



**(VET)
STUDENT
HANDBOOK**

Victory Institute of Vocational Education Pty. Ltd. T/A **Victory Institute**

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WELCOME TO VICTORY INSTITUTE

As a Victory student, you are now a valuable member of our global community where we strive to have a multinational mix of students in a quality focused, and culturally rich environment. We are passionate about student satisfaction, the quality of our education, and the quality of the overall learning experience our students receive. We purposely keep our student groups small and cap our intakes each semester so that you will quickly get to know your fellow class mates and work as a team. Here at Victory Institute we aim to give you the best opportunity in your chosen profession by preparing you as thoroughly as possible so that you can confidently seek to establish yourself in the right career.

Our well-equipped classrooms, computer laboratories and lecture theatre ensure the highest quality education and access to the latest equipment in the industry. This is central to our success as a Institute - our commitment to an industry-aligned, relevant course ensuring our graduates are well-equipped for the workforce.

This handbook has been developed by staff to assist you in settling in and to guide you in understanding the policies and regulations of the Institute. Make sure you get a chance to look through it and note key points.

Don't forget that our web site (<http://victory.nsw.edu.au/>) is also full of additional and detailed information if you want to know more about any topic addressed in this book or anything else about the Institute and what our beautiful city has to offer.

While we expect you to study diligently, we also hope that your time with us will lead to lifelong friendships. Enjoy the experience, have fun, and work hard. It's a formula that will guarantee success!

If you are a recent arrival to Australia and Sydney, take the time to learn about our culture and everything this great city has to offer, especially the harbour precinct which is easily accessible from the Institute.

We welcome you to the Institute and wish you the best of luck for your future studies and career.

GENERAL INFORMATION FOR STUDENTS

1. USING THIS HANDBOOK

This handbook is to be issued all international and local students looking to join us and commence or improve their knowledge and skills through the training courses that we are registered to deliver. This student Handbook should be read on orientation. If you have any questions, you can speak with Student Services Officers.

We are approved to deliver the following course:

CRICOS Code	Course Code	Course Name	Duration
094284E	10365NAT	Certificate IV in Spoken and Written English – Further Studies	28 weeks
097985G	BSB30115	Certificate III in Business	52 weeks*
089329F	BSB40215	Certificate IV in Business	52 weeks*
089330B	BSB50215	Diploma of Business	52 weeks*
089331A	BSB60215	Advanced Diploma of Business	52 weeks*
099106E	BSB42415	Certificate IV in Marketing & Communication	52 weeks*
099130E	BSB52415	Diploma of Marketing & Communication	78 weeks**
099105F	BSB61315	Advanced Diploma of Marketing & Communication	78 weeks**
092630G	CUA41215	Certificate IV in Screen and Media	52 weeks*
092631G	CUA51015	Diploma of Screen and Media	52 weeks*
098092C	FNS60217	Advanced Diploma of Accounting	52 weeks*

**Includes 12 weeks of term break **Includes 18 weeks of term break*

2. DEFINITIONS

ESOS Framework

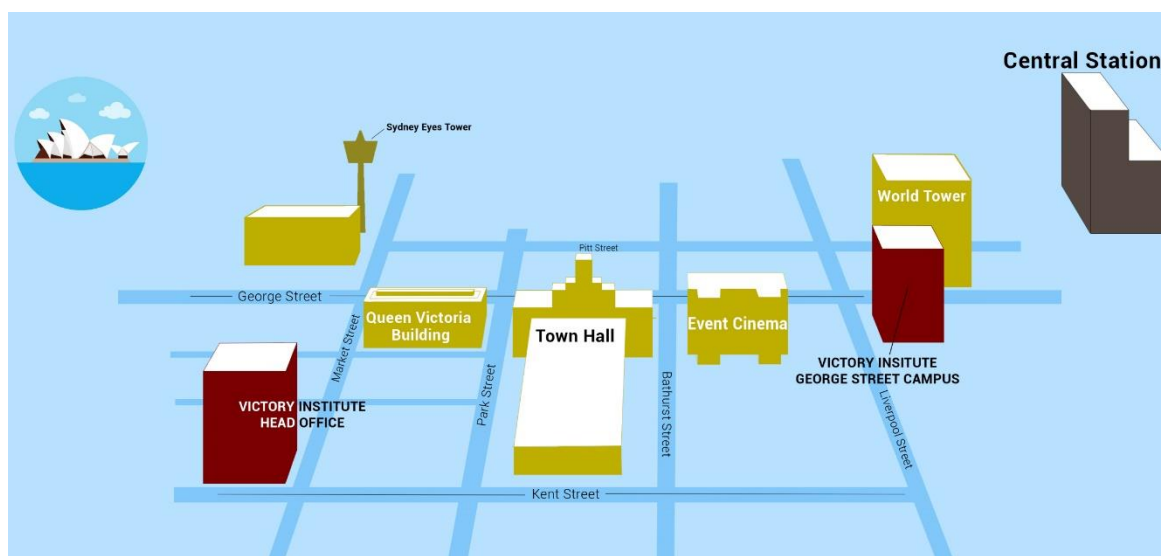
The Education Services for Overseas Students (ESOS) acts and regulations set out the legal framework governing delivery of education to student visa holders.

