

Student Handbook

Victory Institute of Vocational Education t/a Victory Institute
CRICOS Provider Code: 02678D
National Provider Code: 91161
ABN 111 473 404



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1. WELCOME TO VICTORY INSTITUTE

We are an innovative college focusing on the delivery of quality education for our students. We look forward to meeting you and trust that you will enjoy your study with us.

For prospective students this booklet is designed so that you are made aware of necessary information provided to you prior to enrolling with Victory Institute.

For orientation students this ELICOS Student handbook is designed so that you may follow the material provided to you by the Director of studies at your induction. You will need to complete the provided “ELICOS Student Induction Checklist” and you are required to return it to the facilitator. It will then be placed into your student file as evidence that you have attended and been inducted to Victory Institute.

1.1 Victory Institute location

Victory Institute is located in the central business district of the city of Sydney. This allows students to enjoy convenient transport facilities, nearby shopping centers, markets, restaurants and entertainment.

Victory Institute **ELICOS** (English Language Intensive Courses for Oversea Students) is conveniently located:

- In the heart of Sydney
- Close to a huge choice of restaurants, cafes and takeaways offering a delicious variety at a range of prices
- Two minutes’ walk to major shopping centres Pitt Street Mall and QVB
 - Five minutes’ walk to Chinatown and Thaitown
 - One minute walk to Darling Harbour attractions such as Sydney Aquarium, Madame Tussauds, IMAX
- Two minutes’ walk to Town Hall Station for trains and buses
- Close to both Wynyard Park or Hyde Park where you can sit and relax or eat your lunch

Market Street Campus – Head office
Level 8, 22 Market Street Sydney NSW 2000 Australia
Contact No: 02 9299 8889

George Street Campus
Level 5, 565 George Street Sydney NSW 2000 Australia

For all enquiries, please contact receptionist on Level 8 at head office

In the event of a planned relocation of the Institute, we will notify both ASQA and all students at least 20 working days prior to the relocation taking place. This notification

will provide details of our new address, a map of how to get there and other details relevant to the relocation and student studies during this transition period.

1.2 Information about Sydney

Sydney is Australia's largest city. It is located in New South Wales and although it is not the capital city of Australia it is the country's most famous because of its stunning landmarks such as the Opera House and Harbour Bridge.

Situated on one of the world's most beautiful natural harbours, Sydney provides a uniquely outdoor lifestyle, offering an array of alfresco dining venues, parks and an exhaustive choice of outdoor leisure activities.

'Sydneysiders' have access to more than 70 beaches spread along the city's coastline. Sydney's natural beauty is enhanced by a diversity of cultures involved in a variety of arts and entertainment activities, and enjoys lively shopping and dining precincts, including Thaitown and Chinatown. Shopping in Sydney is a pleasurable experience and the choice is immense. Budget minded students can shop at Paddy's Markets for fruit, vegetables, clothing and a vast assortment of other goods. Paddy's Markets is a short five minute walk from Victory Institute.

Above all, Sydney is home to a relaxed and friendly multicultural community who live, work and play together in this truly unique city.

1.3 Useful Links

Emergency Number for police, fire and ambulance

Ph. 000

Department of Immigration and Border Protection (DIBP)

<http://www.immi.gov.au/>

Ph. 181300

NIB (OSHC)

<http://www.nib.com.au/>

Ph. 131642

Study in Australia

<http://studyinaustralia.gov.au/>

Australian Taxation Office

<http://www.ato.gov.au/>

Ph. 132861

State Transit (Bus)
Sydney buses, Sydney Ferries
<http://www.sydneybuses.nsw.gov.au/>
Ph. 1800637500

City Rail (Train)
<http://www.cityrail.info/>
Ph. 131500

Taxis in NSW
<http://www.nswtaxi.org.au/>
Ph. (02) 93321266

2. Orientation

Victory Institute conducts an orientation program which is compulsory for all students prior to commencement of their course. Orientation is conducted on the first day of their course.

The orientation program is conducted by key staff of the college and the orientation will include the following:

- Welcome to Orientation
- Student Responsibilities/Code of Behaviour
- Monitoring Attendance
- Late or Absent to Class or to Assessment
- OH&S Guidelines
- Student Support Services
- Facilities and Equipment
- Withdrawal from Commenced Course
- Student Complaints and Appeals
- College Rules

Students will be provided with a student handbook and student enrolment and induction feedback form during orientation.

The orientation program also provides an opportunity for students to meet other staff.

* All students not present at orientation sessions must receive the same information as provided to students present at initial orientation sessions. Record of students present at orientation and late arrivals are kept to ensure all students receive the information. Associated documents are available at reception.



2.1 Student Classrooms

Victory Institute provides fully maintained class rooms. Equipment is set-up, checked and maintained regularly to ensure effective and efficient operation. Students have access to all the necessary instructional and assessment facilities, materials and equipment.

3. ORIENTATION PROGRAM

3.1 Day 1 All Programs

Time	Activity	Personnel
9:00am – 9:30am	Arrival of students ID and enrolment information checking Welcome address preliminary information	Reception/ Administration Staff
9:30am – 9:45am	Student Orientation session	Director of studies
9:45am– 10:10am	Reading Placement Test	Director of studies
10:10am- 11:10pm	Writing/Speaking Placement Test – Students given writing task then taken individually for speaking test	Director of studies
11:00pm – 11:15pm	Orientation walk of VICTORY INSTITUTE (Institute area and outside evacuation area)	Student Support Staff

3.2 Day 2 Class allocations - Morning and Afternoon

Morning Program

Time	Activity	Personnel
8:00am – 8:30am	Arrival of students Allocation of students to classes	Director of studies/ Class teachers
8:30am – 10:30am	Normal morning timetable commences – Students attend Session 1	Teachers

10:30am-10:45am	Break	
10:45am-12:45pm	Session 2	Teachers

Afternoon Program

Time	Activity	Personnel
12:30pm – 1:00pm	Arrival of students Allocation of students to classes	Director of studies / Class teachers
1:00pm – 3:00pm	Normal afternoon timetable commences – Students attend Session 1	Teachers
3:00pm – 3:15pm	Break	
3:15pm-5:15pm	Session 2	Teachers

3.3 Placement Testing

All students are tested on day one of their course so that they can be placed in the correct class for their current level of English. You will be required to take a combination of reading, writing, and grammar tests and to have a one to one interview with a teacher to see how well you can speak. Once your test results have been calculated you will be allocated to a class to begin your course.

PLEASE DO NOT REQUEST A CHANGE OF CLASS DURING THE FIRST WEEK OF YOUR COURSE

Everyone needs time to settle down to a new environment and your class may seem very easy or very hard when you begin. You need to give yourself a chance to work with your teacher before you both confirm that this is the right class for you.

Remember that if you can read and understand all the class material this does not mean your English is necessarily good enough to perform the writing, speaking and listening tasks you will be asked to do.



4. STUDENT RIGHTS AND RESPONSIBILITIES

4.1 Upon signing your enrolment form you have agreed to:

- Conduct yourself in a safe and healthy manner.
- Behave in a manner which prevents injury and disease to you, your teacher and fellow students.
- Identify and report to your teacher any possible hazards from equipment, facilities and the environment
- Comply with and assist in the Institute's emergency procedures
- Refrain from smoking anywhere in the Institute building and to refrain from drinking and/or eating in the classrooms
- Attend class regularly and punctually
- Discuss any complaints or grievances with your teacher or Director of studies or Institute Principal
- Ensure that no discriminatory, harassing or bullying behaviour takes place at any time to other students, staff, or visitors to the Institute
- Report any discriminatory behaviour, harassment or bullying to your teacher and/or Director of studies
- Refrain from unacceptable behaviour including the use of bad language, alcohol and drugs

In the same way Victory Institute agrees to

- Treat you fairly and with respect
- Provide a supportive and safe learning environment, free of discrimination and harassment
- Supply counselling and support services to you
- Allow access to your personal records upon request
- Give feedback on your academic progress

What is considered as unacceptable behaviour:

- Littering
- Disrupting class
- Harassing other students or staff
- Damaging Victory Institute or other students' property
- Dishonesty including plagiarizing or copying other's work
- Being under the influence of alcohol or drugs
- Ignoring Victory Institute's rules

