) and staff notes in SMS. The following matters will be considered:

- Compassionate or compelling circumstances including critical incidents impacting student's course progress and any support required
- Activation of formal intervention strategy to assist student to maintain satisfactory course progress
- Impact of approved deferrals or suspensions on student's course progress
- Extension of course duration due to any or all of the above matters

The following intervention strategies are considered based on the identified issues

- Where appropriate, assess the suitability of the course
- Where applicable, advise attending extra tutorials
- If personal issues present, provide referrals for counselling
- Advise additional work to be undertaken within an agreed timeframe using the customised study timetable
- Advise on the completion of all outstanding assessments according to an agreed assessment schedule
- If any assessments require reassessments, provide the opportunities for students to be reassessed and set realistic deadlines for the student to undertake reassessments
- Remind the consequences if student maintains unsatisfactory course progress in 2 consecutive study periods

Student will have to sign the *Course Progress Intervention Form* to indicate that he/she understands and agrees with the intervention strategy. From this point, student is required to adhere to the intervention strategy and any failure to follow the intervention strategies will result in an *Intention to Cancel Enrolment due to Erratic Course Progress* being issued to the student, and this may result in cancellation of the enrolment.

The Training Manager or the delegate creates an intervention record in SMS and maintains a copy of the *Course Progress Intervention Form* and all supporting documentation in student's file.

The Training Manager or the delegate will follow up the progress of the student at times discussed with the student.

### **Notifying students unsatisfactory course progress in two consecutive study periods**

Immediately after the conclusion of each block, once results are verified, the Training Manager run unit results reports from the Student Management System which provides details of students and their academic performance (not yet competent unit results percentage) in multiple study periods.

The Training Manager creates a list of all students who maintained unsatisfactory course progress. If the unsatisfactory course progress has occurred in two consecutive study periods, an 'notice of intention to report unsatisfactory course progress' email from SMS will be sent to the student to attend an intervention meeting with the Training Manager.

The written notice of 'intention to report the student for unsatisfactory progress' informs the student the reasons for the decision and that he or she is able to access the complaints and appeals process and the student has 20 working days in which to do so.

The Training Manager will note and set a reminder in a calendar when 20 working days has lapsed and check if an appeal has been lodged.

If no appeal has been lodged, they will proceed to report the course progress breach in PRISMS.

If an appeal has been lodged, the appeals process as per VIA Education Complaints and Appeals Policy and Procedure will begin.

### **Grounds for appeal**

A student may appeal on the following grounds:

- VIA Education's failure to record unit outcomes accurately, or
- Compassionate or compelling circumstances, or
- VIA Education has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

VIA Education reports overseas students' course progress breach in PRISMS in accordance with the section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the VIA Education's decision, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period of the decision, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying VIA Education in writing.