National Code

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018). The National Code provides standards and procedures to which visa holders must adhere.

DHA	The Department of Affair. The Federal Government department that is responsible for immigration matters into and out of Australia and in particular the issue of Student visas. They monitor student enrolment and participation.
ASQA	Australia Skills Quality Authority. The National Vocational Education and Training (VET) Regulator.
CRICOS	Institutes that offer courses to student visa holders and the courses they offer, are listed on the Commonwealth Register of Institutions and Courses for Overseas Students.
PRISMS	The Provider Registration and International Students Management System (PRISMS) is the web -based system that lists registered courses and is used to create eCoEs or to report on changes in student enrolments.

3. BUSINESS LOCATION



HEAD OFFICE

Market Street Campus

Level 8, 22 Market Street
Sydney NSW 2000
Australia

Contact Number: +61 2 9299 8889

CAMPUS

George Street Campus

Level 5, 565 George Street
Sydney NSW 2000
Australia

Contact Number: +61 426 181 245

Note: For all enquiries, please contact Student Services Officer on Level 8 at Market Street Campus - 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.

BEFORE YOU START

4. KEY CONTACT AND ROLES

POSITION	ROLES
Principal Executive Officer (PEO)	<p>The Principal Executive Officer (PEO) is responsible for the standard of training, assessment and safety at Victory Institute, in accordance with the relevant government legislation. If you have a problem or complaint that your trainer or Academic Manager/Program Coordinator cannot satisfactorily resolve, you should address your complaint to the Principal Executive Officer (PEO) in writing. The Principal Executive Officer (PEO) will respond to your complaint within 10 working days.</p>
Registrar	<p>The Registrar is responsible for the Institute administration and receives all payments from you and supports the Principal Executive Officer (PEO) coordination of your Institute activities.</p>
Academic Manager / Program Coordinator	<p>Academic Manager / Program Coordinator is responsible for;</p> <ul style="list-style-type: none">• maintaining the quality of the courses in their respective subject areas.• helping students with their study and organising an intervention strategy.• day to day problems related to the courses• student support services. <p>If you experience any academic problems or support, you should arrange an interview with the Head Trainer</p>

POSITION	ROLES
Student Welfare Officer	<p>The Student Welfare Officer helps you with any personal/welfare problems. The Welfare Officer is a qualified and experienced professional who treats all cases in confidence. Should you need to see our Welfare Counsellor on personal matters such as relationships, health or resettlement, ask the Student Services Officer to make an appointment for you.</p>

Student Services Officer (SSO)	<p>Student Services Officer help you with any inquiries or problems during your time in Australia. They are available to help you make the most of your studies here.</p> <p>Emergency contact person: Karolina Pigula Ph: (02) 9299 8889 Email: karolina@victory.nsw.edu.au The call will be referred to company mobile after business hour.</p>
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5. LEGISLATIVE AND REGULATORY REQUIREMENTS

Victory Institute is bound by and operates within the following legislative and regulatory requirements:

- ❖ Occupational Health and Safety Act 2000
- ❖ Occupational Health and Safety Regulations 2001
- ❖ Workers Compensation Act 1987
- ❖ Anti-Discrimination Act 1977
- ❖ NSW Privacy and Personal Information Protection Act 1998
- ❖ Vocational Education and Training Act 2005
- ❖ Education Services for Overseas Students Act 2000
- ❖ Education Services for Overseas Students Regulations 2001
- ❖ National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- ❖ Child Protection (Prohibited Employment) Act 1998
- ❖ Migration Act 1958

Copies of these are located at the main office and can be accessed at any time. Copies are also available at www.legislation.nsw.gov.au or www.austlii.edu.au

6. EDUCATION IN AUSTRALIA – THE 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 2018*. A detailed explanation of this framework can be accessed at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>.