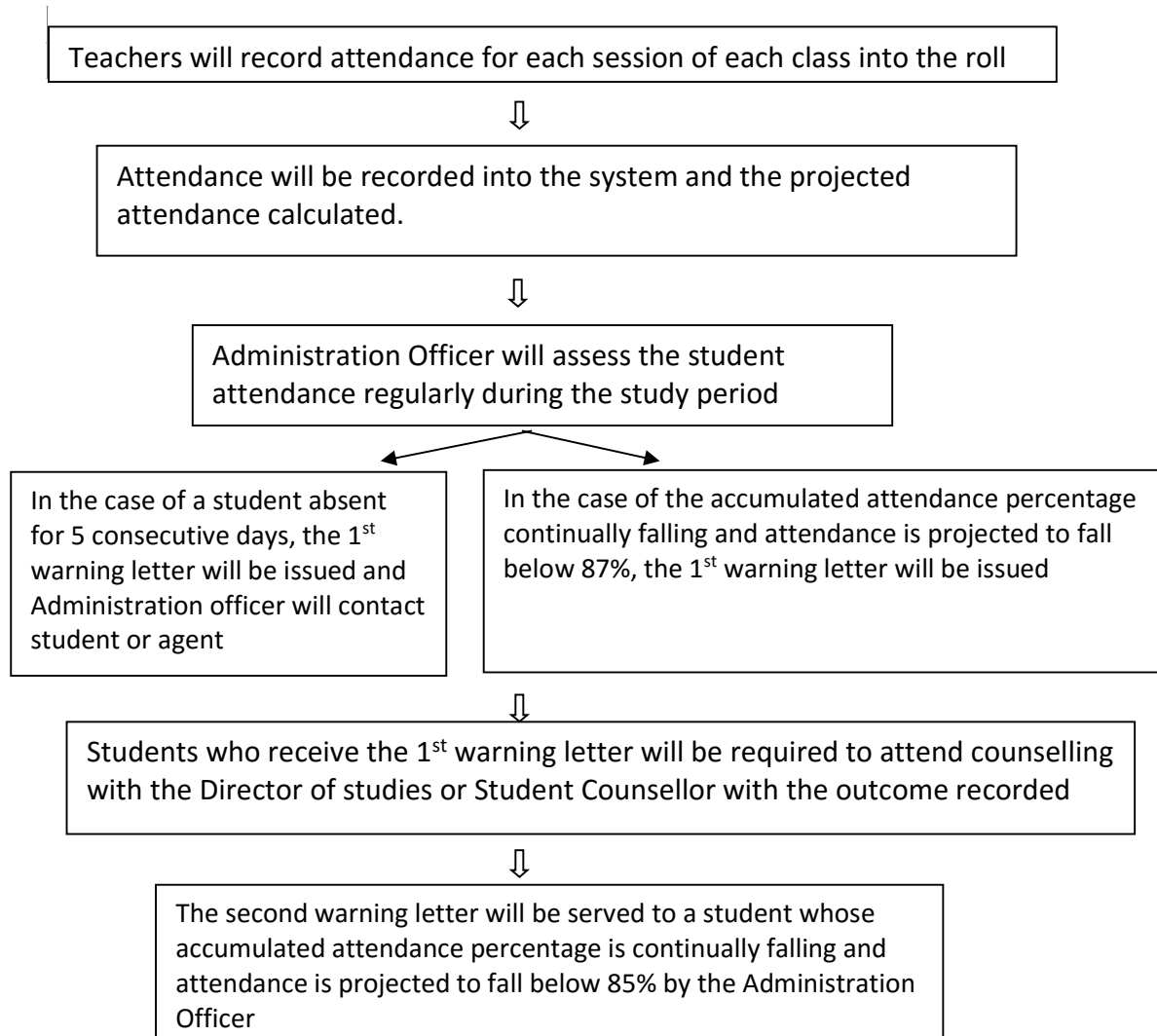
Now you are an international student in Australia on a student visa, so you have certain responsibilities which you must take very seriously.

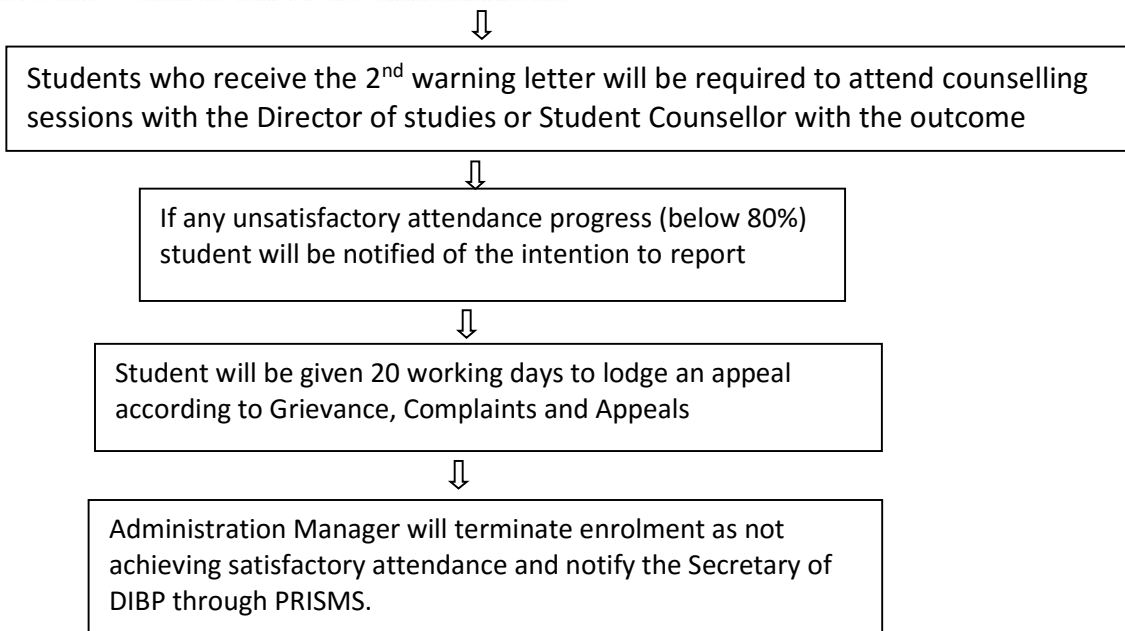


4.2 Attendance

You must attend class for the designated hours of your course each week. Your classes are all face to face classroom instruction and if you have a student visa and you are studying English Courses, you will be required to attend class for 4 hours class five times each week. If you are more than 30 minutes late to class you will be marked as late. **If your attendance falls below 80%, then you will be asked to speak to the Director of studies or Student Counsellor about this and explain why you have been absent. If your attendance continuously falls below 80%, then you could be reported to DIBP as not meeting the course attendance requirements and therefore breaching your student visa conditions. This could result in the cancellation of your Student Visa. If you are asked to leave the Institute as a consequence of your poor attendance, you will not receive a refund of your student fees.**

Procedure for Students at Risk





Students will be advised that they have 20 working days to appeal the intent to report them, utilising Victory Institute Complaints and Appeals Policy.

If a student **does not appeal the decision** within 20 working days **or their appeal is unsuccessful** they will be reported to Secretary of DIBP on PRISMS under s.19 of the ESOS Act. ** The Administration Manager, in the first instance, will seek explanations for a student's absence and ascertain if the student needs to be referred for further counselling by the Director of studies if it is academically related or the Welfare Counsellor for more private matters.

If you want to defer or suspend your studies, then it must be done through a formal agreement with the Institute, and only in certain circumstances. Please fill in the Request for Leave Form. Temporary suspension of your course will be allowed for the following reasons:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student cannot attend classes), or
- Compassionate grounds (e.g. death or illness of someone close to you)
- If you are attending at least 70% and making satisfactory progress in your class-work, and must have time off for compassionate or compelling circumstances as outlined above, then consideration will be made before reporting as not achieving satisfactory course attendance to secretary of DIBP on PRISMS.

4.3 Absence

If you are going to be late arriving to class, please contact Reception and advise them which class you are attending.

You should see a doctor and if they tell you to stay at home you must ask them for a medical certificate. You must give this to Reception when you return to class so that your absence can be excused.

If you need to take time off for an important reason such as an interview at a Vocational College or University you must write a letter asking for permission **before** you take time off in order to have your absence excused. If you do not ask for permission you will lose your attendance for that day.

If your parents wish to visit you they should do so during the public holidays so that you do not miss lessons.

4.4 Your Study Program

Some students find studying in Australia very different from home and may take time to adjust. In Australian schools and colleges you are expected to participate in your lessons, ask questions and do your own research. You can expect to spend less time listening to the teacher and writing down what is said and more time discussing and writing down what you think.

You may find that you have less homework than you are used to and the things you are asked to do might seem a little unusual.

Your first impression might be that studying in Australia is easier than at home but to be successful in studying English requires a lot of hard work. It is your responsibility to study hard at all times and to do all the work required even if it doesn't really seem like school work to you. Remember that to learn to speak a language you must talk and discussing in English in your classes is one of the ways that you will improve.

4.5 Using English

It is your responsibility to use only English when you are on the Institute's premises, not only outside class, but especially in the classroom. It's hard not to use your own language when talking to classmates from your country but this will not help your progress in English.

4.6 Medical Insurance and seeing a Doctor.

All international students would have paid for Private Medical Insurance before they arrived in Australia. This insurance is from an Australian provider and you will need to go to the office with your passport to confirm your arrival.

You can go to any doctor but you must take your insurance card with you to access the service you have paid for.