## **Monitoring progress to ensure students complete their course within the expected duration of their eCoE**

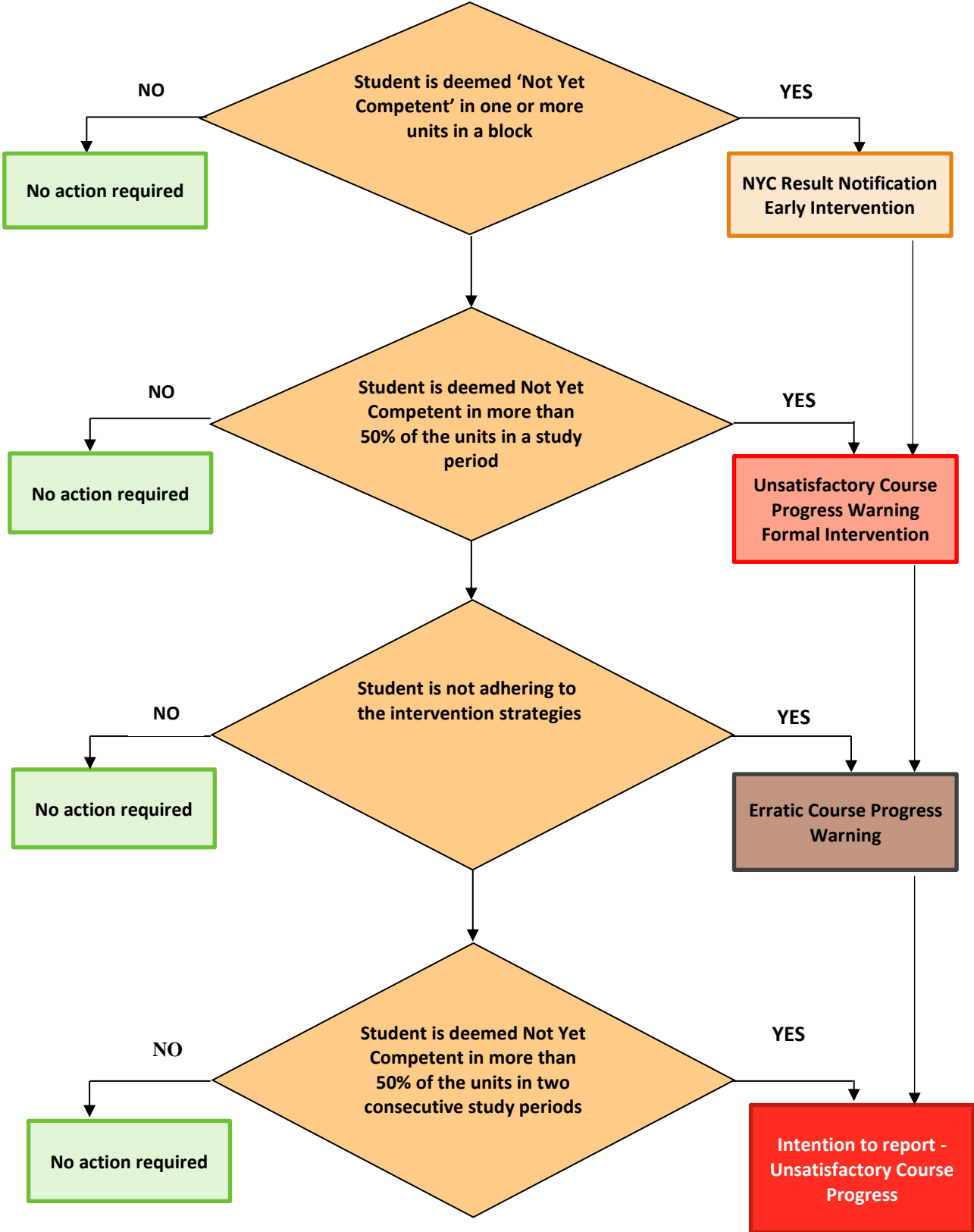
VIA Education also monitors the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's eCoE.

It ensures this by:

- setting a standard pathway timetable that ensures all units and assessments are delivered within a fixed timeframe
- using a student management system that is able to identify any student that has not been assigned into a class each block
- not permitting students to reduce their study load except in very limited circumstances
- not permitting a student to extend their eCoE period except in very limited circumstances, these circumstances include:
  - there are compassionate or compelling circumstances based on supporting evidence provided by the overseas student, or
  - VIA Education implemented intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
  - an approved deferral or suspension of the overseas student's enrolment has occurred

Where a student is identified as being at risk of not completing course requirements by their eCoE end date an intervention strategy will be put in place as outlined under above processes.

**Course Progress Monitoring Flowchart**



## Academic Misconduct Policy

Academic misconduct occurs:

- when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment.
- When student attempts to cheat or act dishonestly in assessment tasks

Academic misconduct includes the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments using the work of other people (e.g. a student);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying assessments from the Internet or another student and submitting it as their own work; or
- Making up fake quotes or sources.

To avoid plagiarism, students are encouraged to follow the guidelines to provide references to the sources in their assessment reports. See 'Referencing in Assessments' section for guidelines.

### Consequences

The consequences of being caught plagiarising or cheating may include:

- Repeating that particular assessment
- Repeating the entire unit
- Suspension from course and possible cancellation of course which may affect the student's visa of overseas students.