7. 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.

8. 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.
- 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 service offer with reasonable support by the institute to enable you to achieve expected to learn outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost. 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.

Upon arrival in Australia the student is required to attend the orientation program prior to commencement of the courses. The information to be included:

- a) Support services available to assist overseas students to help them adjust to study and life in Australia
- b) English language and study assistance programs
- c) Any relevant legal services, emergency and health services
- d) The registered provider's facilities and resources
- e) Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- f) Requirements for course attendance and progress, as appropriate
- g) The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- h) Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- i) Information about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- j) General information on safety and awareness relevant to life in Australia.
- k) Confirm of Unique Student Identifier (USI) registration

Note: *the institute will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out as above at no additional cost to the student.*

9. YOURS 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 within seven days;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and
- responsibility for keeping a copy of the written agreement as supplied by the Institute, and receipts of any payments of tuition fees or non-tuition fees and paying the fee in according to the payment schedule

10. 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 of your propose study courses;
- Course content, course duration and the qualification gained on completion;
- Teaching and assessment methods;
- Any 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 DHA;
- Course withdrawal, discontinue, suspending, and transfer between the education providers;
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the Institute;
- Internal and external complaint and appeals procedures; and
- The non-academic student support services of special relevance to international students

11. STUDENT VISA REQUIREMENTS

11.1 General Requirements

According to the Department of Home Affairs (DHA) to be granted a student visa, you must provide evidence that satisfies the genuine temporary entrant requirements. Assessment factors base on circumstances in your home country (reason for not studying in home country), potential circumstances in Australia (a strong incentive to remain in Australia), Value of the course to your future (your current level of education, relevance to past or proposed future employment in your home country), and your immigration history. Therefore, you may include evidence of your financial viability, your related previous education/training, your English proficiency, your current and future employment etc. The require support documents likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to work through the local Australian Immigration Officer.

Additional information on your visa issues is available from your education Agent but independent advice is available on the Department of Home Affairs website <https://www.homeaffairs.gov.au/trav/visa-1/500->

This site explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission

to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application (there may be a fee attached – please discuss with the agent); or Victory Institute has education agents who can assist you with the process of applying for a course at Victory Institute, including assistance with visas (there may be a fee attached – please discuss with the agent). Contact Victory Institute for details of the education agents that we use. You can also find them listed on our website.

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

If your visa is not approved, you will receive a full refund for the tuition fees that you may have paid as per Victory Institute refund policy, less the non-refundable Enrollment Application Fee.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant. Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the eCoE.
- Remain with the principal education provider for 6 months unless you are granted to release from the education provider to attend another institution.

11.2 Change of Address

Students are required to provide residential addresses and contact details to the educational provider. Under student visa condition, student must provide current address to education provider.

A Change of Address Form is available from reception. It is important to notify the Institute at reception in person within 7 days if you have a change of address and contact details.

11.3 Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a government requirement and is available for families. Family includes the student, his/her spouse and any dependent children of the student up to 18 years of age who have been authorised to enter and reside with the student at the same address in Australia.

Victory Institute is an OSHC representative of NIB, the organisation that provides health cover to international students. Student who applies OSHC through Victory Institute will automatically register with NIB.

NIB will send your NIB OSHC Customer Card to the Institute. Remember to request receipts for payment of medical fees. NIB will reimburse some of your expenses for consultations.

Please contact reception if you require assistance acquiring a NIB OSHC customer Card. For more detailed information on OHSC refer to www.nib.com.au, or alternatively contact nib by phone 1800 775 204.

11.4 Academic Performance / Attendance

As an overseas student, you are required to enrol as a full-time study (20 schedule hours) and must achieve satisfactory course progress. International students are required to attend and participate in the class regularly.