If you cannot attend class due to sickness, please do the following:

1. Get a medical certificate from a registered doctor on the day you are sick (with Provider No)
2. Give the medical certificate to Reception. A photocopy will be taken and the original medical certificate returned to you
3. Note that a medical certificate **will not** change your overall attendance

4.7 Approved leave

DIBP will only permit colleges to approve leave to students for major illness, accident or other exceptional compassionate circumstances, for example, death in the family. DIBP does not accept cultural and religious activities as acceptable reasons for leave. Furthermore, the length of Approved Leave is to be strictly controlled in keeping with the reason for the leave.

Students must apply for approved leave in writing and submit supporting documentation such as medical certificate from a registered medical practitioner, death certificate and return air tickets. If leave is requested beyond 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. The College will notify DIBP via PRISMS.

4.8 Change of Address

It is a condition of your student visa that the Institute must be able to contact you at any time. This means we need your current address. If you move from the address you gave at the beginning of your course you must go to the office and complete a Change of Address Form within 7 days of changing your address. If you do not do this, your visa could be cancelled.

4.9 Institute Rules

Your Institute has few rules but we request that you observe the following while on Victory Institute premises:

- Smoking is banned in public and commercial buildings in Australia by law so you must not smoke inside the Institute.
- If you smoke outside the Institute, please put all your cigarette ends in an ashtray. If you drop it on the ground, the Building Manager, and other people using the building, might get very angry. Also, there is a \$200 fine.
- Classrooms are intended for lessons so should only be used in the presence of a teacher and there should be no eating and/or drinking in classrooms at any time.
- All equipment belonging to Victory Institute should be treated with respect and you should let the school know if anything is not working properly.
- Your classmates and teachers are from many nationalities and cultures, please treat them with respect at all times.
- No mobile phones or iPods to be used whilst in class.
- All lunch and break times to be taken according to the times allocated by the teacher.

- Class times will start at the times indicated on the course timetables unless otherwise notified.
- Adhere to all Workplace Health and Safety guidelines at all times.
- General housekeeping must be undertaken before leaving the class.
- Consider others and keep the toilets clean and hygienic after your use.

4.10 Safety and Security

Australia is a safe country compared with many others, but there are some things you can do to keep yourself and your possessions safe:

- Do not leave valuable things in the classroom. Items such mobile phones, cameras etc. can be stolen anywhere in Australia including English schools.
- Make sure you know where the fire exits are.
- Listen at orientation for the evacuation plan in case of an emergency and be familiar with the meeting point outside the building.
- The fire alarm has two sounds. The first (beep, beep ...) means get ready to leave. Do not leave yet, but listen to instructions from the staff. The second sound (whoop, whoop ...) means leave immediately. Do not use the lifts. Follow instructions from anyone wearing a fire hat.

4.11 WH&S (Work, Health & Safety) Guidelines

Whilst you are studying at Victory Institute, you will need to observe Occupational Health and Safety guidelines or rules. If you see anything dangerous, tell reception straight away.

During your time of study you may be asked to take part in an evacuation of the building. This may be a practice or an emergency evacuation and you must take part in it.

Fire Exits – The fire exits are clearly labelled on each floor of the Institute and your teacher will show you where the nearest one to your classroom is located.

Evacuation Procedures – In case of an emergency or evacuation, you are required to follow the directions of your teacher. You should move quickly and calmly to the evacuation site with your teacher. Once there, your teacher will mark off your name on the class roll. It is important that all students are accounted for otherwise someone will have to look for you. You will not be permitted to re-enter the building until you are informed by the Institute staff that it is safe to go back into the building.

4.12 Reporting Damage

If you damage something accidentally please report to your teacher or Reception.

If you witness someone else damage the Institute property, report the incident to the staff

4.13 Monitoring Course Progress

- The course coordinator will monitor and assess satisfactory student course progress at the end of the second term of each individual student study period.
- Any student with unsatisfactory course progress will be notified by the administration manager of the intention to report
- The student will be given 20 working day to lodge an appeal according to Grievance, Complaints and Appeals procedure.
- The administration manager will terminate the enrolment of the student with unsatisfactory course progress and report to PRISMS

5. Complains and Grievance Procedure

If you are not happy with any aspect of your time at Victory Institute, tell someone. If there is a problem with your course, your teacher will value your feedback. However, if you do not want to discuss this matter with your teacher you can go to see our Student Support Officer, Administration Manager or the Director of studies.

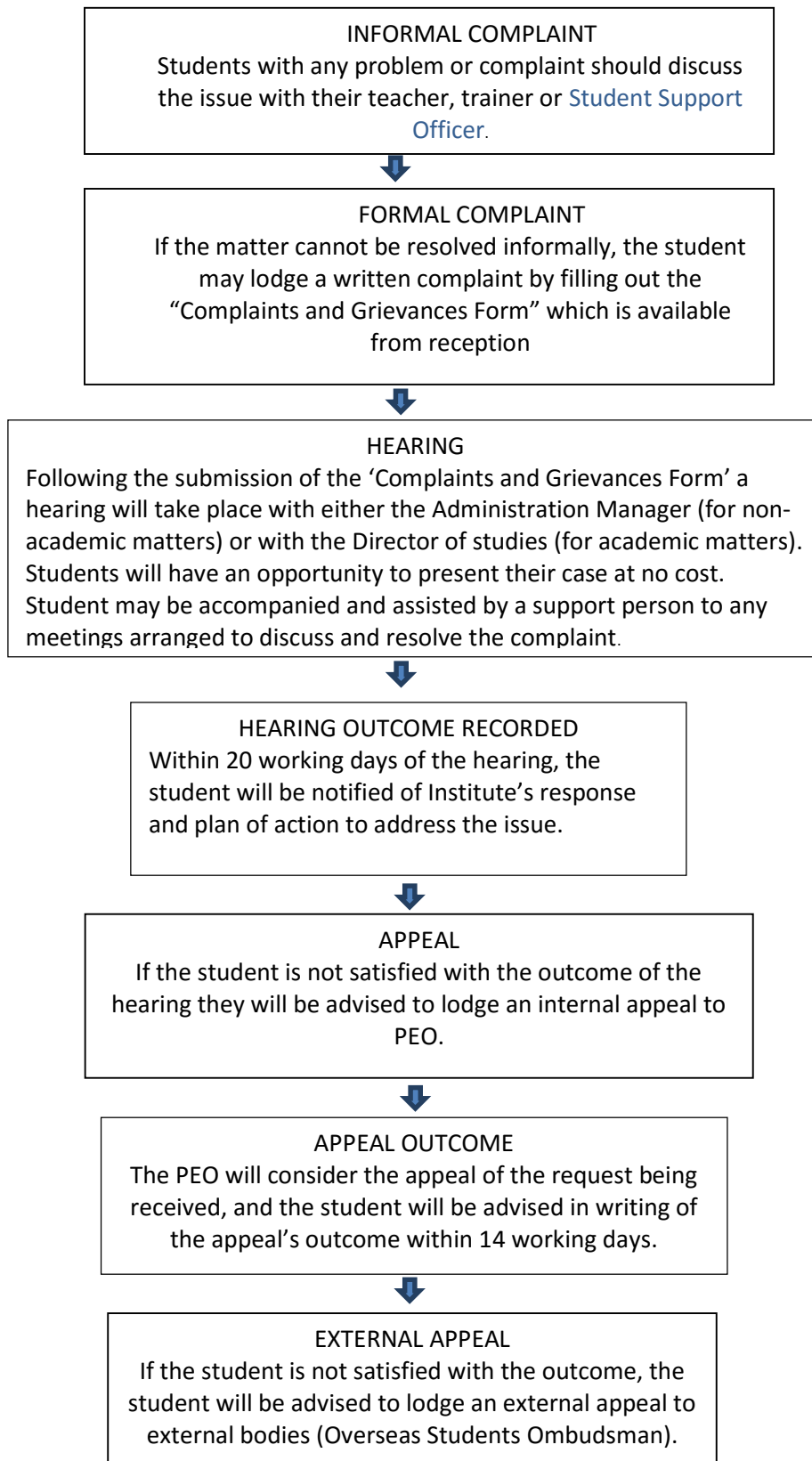
- If you would like to make a formal complaint about your experiences with Victory Institute you should put your complaint in writing. Victory Institute will give you an opportunity to present your complaint within 20 working days of receiving it.
- You can have someone else present such as your friend or homestay family to support you at your complaint hearing if you wish.
- At this meeting, minutes will be taken to record what was said and any decisions that were made. The decision of the Arbiter is final and the student will be notified of the outcome by letter.
- If you are still not happy with the decision made about your complaint or the resulting actions you can go to: The Overseas Student Ombudsman; Level 24, 580 George Street Sydney NSW 2000.

Call: 02 9286 1000

Email: ombudsman@ombudsman.gov.au

Web: www.ombo.nsw.gov.au

If students access the Grievance and Complaint process, the Institute will maintain the student's enrolment until an outcome has been determined.





Students have the right to be represented by a nominee at any stage if the student so chooses.

6. Critical incident policy

Victory Institute recognises that it has a duty of care to its students and that planning for the management of a critical incident is essential.

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside* Australia), which causes extreme stress, fear or injury'.