This information is available in Student Handbook. Students are provided with information on this policy during orientation.

### Process

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed 'Not Yet Competent' for the relevant unit on confirmation of the breach. All confirmed cases of cheating or plagiarism are recorded on the student's file.

Students found cheating will receive a formal written warning from the Training Manager or their delegate advising that a second breach will result in the student being suspended or his/her enrolment being cancelled.

Trainers will explain the terms plagiarism and cheating during their classes. If they identify a suspected case of plagiarism and/or cheating they will notify the Training Manager for a second opinion giving full account of the incident. The Training Manager reviews students completed work to check for plagiarism and cheating. The Training Manager will counsel the students who have been identified as either plagiarising or cheating. The Training Manager will make the decision of the consequences of proven acts of plagiarising or cheating.

Any students who have been identified as alleged plagiariser or cheater will have the ability to access the complaints and appeals process at no cost to themselves.

### **Referencing in Assessments**

The purpose of referencing is that you are giving credit to the author or artist of the work and are acknowledging that you had made no contribution to that work.

The purpose of referencing for assessment purposes is that the assessor is able to distinguish your work from others and is able to mark your assessment appropriately.

Students can use the APA Style of Referencing where references can be made in the text of your report while full details of the source are found at the end of the report in the 'Reference List' or similar section.

For more information on APA style of referencing, please visit <http://www.apastyle.org>

The style and examples of most popular sources are given below

#### **Books (Print or online)**

Author, A. (year). *Title of work*. Location: Publisher

*Example:* Tom, A. (2006). *How to Communicate*. Sydney: Toms Word Press.

#### **Journals or News Paper Articles**

Author, A. A., Author, B. B., & Author, C. C. (year). Article title. *Journal Title*, volume number (issue number), page numbers.

Author, A. A., Author, B. B., & Author, C. C. (year). *Journal Title*, volume number (issue number), page numbers. Retrieved from <http://www.website.com>

*Example:* T, M. (2016). How to Communicate. *Communicate Effectively*, 1 (12), 50-62.

#### **Websites**

*Title of work*. (year). Retrieved month day, year, from source <http://www.website.com>

*Example:* *Communication*. (2018). Retrieved June 17, 2018, from <http://en.wikipedia.org/wiki/Communication>

#### **Legislations**

*Title of the Act Year* (Jurisdiction abbreviation)

*Example:* *Copyright Act 1968* (Cth)

Alternatively, built in features of Microsoft Word or other word processing programs can be used.

### Issuing of Qualifications and Statements of Attainment

When you have completed your course, you will be issued with either a full qualification (when all qualification requirements are met) or a Statement of Attainment in recognition of partial completion of a qualification.

Before being issued with your qualification you will need to provide us with your Unique Student Identifier (USI). If you do not yet have a USI you may apply for one at [usi.gov.au](http://usi.gov.au).

Student Services will notify you via emails when the documents are ready to be picked up.

### The eLearning Portal

VIA Education provides a student eLearning portal. The portal is designed to hold additional learning support material to assist you with your studies. For each unit that you are enrolled to study, you will find electronic copies of the printed material provided to you in class, copies of the PowerPoint presentations that your trainer will be using, links to up-to-date websites, further reading material, and streaming video content to help your broader understanding of the topic area.

Note that the portal will *not* replace your attendance in the classroom. Rather, it is designed to deepen your understanding of each topic.

Your trainer may distribute additional learning material through the portal as your unit progresses.

### How to access the VIA eLearning portal

To access the eLearning portal, you will need a desktop or laptop computer, a tablet device, or a mobile phone with a screen large enough for comfortably reading text material. All major browsers are supported.

On your device, open a browser window and go to the following address:

*[www.elearning.via.edu.au](http://www.elearning.via.edu.au)*

You will need to enter your student ID as your username, and the password you were provided with at orientation.

If you have any difficulties in accessing the portal, please send an email to Student Services at [info@via.edu.au](mailto:info@via.edu.au) or see the reception for assistance.