11.5 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.

11.6 Working whilst Studying

You can only work a maximum of 40 hours per fortnight while your course is in session when you are in Australia on a student visa. Your course does not include any work as part of your study. You are here to learn not work. The exception is that students may work full time when the course is not in session or during the recognised break periods offered by your education provider.

For more information please refer to:

<https://www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders>

Do not work longer than the allowed 40 hours as the Immigration office will conduct checks to ensure you are not breaching your Visa condition which limits work whilst studying. In addition, whoever employs you for that period has a responsibility under our Immigration law and can be charged with serious offences with expensive repercussions. Check with your the Student Welfare Officer or the Registrar at the Institute if you are unsure of anything.

11.7 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; and
- Indigenous Australians

12. INSTITUTE FACILITIES

- ❖ Modern, well-equipped and air-conditioned classrooms
- ❖ Well equipped resources room for reading and study
- ❖ Clean, spacious and confirmable student lounge areas with microwaves and computers with internet access
- ❖ Well equipped kitchenettes with tea/coffee making facilities
- ❖ Male and Female toilets
- ❖ Library

13. FEES AND REFUND POLICY

13.1 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/get-started/international-fees-schedule/>. 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.

The provider course fees are indicated on the Letter of Offer where the student has signed and accepted the terms and conditions of agreement prior to the confirmation of enrolment in the course.

GENERAL FEES

Airport Pick up (one way)*	\$165**
Homestay Placement Fee*	\$290**
Overseas Health Cover Fee	Refer to OSHC provider

ADMINISTRATION FEES

Enrolment Fee*	\$200
CoE Issue Fee*	\$50
CoE Re-issue Fee (3 rd time revise)*	\$100
Material Fee (ELICOS)	\$50 / level
Material Fee (VET)	\$50 / term
Late Payment Fee*	\$120
Administration Fee*	\$200
Replacement Student ID Card*	\$15

ADMINISTRATION FEES

Change of Timetable Fee (ELICOS)*	\$20
Change of Timetable Fee (VET)*	\$20
Re-assessment Fee*	\$150 / unit
Interim Academic Transcript*	\$20
Duplicated Document / Re-issue Fee*	\$50
Re-issue of Statement of Attainment*	\$20
RPL Assessment Fee*	\$300 / module

PHOTOCOPY & PRINT FEE

Photocopy & Print Fee (Color)	\$1.20 (A4), \$1.70 (A3) / page
Photocopy & Print Fee (Black & White)	\$0.20 (A4), \$0.70 (A3) / page

Remarks: * Non-refundable ** Fees are subject to change

13.2 Refund Policy

To request a refund student must complete the *Refund Request Form* and submit it to Accounting 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 receive of *Refund Request Form*.

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

This refund policy will apply only when Victory Institute has issued student with an eCoE, regardless of whether student have or have not submitted your application for a student visa.

Course fee refunds are calculated from the date a written refund request form is received only, on the following basis:

All refunds will attract an Administration Fee of \$200

Enrolment Fee	Non-Refundable
Deposit Fee	Non-Refundable
Visa Refusal	Full Refund of the tuition fee*
Visa Refusal due to providing false or misleading information or documents	No Refund
Visa Cancelled due to providing false or misleading information or documents, or breach your visa conditions	No Refund
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	No Refund

Withdrawal on or after the commencement date	No Refund
Visa Renewal Refusal	ELICOS: Refund of unused tuition fee*** VET: No Refund
Health Cover	Fee refer to OSHC Provider policy
Airport Pick Up Fee	Non-Refundable
Homestay Placement Application Fee	Non-Refundable

Refund Conditions:

- * A request for refund must be made in writing and the decision record from the Department of Home Affairs must be received by Victory Institute within 90 days of the decision being made from DHA. 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.
 - If you wish to defer your course start date, you must notify Victory Institute more than 14 days prior to course commencement date. Where you are granted a course deferment and later cancel, any refund amounts will be calculated based on the original course commencement date. Student visa holders should note that any deferral will require a change of eCoE and may impact their visa status.
 - Student enrol in package courses: No refunds will be made after the commencement date, of the course where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date on the first course.