A Critical incident is not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster;
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Non-life threatening events could still qualify as critical incidents

** This is a reference to a catastrophic event that may have taken place in the home country of an international student.*

6.1 Procedure

When a critical incident occurs, the Principal will call for a meeting with the appropriate staff members. Members of this meeting will be responsible for:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with students' relatives and other appropriate contacts
- Liaison with other external bodies, such as home stays or foreign embassies
- Counselling and managing students and staff not directly involved in the incident

A critical incident action plan will be prepared to manage various aspects arising from the incident. The Institute will notify the secretary of DIBP via PRISMS as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance or academic progress.

6.2 Initial Contact person:

Emergency contact person: **Darunee Ondam**

Ph: (02) 9299 8889, darunee@victory.edu.au

The call will be referred to the company mobile after business hours

The Institute keeps all records relating to these incidents in student individual files and provides them for inspection at all times to the relevant government authority.



7. FIRE EMERGENCY PROCEDURE

Victory Institute guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Your teachers will talk to you about emergency evacuation procedures during the first lesson. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your teacher and other students for a roll call check.

No Smoking is allowed in any area of the Institute. If you wish to smoke you must leave the premises. A First Aid Kit is located in the Kitchen cabinet.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- Identifying any possible hazards from equipment, facilities and the environment, and reporting to your trainer.
- Refraining from smoking.
- Refraining from drinking and/or eating in the classrooms.

Market Street Campus (Head office)



George Street Campus



7.1 Emergency Plan

In the event of an emergency:

1. Make the Receptionist or Office Manager aware.
2. Dial **000** and request Fire Brigade/ Police/ Ambulance.
3. Assist or control the emergency only if it is safe to do so.

7.2 Evacuation (To be achieved within 3 minutes)

1. All staff and students (and their clients), are to stop work immediately
2. Turn off equipment.

3. Do not panic.
4. If you are not at risk, place documents and equipment in a cupboard or filing cabinet, and close it securely.
5. Staff and students are to proceed immediately down to ground floor through nearest fire stairs and out to Market Street at the front entrance and proceed across Market Street to meet in the assembly area.
6. If in a class, teachers are to count the students as they exit the room, take the roll with them, immediately advise the Principal if anyone is missing and escort the class to the assembly area.

Staff are to:

- Check every room and close doors prior to exiting themselves.
- If the Principal is not on duty, another staff member must take this role.
- Staff attendance books are to be taken by the Principal to the assembly area.

After evacuation:

- Staff and students are to assemble in the designated assembly area.
- Do not cluster near buildings, as this may impede access by emergency vehicles.
- First aid will be provided in the assembly area if required.
- Report immediately if anyone is missing.
- First Aid Officers are to take first aid kits to the designated assembly area.

7.3 First Aid

If you feel unwell or have an accident while at the college, ask Reception to direct you to the First Aid officers. Darunee Ondam (Student support) and Graham Mackinnon (Director of studies) are the trained First Aid officers of Victory Institute

8. LIBRARY POLICY

When borrowing books students of Victory Institute will have to present their ID cards to reception and fill in the library booking form. All books, CDs, cassettes, DVDs etc. must be returned within two weeks. Students will be allowed an extension period if necessary once the books have been returned at the right time. The Administration Department will give the final approval.

All books are subject to 10 cents a day fine after the borrowing period has elapsed.

The opening and closing hours for borrowing and use of library is 8.30am to 4.45pm.

Reserve books: any overnight, 3-day loan, and 7-day loan reserve book is subject to a \$1.00 fee per day.

Lost books - If the lost book is in print, the student pays the cost of the book plus a \$5.00 processing fee. If the book is out of print, the cost will be determined on an individual basis. If a



lost book, which has been paid for, is found and returned, the student will be refunded the replacement costs minus applicable fines.

Theft of Library materials - Anyone who removes Library materials without permission of Victory Institute staff is subject to fines.

9. INSTITUTE TOUR

At the end of this orientation session you will be taken on a tour of the Institute which includes:

- Administration
- Lecture rooms
- Toilet facilities
- Areas for breaks and meals
- Emergency Exits
- Areas outside the Institute

9.1 FEEDBACK ON THE ORIENTATION PROGRAM

At Victory Institute we are looking to improve our processes at all times; thus we would like you to fill out the Enrolment and Induction Feedback Form given to you. This will assist us to make future orientation sessions even better.

Have a great time studying at Victory Institute.

The Management Team

10. COURSES AND LEVELS

Victory Institute has a number of courses which are offered at various levels.

For international students studying English you should study at Victory Institute for 20 hours a week. How long you study for depends on the time you have available, the choices you will have made before you came to Australia and your visa conditions.

The level designation of courses is as follows:

<u>GENERAL ENGLISH</u>	<u>IELTS PREPARATION</u>	<u>EAP (English for Academic Purposes)</u>
(Advanced)		EAP 3
Upper Intermediate	Level 2	EAP 2
Intermediate	Level 1	EAP 1
Pre Intermediate		
Elementary		



The following chart shows entry levels to the above courses:

Courses Available – All 12 weeks duration

		EAP 3 (entry equivalent to IELTS 6)
GE Upper Intermediate	IELTS 2	EAP 2 (entry equivalent to IELTS 5.5)
GE Intermediate	IELTS 1	EAP 1 (entry equivalent to IELTS 5)
GE Pre -Intermediate		
GE Elementary		

10.1 General English

If you have come to Australia to study for a reason other than further or higher education you will be placed in the General English Course.

This course is designed to develop your English communication skills in reading, writing, speaking and listening. The emphasis of the course is to learn while having fun and using English in a practical way.

The GE course runs at four levels and each level is 12 weeks in length.

(Note: Depending on student demand, Elementary may be split into Beginner Elementary and Elementary as some students may need to focus more on initial English literacy)

- GE Elementary
- GE Pre- Intermediate
- GE Intermediate
- GE Upper Intermediate

You may progress through the course as you successfully complete each level, but be aware that not all students will complete all four levels within a 48 week period, and it is possible that you may need to repeat one or more levels to gain a high degree of proficiency.

10.2 IELTS Preparation

If your major purpose in studying English is to achieve an acceptable result in the IELTS test, for either academic or migration purposes, you will be placed in the IELTS Preparation Course. This course is designed to assist you in learning the types of English that will help you to achieve the result you require.

The IELTS Course runs at two levels and each level is 12 weeks in length.

IELTS 1 Intermediate

IELTS 2 Upper Intermediate

Students in all courses are expected to do homework as a part of their course.

10.3 English for Academic Purposes (EAP)

English for academic purposes (EAP) involves training students to use language appropriately for study. An EAP program focuses on skills required to perform in a higher education academic context across core subject areas generally encountered in a university setting. Programs may also include a more narrow focus on the more specific linguistic demands of a particular area of study, for example business subjects. The EAP course at Victory Institute is intended to develop students' academic English levels and study skills as well as an understanding of Australian university culture so that they may gain articulation for direct entry to a university or TAFE course.

The EAP course runs at three levels and each level is 12 weeks in length.

EAP 1 (Intermediate) focuses on listening comprehension and speaking skills, reading and writing, and visual numeracy skills which prepares students for further study in the EAP 2 course and may enhance eligibility for entry to vocational college courses which require the equivalent of IELTS 5.5 for entry.

EAP 2 (Upper-intermediate) develops further higher level English language and communication, digital learning and research skills. It is a direct pathway into EAP 3 and may enhance eligibility for higher level vocational college courses which require the equivalent of IELTS 6 for entry.

EAP 3 (Advanced) develops English language proficiency and academic literacy which will enable students to apply their knowledge to a variety of academic contexts and to take responsibility for their progress. Students who successfully complete this course may be eligible to be considered for a place at a higher education institution which requires the equivalent of IELTS 6.5 for entry.

You may start and exit at any full stage of the EAP course according to the academic entry requirements of your intended higher education study.

10.4 Class Timetable

Your institute is open between 8.15 am and 9.45 pm Monday to Friday. Your class days and times will depend on which shift you have chosen or been placed in.

Class times:	8.30 – 12.45	1 – 5.15	5.30 – 9.45
Monday			
Tuesday			
Wednesday			
Thursday			
Friday	No class	No class	

10.5 Holidays

There are no classes on Saturdays, Sundays or NSW Public Holidays.

11. VICTORY INSTITUTE SUPPORT TEAM

At Victory Institute every staff member is always willing to support students in their academic matters, attendance, homestay, or any other aspect of their life in Australia.

At Victory Institute every staff member is always willing to help you.
 The table below explains everyone's title and what they do.