### IT Facilities and Printing Facilities on campus

VIA Education provides lab computers and Chromebooks to students to access Internet and additional learning resources to help you do your studies more effectively and efficiently. Before granted access to the IT and printing facilities on campus, you are required to accept and acknowledge your acceptance to abide our IT Facilities and Internet Usage policy. The policy will be made available to you at your orientation session.

## Library Facilities

Whilst we provide learning materials such as learner guides, workbooks, PowerPoint presentations, and access to streaming video material, you may like to have access to additional library material to help you in your studies. There is an independent learning room available at VIA Education campus for student's use.

The City of Sydney has nine library branches across Sydney, with the closest being a short 6 minute walk from our campus at 744 George Street — right next to the Light Rail stop.

The library has many services, including PC and Internet access, library and reference books, database access, and meeting facilities. There are many books available to support your studies, some of which are listed at the end of your learner guides.

The library is free to use, and the City of Sydney welcomes international students as members while they reside within New South Wales. Membership is free.

Additionally, the library runs tours Monday to Friday especially for international students at the Customs House branch. For more information visit [cityofsydney.nsw.gov.au/explore/libraries](http://cityofsydney.nsw.gov.au/explore/libraries).

# Student Responsibilities

## Attendance

To ensure that you are making satisfactory course progress it is important that you attend all of your scheduled classes. If you do not attend regularly, you may miss important information or assessment events.

If you require a period of approved leave due to extended illness or other exceptional circumstances you should contact us to request approved leave. Please note that if you are absent, even with a medical certificate, your attendance will continue to fall unless you are on Approved Leave.

## Punctuality

Please arrive on time for the start of your class and return immediately after breaks. If you arrive more than 15 minutes after the scheduled class start time you may be marked absent for part of the class.

## Student Visa Requirements

If you are on a student visa you must comply with the student visa requirement. As an education provider we are required to report students failing to comply with their student visa conditions to the Immigration department.

## Harassment

In Australia you cannot be harassed sexually or based on your gender, pregnancy, marital, race or religion, disability, age or sexuality. If you feel that someone within VIA Education has discriminated against you please report it using our Complaints and Appeals form. All investigations will be treated as confidential unless you request otherwise.

If a satisfactory solution cannot be reached you may contact the Anti-Discrimination Board of New South Wales.

## Health and Safety

VIA Education is committed to the implementation of the Work Health and Safety Act 2011, and other associated health and safety legislation. Everyone in the VIA Education community, including all students and staff, are responsible for ensuring the health, safety and welfare of everyone else in the Academy.

## Drugs and Alcohol

VIA Education has a zero-tolerance policy for alcohol and drugs on campus.

Any student suspected of, or displaying signs of being under the influence of, alcohol or drugs will be asked to leave the premises. A counselling session will take place between the student and a senior member of staff. Repeated misconduct may result in cancellation of the student's enrolment.



# Student Support

VIA Education provides a range of support services to ensure your time with us is as enjoyable and rewarding as possible.

## Accommodation

Homestay is a great way to live as part of an Australian family. We can arrange for you to live with a Homestay family during your time in Australia. Please let us know at the time of your enrolment.

For other accommodation options, you may access websites including [stayz.com.au](http://stayz.com.au) or [domain.com.au](http://domain.com.au).

## Orientation Session

On your first day please see Student Services staff to register before going to class. You will also need to attend an orientation session. It is essential you attend orientation to receive important information and forms.

## Counselling

Is there is something we can help you with? We can support you with a range of information and counselling on a wide range of issues, including:

- Accommodation and homestay
- Academic progress and further study opportunities
- Meeting your visa requirements
- Finding legal, health and medical services
- External counselling services for mediation and mental health issues

Please see our Student Services staff to book an appointment.

## English and Academic Support

If you are finding your studies too difficult or are struggling with English in the classroom it is important to let us know as soon as possible so that we can help you. Make an appointment at reception to speak with our student support staff about the options that may be available to you.

It may be possible to defer your studies to do an intensive English course, to re-attempt an assessment that you didn't successfully complete, or re-enrol in classes that you may have struggled in.