Note:

- Deposit is a partial payment of tuition fee and to be paid prior to issue the CoE.
- Student are required to arrange the balance of the tuition fee, less the deposit amount prior to the course commencement date.
- Deposit is refundable in the case of visa refusal, all other cases deposit is non-refundable.

Tuition fee will be refund 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

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 breaches any of the visa requirements of his or her visa as imposed by the Australian Government.
- 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 requests a transfer to another provider prior to the completion of 6 months of their principal course in Victory Institute and this request is not approved.
- A student terminates a course during study period.

Provider Default

- Under the Tuition Protection Service (TPS) framework, if Victory Institute is unable to full fill its obligations to complete a course. The new TPS framework will facilitates the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider). This replaced the previous combination of Tuition Assurance Schemes and the ESOS Assurance Fund.
- Victory Institute defaults if the course they offer does not start on the agreed starting day.
- Victory Institute defaults if the course stops being provided after it starts and before it is completed, or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If Victory Institute defaults, Institute will refund to the student within 14 days after the default day and receipt of your Refund Request Form.
- Victory Institute will give the student a statement that explains how the refund amount has been worked out.
- Victory Institute dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at: www.internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

Refund Procedure:

1. Refund form and Withdrawal form signed by student needs to be submitted to Admissions. Students who have not completed a Withdrawal Form are ineligible for consideration
2. Registrar assesses the application and supporting documents to make a decision
3. In the case of an application being granted, the document will be forwarded to the Accounts Department for processing of the refund amount.
4. The application refund case will be submitted to the Director to approve.
5. The student will be informed the outcome
6. In the case of an unsatisfactory outcome, the student will be advised to lodge the complaint and appeal as per the Institute grievance, complaint, and appeal policy/procedure
7. All refund cases will have the refund processed within 28 working days, except in the case of provider default where a refund will be processed within 14 working days.

14. TUITION PROTECTION SERVICE

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 of 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.

The provider may collect up to \$1500 in prepaid fees from a learner without needing to take any action to protect these fees. TPS requires that not more than 50 per cent of the fees for an overseas student be prepaid. This applies even if 50 per cent of the course fees would be less than the threshold prepaid fee amount.

In the case of the provider delivering courses which require collection of prepaid fees of more than \$1500, the provider will ensure maintenance of membership of Tuition Protection Service approved by ASQA, and the provider will implement the TPS drawing fund policy.

15. RECOGNITION OF PRIOR LEARNING (RPL), RECOGNITION OF CURRENT COMPETENCY (RCC) AND CREDIT TRANSFER

15.1 Introduction

Students are able to apply for the following on the basis of prior educational experiences and/or work related experience:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competencies (RCC)
- Credit Transfer

The provider accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar.

Note: *providing credit for previous studies is not recognition of prior learning. RPL is an assessment-pathway of determining the competence of a person, while providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.*

The Institute is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/ or modules completed at another RTO and the Institute reserve it own right to consider to granted credit transfer/advanced standing up to 50% of total course units.

Before Institute credit on the basis of a qualification, statement of attainment or record of results, the provider will authenticate the information by directly accessing the USI transcript online or by contacting the organisation that issued the document to confirm the content is valid.

In the case of the Institute granting the student course credit which leads to a shortening of the student's course, the Institute will:

- a. if the course credit is granted before the student visa is granted, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
- b. if the course credit is granted after the student visa is granted, report the change of course duration via PRISMS

15.2 How can prior learning be recognised?

Every training course contains a set of learning outcomes and associated performance criteria that must be achieved before a student will be deemed competent in assessor training. In broad terms, the process involves matching what students already know and can do with the learning outcomes of the module.

15.3 Who can apply?

All students can apply if they can provide evidence that will demonstrate competency in the learning outcomes of the training course.

15.4 Procedure for RPL/RCC and Credit Transfer Application

If you consider that you have already acquired the learning outcomes of training course unit that is offered by the Institute, you may formally apply to have these skills recognised.

The assessment can only be carried out by you providing evidence of the relevant competencies that you believe you hold and by completing the application form.

The following sequential process has been established as the procedure to be followed by an applicant who wishes to obtain credit for prior learning or current competencies.