11.1 The Administrative Team

Title	Name	Looks after....
Principal Executive Officer (PEO)	Dr. Allen Najsatapanig	everything that happens in the Institute
Admin Manager/Registrar	Hitomi Ampo Alex Maneekaem	management of student enrolment including oversight of government requirements, all fee payments, visa enquiries and problems
Administration Team and Student Support Officers	Darunee Ondam Panan Trairattanasirikul Katarzyna Kucypera Nanami Abe	enrolments, attendance, medical insurance
Homestay co-ordinator	Darunee Ondam	home stay
Counsellor	Klara Plasirybova	courses, academic advice, personal welfare problems
First Aid Officers	Graham Mackinnon	initial point of contact for any injuries, illnesses or emergencies that occur on college premises

11.2 The Teaching Team

Title	Name	Looks after....
Director of studies	Graham Mackinnon	everything that happens in your classes, quality of your courses, academic problems, future study
Teachers	Sirima Supphatchai Ebony Jacobs Nguyet Nguyen Marilou Manlangit Adeline Yan	academic progress, reading , writing, speaking, listening

11.3 Student Support Services

Staff are always available to assist you in times of stress or pressure during your course. You should speak with Student Support Officers in the first instance with any concerns you may have such as:

- Class allocations
- Subjects completed
- Subjects to undertake
- Assessments
- Results
- Coping with assessments
- Attendance and overseas student health cover
- Ways of managing time
- Assistance with setting and achieving goals
- Tutorial support and assistance
- Accommodation
- Relationships
- Health issues

Student Support Officer can refer you to the appropriate person to assist you whenever necessary. Should you need to see our Welfare Counsellor on more personal matters such as relationships, health or resettlement, you can make an appointment to access the Welfare Counsellor at Reception.



11.4 Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

11.5 Dealing with Problems

It's difficult for people when they move to a new country and culture and sometimes they have problems settling down. Sometimes the problem is because they do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it. If you have a problem, the first person to contact is your teacher unless the problem is about your teacher.

The table below shows who you should talk to if you have a problem. Don't forget that we have a Welfare Counsellor who is trained to help you with personal problems.

Problem	Talk to.....
Any problem or worry that you haveyour teacher
You do not get on with your teacher	... the Director of studies
Any other problem with your study that your teacher can't help with	... the Director of studies
Unhappy with your home stay or accommodation	... the Home stay Co-ordinator
Medical problem	...Registrar/Counsellor/First Aid Officer
Visa problem	...Registrar
Money problem	...Welfare Counsellor or Registrar
Personal problems...Homesickness, loneliness harassment, bullying	...Welfare Counsellor

If we are not able to solve your problem there is a procedure to assist you in getting the help you need.

11.6 Education Support

We make every effort to provide as much support as possible within our policies and resources to help all students achieve the required level of competency. Staff are available to assist in times of stress or pressure during the course. Students may make an appointment at any time to see the Director of studies or Student Services for information or advice on:

- Class allocations
- Subjects you have completed
- Subjects you need to undertake
- Examinations
- Results
- Coping with assessments and re-assessments
- Attendance and Overseas Student Health Cover (OSHC)
- Ways of managing your time
- Assistance with the setting and achieving of your goals
- Tutorial support and assistance

12. APPLICATION STEP BY STEP PROCESS MODEL

Students will be able to access information about the Institute on the website (www.victory.nsw.edu.au) including information about the school, fee structure, refund policy and enrolment procedures. Students will then need to complete the enrolment form and collect other documents relevant to the application i.e. certified evidence of English language level, certified evidence of academic background, a written explanation in English of reasons for studying in Australia.

The Registrar will then assess the student's enrolment documents. On receipt of the tuition fee and enrolment fee, the student's information is entered into PRISMS and an electronic confirmation of enrolment (eCoE) is created. The student is given an identification number and a database record is established. The student organizes Health Insurance. The student applies for a visa at the Australian Embassy in country of departure.

Upon arrival in Australia students will undergo induction where they will be provided with information about: Living in Australia, accommodation, finances, timetable, OSHC, ID, requirements for receiving a qualification, certificates issued on successful completion of the course, how skills, knowledge and attitudes will be assessed, recognition of prior learning or recognition of current competency, how to appeal against an assessment outcome, how to complain about course dissatisfaction, available English and learning support, emergency evacuation procedures, student obligations at Victory Institute including attendance requirements and course progress monitoring policy, disciplinary policy and procedure, institute facilities and study environment (tour), and course placement and articulation.

12.1 Checklist for students prior to arrival to Victory Institute

- Applied for passport
- Arranged student visa
- Made contact with the College
- Arranged for immunisations and medications from doctor
- Applied for a credit card and / or arranged sufficient funds
- Confirmed overseas access to your funds with your bank
- Made travel arrangements
- Arranged travel insurance
- Advised the College of travel details
- Arranged accommodation
- Arranged transport from airport to accommodation
- Packed bags being sure to include the following:
- Name and contact details of an Institute representative
- Enough currency for taxis, buses, phone calls etc. in the event of an emergency
- Important documents:
 - The student handbook
 - Passport
 - Letter of offer
 - eCoE
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy)

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

12.2 Checklist for students upon arrival at Victory Institute

- Call home
- Settle into accommodation
- Contact Victory Institute
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend international student orientation
- Receive student ID card
- Advise health insurance provider of address and receive card
- Open a bank account
- Receive textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).



13. EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) Act 2007

The provision of education and training services to overseas students in Australia is regulated by the Department of Education, Employment and Workplace Relations (DEEWR) through the Education Services for Overseas Students (ESOS) Act (2000) and associated legislation. The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial protection and by ensuring a nationally consistent standard for all registered providers. Victory Institute protects students' fees through TPS and the ESOS Assurance Fund. As a CRICOS registered provider (02678D), Victory Institute must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

Under the ESOS Act, Victory Institute must notify student case to the secretary of DIBP/DEEWR via PRISM, when a student breaches the visa requirements, in particular the requirements about student's maintaining satisfactory progress in their course. Should you wish to obtain further information about the ESOS Act we invite you to access the website <https://internationaleducation.gov.au>.

13.1 ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience of 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 2007. A detailed explanation of this framework can be accessed at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>.

13.2 Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

13.3 Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer(s) is/are for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study
- What support is available if you are not progressing well
- If attendance will be monitored for your course
- A complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

AEI contact: telephone 1300 363 079 (local call costs), email: aei@dest.gov.au or visit the website: aei@dest.gov.au

13.4 Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

13.5 Dependents

Any Institute aged dependants accompanying you to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

13.6 Working while studying

Full time students may apply for a student visa with permission to work (157P). This entitles you to work a maximum of 20 hours per week. Your course does not include any work as part of your study.

Do not work more than the allowed 20 hours per week. DIBP conduct checks to ensure you are not breaching your Visa condition with respect to work. In addition, if you work for over 20 hours a week your employer can be fined heavily under immigration law. Check with the College Registrar if you are unsure.

13.7 Access and equity

Victory Institute prohibits discrimination towards any individual or group in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, culture, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Disabilities
- Indigenous Australians



14. ARRANGING VISAS

14.1 Department of Immigration and Border Protection (DIBP)

The Australian Government's Department of Immigration and Border protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit <http://www.immi.gov.au/Study/Pages/Study.aspx> for the latest information.

14.2 Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

14.3 Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Although able to assist in completing education and visa applications, education agents are NOT licensed to provide migration advice.

14.4 Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include, but are not limited to,

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution

- Notify your training provider of your Australian address and any subsequent changes of address within 7 days

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/visa-conditions-students

14.5 Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive with enough time to allow for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Sydney International Airport.

14.6 Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Victory Institute
- Confirmation of Enrolment (eCoE) issued by Victory Institute
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's license
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

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. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Other items you might need to include (most can also be purchased in Australia):

- Alarm clock
- Bath towels, bed sheets, pillow cases
- Dictionary (bilingual)
- Small sewing kit
- Music CDs or iPod
- Sporting equipment
- Toiletries
- Umbrella
- Scientific or graphics calculator
- Camera

- Micro recorder for lectures
- Spare spectacles or contact lenses
- Your optical prescription

- Photos of friends and family
- Swimming costume
- Small gifts from home

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

15. OSHC (Overseas Student Health Cover)

If you are on a student visa, you are required to have Overseas Student Health Cover (OSHC) during your stay in Australia. OSHC is a government requirement. Family cover is available and includes the student, the spouse of the student and any dependent children of the student up to 18 years of age who have been authorised to enter and remain with the student, and who are residing at the same place of residence as the student in Australia. Victory Institute nominates NIB as its provider for OSHC. NIB will send your NIB OSHC Customer Card to the college. Remember to request for the receipt when you pay for a doctor's consultation. NIB will reimburse some of your expenses for the items listed below:

- X-rays
- Ambulance Transport
- Prescribed medicines
- Pathology Services such as blood tests
- Doctor visits

Plus a range of other services

For more detailed information on OSHC and the benefits that it covers refer to the NIB web site www.nib.com.au

16. Local Information

16.1 Cost of Living

Victory Institute students in Australia typically spend about \$250 to \$450 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs.

The following chart is only a guide to help you understand the breakdown of costs.

Accommodation	\$150 - \$350 / week
Food	\$150 - \$280 / week
Public Transport	\$30 - \$60 / week

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. Some people spend a lot more than this, and others spend less. To live cheaply, you will have to share a room and cook for yourself.

We anticipate that international students will require approximately AU\$19,830 for living expenses for one person each year.