If you have any special needs that will help during your time with us please let us know after your orientation session. Alternatively, please speak with our student support staff by making an appointment at reception.

### **Healthcare providers**

If you are on a student visa you must hold an approved Overseas Student Health Cover (OSHC) policy for the full duration of your stay in Australia. This will cover many types of medical services you may require while in Australia.

In Australia you will usually visit a General Practitioner (GP) for most types of non-life-threatening medical conditions. GPs are a type of Doctor and may be found in medical centres across Sydney. Some medical centres offer 24-hour support.

In emergency situations you should go directly to a hospital for assessment and treatment.

### **Other support providers**

The following are not affiliated with VIA Education but may be useful to know while you are completing your studies.

#### **Emergencies**

In the event of an emergency call 000 (zero-zero-zero) from any telephone. This emergency line will put you through to Police, the Fire Brigade or the Ambulance service.

#### **Lifeline**

Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Call 13 11 14 for Lifeline.

#### **Legal**

Legal Aid NSW provides free legal advice via the Law Access NSW help line on 1300 888 529.

#### **Workplace**

For information about pay and work conditions for international students see [www.fairwork.gov.au/employment/international-students/pages/default.aspx](http://www.fairwork.gov.au/employment/international-students/pages/default.aspx).

If you believe you are not being treated fairly by your employer you can contact the workplace ombudsman for help, via [www.fairwork.gov.au](http://www.fairwork.gov.au) or by calling the Fair Work Ombudsman Help Line on 13 13 94.

# Living in Sydney

## Public Transport

Sydney has recently rolled out a new public transport ticketing system which makes it easy to get around the city. The Opal card is a special ticketing card that can be used on trains, buses and ferries. For more information see [www.opal.com.au](http://www.opal.com.au)

Please note that at present there are no discounts available to international students when purchasing public transport tickets.

For general information on Sydney's public transport network, or to plan a trip, see [www.transportnsw.info](http://www.transportnsw.info)

## Trains

The train stations closest to VIA Education are Town Hall Station, and Central Station. If you are not using an Opal card you will need to purchase a ticket at the station before boarding a train.

## Buses

Most buses require purchasing a ticket before boarding, or using an Opal card. Bus tickets are available from newsagents and convenience stores, or see [www.opal.com.au](http://www.opal.com.au)

## Working while studying

If you are on a student visa you may be entitled to work for up to 40 hours per fortnight once you commence your course, and unlimited hours during scheduled course holidays. For further information contact the Immigration department.

## Tax File Number

All employees require a Tax File Number from the Australian Taxation Office (ATO). For further information see [www.ato.gov.au](http://www.ato.gov.au)

## Banks

You will most likely want to open a bank account once you arrive in Sydney. To do this you will need several forms of identification, including your passport.

Australia's four major banks are:

- Commonwealth Bank of Australia
- Westpac Banking Corporation
- NAB (National Australia Bank)
- ANZ (Australia and New Zealand Bank)

There are other smaller banks that are available as well.

## **Entertainment**

### **Shopping**

VIA Education is within walking distance to World Square and Market City. World Square is a large shopping and commercial complex with a vast range of eateries and takeaway food options. Market City, located in Sydney's famous Chinatown district, has a range of retail shops and a large food court. On Wednesdays to Sundays Paddy's Markets at Haymarket opens in the basement of the Market City complex.

### **Events**

Sydney City is a busy metropolis filled with so many venues and events that it may be difficult to know where to start! A great place for finding out what's available around VIA Education is the City of Sydney website at [www.cityofsydney.nsw.gov.au/explore](http://www.cityofsydney.nsw.gov.au/explore) which is run by Sydney City Council.

For even more information on what's on around Sydney see [www.whatsonsydney.com](http://www.whatsonsydney.com).

# Level 5, 565 George Street – Floor plan & Emergency Exits



Emergency Exit

Emergency Exit

## EMERGENCY

In the event of an emergency, notify nearest member of staff

## ASSEMBLY AREAS