Step 1: REQUEST

Applicants who wish to apply for RPL/RCC or Credit Transfer should request an application form at Reception.

Step 2: COMPLETE THE APPLICATION FORM

- Conduct a self-assessment against the selected training course learning outcomes.
- Consider if and how you have achieved each learning outcome and whether you can satisfy the performance criteria by submitting valid, sufficient, authentic and

current evidence which may include transcripts from courses previously undertaken or a portfolio of works that are facsimiles of any of their original creative output.

- Gather all relevant supporting documentation and complete the application form with honest, clear, complete and concise information.
- The completed application form with certified copies of supporting documentation at Reception.
- The Academic Manager/ Program Coordinator will assess your application and will contact you if there are deficiencies that must be rectified or addressed before the application can proceed.

Step 3: ASSESSMENT

The Academic Manager/Program Coordinator will compare the evidence provided by the applicant with the performance criteria. A judgment must be made about whether the applicant has wholly or partially achieved the learning outcomes.

- Validity (*Is the evidence relevant?*)
- Sufficiency (*Is there enough evidence?*)
- Authenticity (*Is the evidence a true reflection of the candidate?*)
- Currency (*Is the evidence recent – obtained within the past 2 years?*)

In the event of partial completion of the learning outcomes, the Academic Manager/Program Coordinator will outline which performance criteria still need to be achieved, and what evidence is still required

This may require:

- Providing further supporting documentation.
- Undergoing a challenge test.

A fee of \$300 per module applies for the challenge test. You will be provided with a written report on the outcomes of the assessment of the application for your RPL/RCC or Credit Transfer and will be required to counter sign it.

Step 4: NOTIFICATION

The Institute will notify you of the outcome within four weeks of receiving your application.

16. RECORD MAINTENANCE

Victory Institute will maintain records of all the transfer requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

In case the Institute grants RPL or course credit to an overseas student, the Institute will give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

The Institute will maintain a written record of any critical incident and remedial action taken by the Institute for at least two years after the overseas student ceases to be an accepted student.

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance, details of payments received, information on international student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

Student records are confidential and available to them upon request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by the students to Victory Institute may be made available to the Commonwealth and State Agencies and the Fund Manager of the TAS.

The collage is required under section 19 of the ESOS Act to inform Department of Home Affairs about certain changes to a student's enrolment and any breach of a student's visa conditions relating to attendance and academic performance. We keep copies of results for a period of 30 years. Students must bear the cost for re-issuing of records and awards.

17. DESK COPY OF TEXT BOOK POLICY

When borrowing books, students will have to present their ID cards to reception and fill in the Desk copy of text book 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 8.30 am to 4.45 pm.

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 text book materials - Anyone who removes Library materials without permission of the Institute subject to fines.

18. MEDICAL ISSUE

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	Associated Counsellors & Psychologists
Level 56, MLC Centre, 19-29 Martin Place Sydney NSW 2000 Phone: 0413 233 963	418/185 Elizabeth Street Sydney NSW 2000 Phone: 02 8205 0566
M's Therapeutic	Sydney Medical Centre
402/235 Clarence Street Sydney NSW 2000 Phone: 02 9262 2258	580 George Street Sydney NSW 2000 Phone: 02 9261 9200

19. WELFARE SERVICES

Victory Institute have offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

The institute will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking in any units of study.

The institute have designated a member of its staff to be the official point of contact for overseas students. The student contact officer or officers will have access to up-to-date details of the institute's support services and have dedicated sufficient student support personnel to meet the needs of the overseas students enrolled with the institute which ensure its staff members who interact directly with overseas students are aware of the institute's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The institute has implemented a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The written record of any critical incident and remedial action taken by the institute for at least two years after the overseas student ceases to be an accepted student.

20. LOCAL INFORMATION

20.1 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
Entertainment	\$80 - \$150 / 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\$20,290 for living expenses for one person each year.

Please refer to <https://www.studyinaustralia.gov.au/> for up to date information about study Australia

20.2 Transport

Victory Institute is located in the Sydney Central Business District.

The closest railway station to the Institute is Town Hall. Many public bus services depart from York Street and George Street which are very close by to the Institute. The central location of the Institute means that some students will not be able to live in the immediate area of the Institute 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>.