16.2 Transport

Victory Institute is located in the Sydney Central Business District.

The closest railway station to the College is Town Hall. Many public bus services depart from York Street and George Street which are very close by to the College. The central location of the College means that some students will not be able to live in the immediate area of the College and walk to and from school. Some students will be living in suburbs further away and will need to catch a bus or a train. Trains run regularly throughout peak hours and all of Sydney's major railway lines go through Town Hall station.

Rail timetables are available at the station or can be consulted at www.cityrail.info/. You can get bus timetables and maps from Wynyard Park on York Street or George Street at Central for government buses (the blue and white buses). You can find transport information for the whole of Sydney at www.131500.com.au, or by phoning 131500 (good listening and speaking practice!)

According to NSW Government regulations, international students are eligible to apply for student travel concessions only for particular tickets. Please refer <http://www.131500.com.au/international-students>

16.3 Shopping

Most Sydney suburbs have a retail shopping area or mall where students can find a huge variety of shops so there is no need for them to travel to the CBD for their daily requirements. Fresh fruit and vegetables are cheap and plentiful and most other goods can be bought in our large supermarkets.

Australia has a multicultural population so it is easy to find food and other items from many countries readily available.

Students should come prepared for our four seasons and the contrasting hot and cold weather and they may need to stock up on seasonal clothing. Although the Sydney winter is considered to be mild, sweaters and jackets will be required. Australians usually dress very casually so students will not need any really formal clothes.

16.4 Banking

Students will need to set up an Australian bank account on their arrival in the country to avoid the necessity of carrying large amounts of cash. They will need to show their passport and evidence of residency.

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday.

16.5 Choosing a doctor

Your health insurance allows you to consult the doctor of your choice but it may be difficult for you to choose a doctor. Your home stay family may advise you or even introduce you to their doctor. If you cannot find a doctor you might wish to see one with a surgery close to the Institute. These doctors are listed below.

Amicus Counselling Services
Level 56, MLC Centre, 19-29 Martin Place
Sydney NSW 2000 Ph: 0413 233 963

Associated Counsellors & Psychologists
31 Mort Street
Surry Hills NSW 2010 Ph: 0416 041 699

Therapeutic Axis
125 St John's Rd
Glebe NSW 2037 Ph: (02) 9692 9788

16.6 Personal Problems

The Institute has a Welfare Counsellor to help you with personal problems but if you would like to see a Counsellor independent of the Institute, you can contact one of the following services nearby:

AMICUS COUNSELLING SERVICES
Level 56, MLC Centre, 19-29 Martin Place, Sydney
Ph. 0413 233 963

ASSOCIATED COUNSELLORS & PSYCHOLOGISTS
31 Mort St., Surry Hills 2010

Ph. 0416 041 699

THERAPEUTIC AXIS

125 St John's Rd

Glebe NSW 2037 Ph: (02) 9692 9788

16.7 Legal Aid

Legal Aid Services for NSW is as below and more information at www.legalaid.gov.au

Central Sydney Legal Aid Office (Head Office) 323 Castlereagh Street Haymarket 2000 Ph: 02 92195000

LawAccess NSW is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.

Ph: 1300 888 529

16.8 Accommodation

HOMESTAY

This accommodation is offered to international students by host families. It allows students to live with local families who are familiar with the culture and values of your new environment so they can help you get used to it quicker. It is also handy for newcomers to have access to local knowledge so they can make better use of their time while studying. The host families provide 2 meals: Breakfast and Dinner. Many students choose to stay with a family for a short period of time and then move to shared accommodation once they have settled in. Our Homestay Service is outsourced to Global Experience which has many years of experience in providing host families to students. They pay special attention to meeting the individual student's needs and in providing personal care and attention. For further details, visit their website www.globalexperience.com.au. Remember that your home stay family expects you to practise your English with them. They will be willing to help you and you can learn a lot from them both about the English language and the Australian lifestyle.

Rental Accommodation

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Sydney the cost of shared accommodation varies between \$150 and \$300. You may be able to pay less if you share your apartment with many people although this may not be comfortable for a lot of students.

If you are going to live in a shared flat or house you will also need to pay a returnable bond which is usually equivalent to four weeks' rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation.

Sometimes there is also a deposit for the security key. You get this back when you return the key when you move out. This can be up to \$150.

There are several ways to find somewhere to live. One way is to check the advertisements in www.domain.com.au or www.gumtree.com.au. If you have trouble understanding anything in the advertisements ask your teacher or your home stay to help you. You will probably need to telephone to make an appointment to meet the other people who live in the house.

You can also visit a real estate agent to see if he has any suitable property for you to rent. In this case if you rent a place yourself you may have to find other people to share with you.

Finally you can ask your friends or make contact with students in other ELICOS colleges to see if anyone has a room they want to rent out.

There may be notices on the student notice board in the Institute for shared accommodation.

If you want to advertise, get your advertisement signed by the receptionist – any advertisement not signed may be taken down. The Institute is not responsible for any accommodation advertised on a Institute notice board.

16.9 Visa applications after 26 April 2008

Students whose visas were granted on or after 26 April 2008 will automatically receive permission to work with their visa grant. For more information please refer to: http://www.immi.gov.au/students/_pdf/permission-to-work-students.pdf

16.10 Tax File Number

In order to work in Australia you need a Tax File Number. To get your Tax File Number visit the nearest ATO (Australian Taxation Office) or apply online: www.ato.gov.au

Note: Please change your address and contact details with the Taxation Office if it changes

16.11 Finding a Job

The best way to get a job is through word of mouth, through friends, and fellow students. They can tell you restaurants, supermarkets or shops that need employees. For other jobs, look at the Saturday newspapers. You can also go online to the following websites:

www.gumtree.com.au

www.seek.com.au

www.mycareer.com.au

www.megajobsites.com

www.jobsaustralia.com.au

www.parttimeonline.com.au

www.studentjobs.com.au

17. EDUCATION AGENTS

Victory Institute is responsible for the actions of education agents representing the Institute. All Victory Institute agents have signed an agreement with us. Victory Institute reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the Institute, please contact us immediately.

You should not be asked for additional fee payments by agents once you have been accepted by Victory Institute. Should you be asked for additional fees please speak to the Registrar. A Victory Institute Education Agent must provide you with information on the following before you make an application to study:

- Facilities, equipment and learning resources
- Course content, course duration and the qualification gained on completion
- Teaching and assessment methods
- Details of any arrangements with other providers for recognition or completion of the course
- Tuition fees, refund conditions and other expenses
- Information about living in Australia, the Institute campus and location, accommodation availability, and costs of living
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course
- Student visa requirements
- The conditions imposed on student visas including satisfactory academic performance, attendance requirements and working
- The requirement that Victory Institute must report students who fail to meet their visa conditions to DIBP
- Withdrawal arrangements
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the Institute
- Internal and external complaint and appeals procedures
- The non-academic student support services of special relevance to international students

18. ELICOS SOCIAL AND RECREATIONAL ACTIVITIES

Class excursions are an integral part of the teaching process. At Victory Institute, students will be given the opportunity to participate in a variety of excursions to enhance their experiences while working on a particular unit of work, or as a form of cultural enrichment. Some of the places that students may visit are:

Sydney Opera House; Mrs Macquarie Point; Sydney Aquarium; Wildlife Parks; Australian Museum; Art Galleries; Hyde Park Barracks; and Sydney beaches for BBQ and swimming; basketball, soccer and other sports.

All students are required to complete and sign an Indemnity form before attending any full day excursions with the Institute.

In addition to class excursions, social and recreational activities for the whole English faculty will be organized every term (4 times a year). Attendance is voluntary. Interested students should register with Academic Manager who is responsible for co-ordinating the social and recreational activities for the ELICOS students and staff.

Students will be informed of the term activities through their teachers and student noticeboard displays in the lounge areas. The designated activity for each term may change due to availability and weather.

Free brochures on activities in and around Sydney are provided by Word Map and are displayed in the student lounge areas for student perusal.

19. STUDY VISITS/EXCURSIONS

Sometimes it helps with your English language learning if you spend time outside the classroom learning about places and services in the community. These might be places associated with education such as museums and art galleries or places of entertainment such as cinemas, theatres, amusement parks etc. Any study visits included on your timetable are part of your English course and you are expected to attend and to participate in activities and tasks organised for you. You are responsible for any excursion expenses. Your teacher will give you an indemnity form to complete before you can attend any full day excursion.

20. ELICOS PRE-ENROLLMENT EXTENSION PERIOD PROCEDURE

If a student **has/or has not** been granted a student visa but has informed the provider of compassionate or compelling reasons such as visa not granted yet, 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; 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 student (these cases should be supported by police or psychologists' reports), there is no need for Victory Institute to defer the commencement of enrolment.



21. ELICOS FEE AND REFUND POLICY

21.1 Fees

Victory Institute course fees are indicated on your Letter of Offer. For more information about administration fees and charges, please refer to our website <http://www.victory.nsw.edu.au/en-GB/future-students/fees>. This site is kept up to date and provides the most current information for students.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student.

21.2 Refund Policy

To request a refund student must complete the *Refund Application Form* and submit it to Financial Department either by email to the address on the form or in person.

Where a refund is approved, Victory Institute will make payment of refunds within 28 days of receipt of *Refund Application Form*.

No refunds will be paid to a third party unless it is indicated at the time the *Refund Application Form* is lodged that any refunds due are payable to a third party.

Tuition fee will be refunded in full in any cases of provider default:

- The course offer does not start on the agreed start date
- Provider has had a sanction imposed

Visa refusal	Full refund of the tuition fee*
Withdrawal 60 days prior to the commencement date	80% refund of the tuition fee**
Withdrawal 30 days prior to the commencement date	50% refund of the tuition fee**
Withdrawal less than 30 days prior to the commencement date	Non-refundable
Withdrawal after the commencement date	Non-refundable
Visa renewal refusal	Refund of unused tuition fee***
Withdrawal from commencing students	Non-refundable
Enrolment Fee	Non-refundable
Health Cover Fee	Refer to OSHC provider
Airport Pick up fee	Non-refundable

Homestay Placement Application Fee	Non-refundable
Deposit fee	Non-refundable

* A request for refund must be made in writing and the decision record from DIBP must be received by Victory Institute within 90 days of the decision being made from DIBP. Tuition fee is not refundable for a non-genuine information case. (This refund does not apply to visa renewal refusal or a visa cancelled due to a breach of the student visa condition.)

** Refunds granted may incur education agency's fee.

*** Refunds granted may incur education agency's fee. The refund of unused tuition fee for ELICOS will be determined on a weekly basis.

Tuition fees will not be refunded under the following circumstances:

- When a student enrolment is terminated for failure to comply with Victory Institute's policies and procedures.
- When a student enrolment is terminated for failure to comply with the requirements of their student visa by DIBP.
- A student does not commence (i.e., does not arrive or has not arranged with us for a later start date because of health or compassionate reasons)
- A student terminates a course during study period.

22. ELICOS COURSE EXTENSION POLICY

After completion of the required number of weeks as per eCoe, the student will either continue onto a VET course or remain in ELICOS.

If the student has not satisfied the academic requirements at the end of the course, the student will be advised by their teacher/assessor of any further progress to be completed at the same English level.

In the case of a student extending their ELICOS course, the Director of studies will have to make a decision on how many weeks to extend, based on current results. The period of extension is up to twelve weeks. The student will have to pay the required number of weeks as per Victory Institute's fees policy.

For ELICOS courses, if a student changes course and gets a new CoE, or extends his or her enrolment in the current course, thereby getting a new CoE, the student's attendance is monitored over each of the CoEs separately, rather than over the entire period of the student's enrolment with a provider. The complete period of study must be separated into its distinctive components where there are separate CoEs. If the student falls below the 80 percent requirement for the length of a CoE, the provider needs to report on the CoE via PRISMS unless the student has compassionate reasons to appeal this decision using Victory Institute's appeals procedure.

Students have the right to appeal all consequences imposed for failing to meet the course requirements for re-enrolment. Any compassionate or compelling circumstances will be

considered. Appeals must be lodged in writing and addressed to the Director of studies within 20 working days of the date of the letter the student receives. The process will commence within 5 working days from the date of receipt of the student's appeal.

23. DEFERRAL, SUSPENSION AND CANCELLATION

Students are able to defer or temporarily suspend their studies only, on the grounds of compassionate or compelling circumstances.

Students may also have their enrolment deferred or suspended on the grounds of misbehavior which may lead to expulsion from the Institute. Students have the right to appeal a decision by the Institute to defer, suspend or cancel their studies. A student has 20 working days to access the internal complaints and appeals process. Victory Institute will not notify DIBP of a change to the enrolment status until the internal complaints and appeals process is completed.

Students who would like to defer their studies must first speak to the The Director of studies. A deferral form must be completed which will need to be approved by the Registrar. Prior to applying to defer their program students must ensure that they have paid all the fees required and have no outstanding balance.

Students must submit evidence to show that they are experiencing compassionate and compelling circumstances. This evidence is reviewed by Victory Institute in the decision-making process.

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through the course. These could include, but are not limited to:

- Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
- Serious illness, injury or death of a close family member
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience that has had an impact on the student (traumatic experiences include, but are not limited to: involvement in or witnessing of an accident; a crime having been committed against the student; and the student having been a witness to a crime)

Supporting documentation

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Medical certificate
- Psychiatric certificate
- Police report
- Death certificate

Medical and psychiatric certificates

To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered health professional (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student is/was unable to attend classes
- State the dates on which the student was/will be unfit for class
- Include the clinician's contact details
- Be translated into English if not written in English

Please be advised that this action may affect your student visa

If the deferral/suspension period is more than 28 days, the student must leave Australia unless there are compassionate and compelling circumstances that require the student to remain onshore.

If deferral/suspension is more than 6 months, the student visa will be subject to cancellation.

ESOS: -

www.internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx

- ESOS Helpline 02 6240 5069

DIBP: - www.immi.gov.au

- 131881 – student number

Please note: Payment schedule does not change the deferred or suspension after the course commencement. Student will obtain new schedule of payment if the deferral or suspension applied before the course commence.

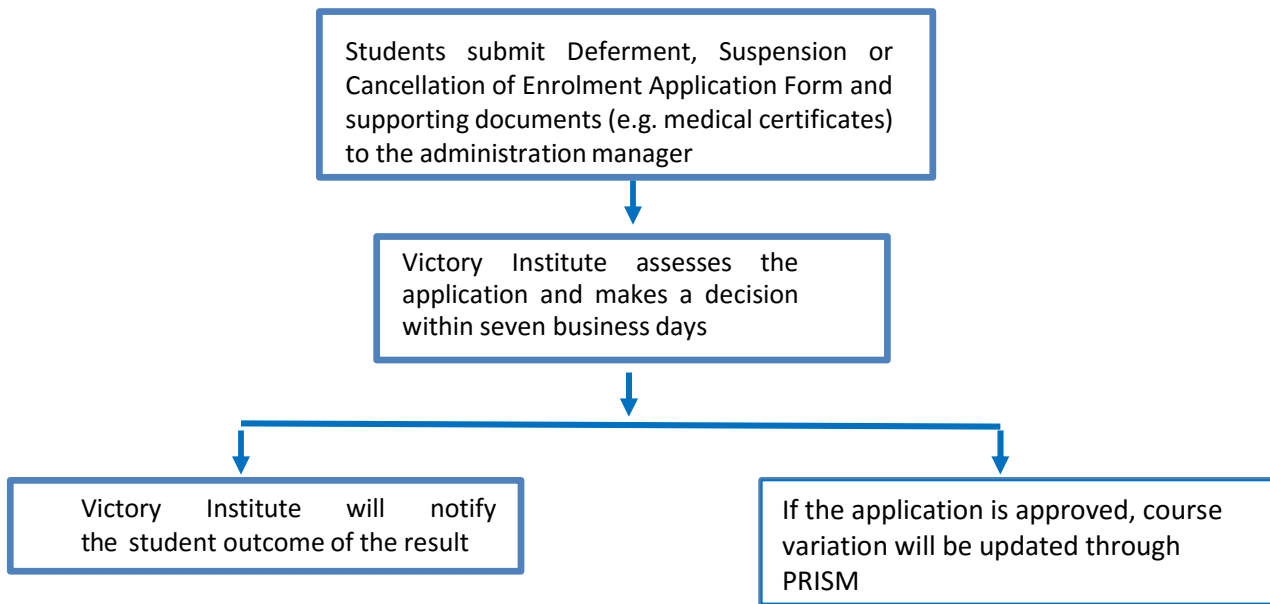
Deferring enrolment

Students can defer the commencement of their course on compassionate and compelling grounds. Victory Institute can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new eCoE with the new enrolment details.

Temporarily suspending enrolment

Students can temporarily suspend their studies during the course on compassionate or compelling grounds.

The procedure for students who wish to defer or temporarily suspend their enrolment is as follows:



Suspension or cancellation of enrolment by Victory Institute

VICTORY INSTITUTE can temporarily suspend the enrolment of a student on the following grounds:

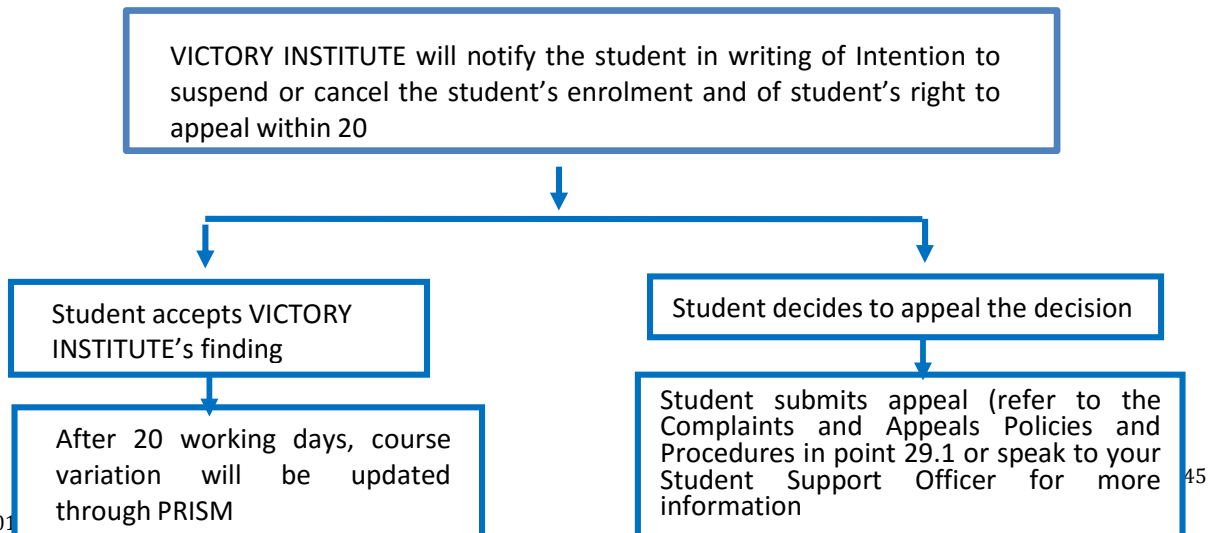
- Student misbehavior resulting in a breach of Victory Institute’s code of conduct
- Failure to progress through a course


Note: In both cases of suspension, students are still required to pay their course fees.

VICTORY INSTITUTE will initiate cancellation of enrolment on the following grounds:

- Student misbehavior resulting in a severe breach of Victory Institute’s code of conduct
- Non-payment of fees

The procedure for suspension or cancellation of enrolment by Victory Institute is as follows:





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VICTORY INSTITUTE processes the appeal in accordance with the Complaints and Appeals Policies and Procedures and notifies the student (and Secretary of DIBP, if appropriate) of the decision

24 TRANSFER BETWEEN PROVIDERS

24.1 Student Transfer Request Assessment Policy

The Institute will not charge any fees to the student for issuing a letter of release, if granted, and will advise via the letter of release, that the student will need to contact DIBP and seek advice on whether a new student visa is required.

The Institute cannot enroll transferring students in the first six months of their principal course of study except in accordance with the requirements outlined in Standard 7 of the National Code 2007.

If the Institute refuses to issue a letter of release, a student may appeal against the Institute's decision using the Institute's Complaints and Appeals Process.

24.2 Procedure

24.2.1 LETTER OF RELEASE

Students who wish to transfer prior to completing 6 months of the principal course must apply for a letter of release using the "Course Withdrawal Form". The reasons stated in the student's application must comply with the Institute's "Transfer Request Assessment Policy". A valid letter of offer from another provider must also be provided. Admin Manger will consider and respond to applications for a letter of release within 14 days of its lodgement.

24.2.2 A letter of release will normally be granted in the following situations

- The Institute is unable to continue to provide the course; or
- The student can provide genuine evidence supporting compassionate and compelling circumstances; or
- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the Institute; or
- The student can demonstrate they are experiencing a threat to their physical or mental health or safety by remaining at Victory Institute and can demonstrate clearly how this will be alleviated through a transfer; or

- It has been agreed by the Institute that the student would have a better future career plan by enrolling in a course that is not available at the Institute ; or
- The current course of study is clearly not consistent with the documented course requested on their application.

24.2.3 A letter of release will normally not be granted in the following situations

- Change of mind. Students are able to apply for transfer to other courses within the Institute but will not be granted a release on the basis of a change of mind;
- The student claims difficulty with course, but has not accessed the additional academic support available at the Institute;
- The student claims difficulty with course, however the Institute believes student is capable of succeeding with extra support and effort is capable of succeeding;
- The student has 25% or less of the course to complete;
- The student has unsatisfactory academic progress;
- Student has unsatisfactory attendance;
- The Institute believes that student is attempting to avoid being reported to DIBP for failing to meet the Institute’s satisfactory course progress requirements
- The student fees are in arrears;
- The proposed transfer will jeopardise student’s progression through a package of courses;
- Claims of financial hardship;
- Claims of migration or representative agent error;
- The student’s progress is likely to be academically disadvantaged;
- The Institute is concerned that the student’s application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If a letter of release is refused, reasons for the refusal will be provided in writing and the student will be informed of their rights of appeal using Victory Institute Complaints and Appeals Procedure as outlined below.

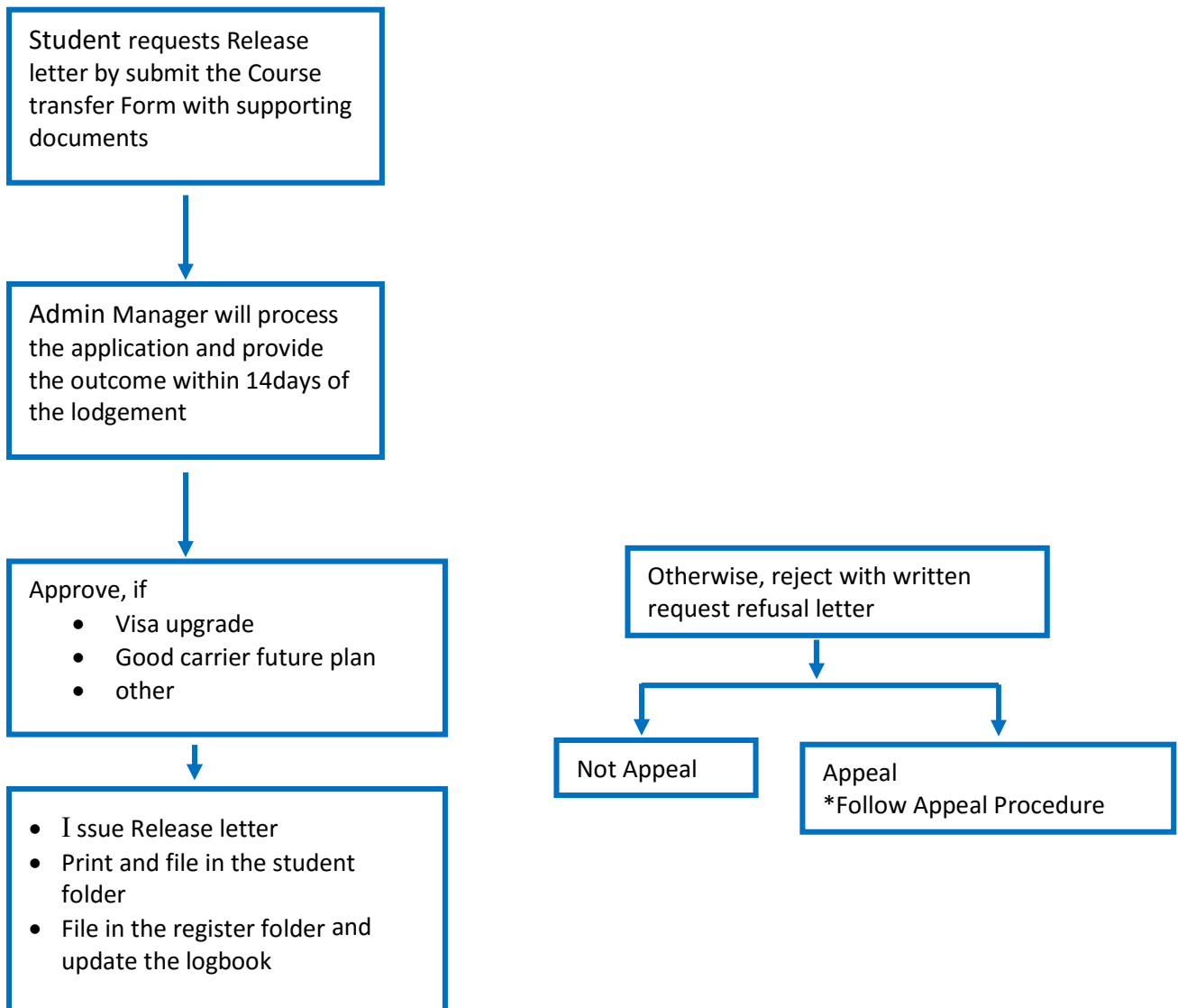
Step 1: If you are dissatisfied with the decision of the Institute, you may access our internal appeals process by completing the Appeals Form. The appeals must be lodged within 10 working days of receiving the refusal letter and appeal process will be finalised within 10 working days. You will receive an outcome in writing.

Step 2: If you are dissatisfied with the Institute’s appeal process you may raise a complaint with external authorities such as the Overseas Students Ombudsman, dependant on the nature of your complaint. You must notify the Institute if you choose to lodge an external appeal within 10 working days of internal appeal’s outcome. During this period you are required to maintain your performance by continuing to attend your classes regularly.



A copy of the student’s letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by Victory Institute is placed into the student’s file.

24.3 Student Transfer Request



Student Transfer Request Flowchart