20.3 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.

20.4 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 9.30 am – 4.00 pm Monday to Thursday, and 9.30 am – 5.00 pm on Friday.

20.5 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	Associated Counsellors & Psychologists
Level 56, MLC Centre 19-29 Martin Place Sydney NSW 2000 Phone: 0413 233 963	418/185 Elizabeth Street Sydney NSW 2000 Phone: 02 8205 0566
M's Therapeutic	Sydney Medical Centre
402/235 Clarence Street Sydney NSW 2000 Phone: 02 9262 2258	580 George Street Sydney NSW 2000 Phone: 02 9261 9200

20.6 Personal Problems

Some additional external support providers:

Problem	Website / Address	Telephone Number
Alcoholism	www.aa.org.au	9387 7788
Anxiety (including phobias and Obsessive/Compulsive Disorders)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.beyondblue.org.au/	1300 224 636
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.accc.gov.au/consumers/debt-debt-collection/dealing-with-debt-collectors	1300 302 502
Crime Stoppers NSW (report crime anonymously)	www.nsw.crimestoppers.com.au/	1800 333 000
Crisis counselling	www.lifeline.org.au/	13 11 14
Depression	www.beyondblue.org.au/	1300 224 636
Disabilities	www.pwd.org.au/	1800 422 015
Domestic Violence Crisis Service	www.dvcs.org.au/	6280 0900 (24-hour crisis line)
Drug and alcohol addiction and information	www.adf.org.au/	1300 858 584
Families and friends with mental illness (support and advocacy)	www.mentalhealthcarersnsw.org/	1300 554 660
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpnsw.org.au/	1300 658 886
G-Line (gambling)	www.gamblinghelp.nsw.gov.au/	1800 633 635

Problem	Website / Address	Telephone Number
Gay, lesbian, bisexual, trans, intersex and queer+ (LGBTIQ+) support, counselling and referral	www qlife.org.au/ (website 24/7; online chat available 3:00 p.m. -midnight daily)	1800 184 527 (3:00 p.m. to midnight daily)
Grief support (including specialized support for children, migrants and overseas students)	www.griefline.org.au/	1300 845 745 (noon to 3:00 a.m. daily)
Hepatitis B and C	www.hep.org.au/	1800 803 990
HIV/AIDS	www.acon.org.au/	9206 2000
Homelessness services	www.thewaysidechapel.com/	9358 6577
Mental health assistance	www.sane.org/ (weekdays 10:00 a.m.- 10:00 p.m.)	1800 187 263 (weekdays 10:00 a.m.- 10:00 p.m.)
Overseas Student Ombudsman	www.ombudsman.gov.au/about/overseas-students	1300 362 072 (weekdays 9:00 a.m.-5:00 p.m.)
Poison Information Centre	www.poisonsinfo.nsw.gov.au/	131 126
Police Assistance Line (non-emergency)	www.police.nsw.gov.au/?a=6947	131 444
Pregnancy counselling	www.pregnancybirthbaby.org.au/	1800 882 436
Rape Crisis Centre	www.nswrapecrisis.com.au/ (24-hour online counselling)	1800 424 017 (24-hour phone counselling)
Relationship counselling	www.relationships.org.au/	
Serious illness (sufferers and families)	www.cansurvive.org/	1300 364 673
Smoking – Quitline	www.quitnow.gov.au/	13 78 48
Suicide Prevention	www.lifeline.org.au/	13 11 14
Translating and Interpreting Service (TIS National)	www.tisnational.gov.au/	131 450 (24-hour service)
Victims of crime support	www.victimsupport.org.au/	1800 633 063

20.7 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 practice 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 Institutes 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.

20.8 Work Right

As a student visa holder, you and your dependant family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to your student visa. For more information please refer to:

<https://www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders>

20.9 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.

20.10 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

21. DEFER, SUSPENSION AND CANCELLATION

The Institute may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.

The Institute will only consider suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- a. Misbehaviour by the student
- b. The student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement after the intention to report has been served
- c. A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

Note: the suspension or cancellation of the overseas student's enrolment under this circumstance cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

If the Institute initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the Institute will:

- a. Inform the overseas student of that intention and the reasons for doing so, in writing
- b. Advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

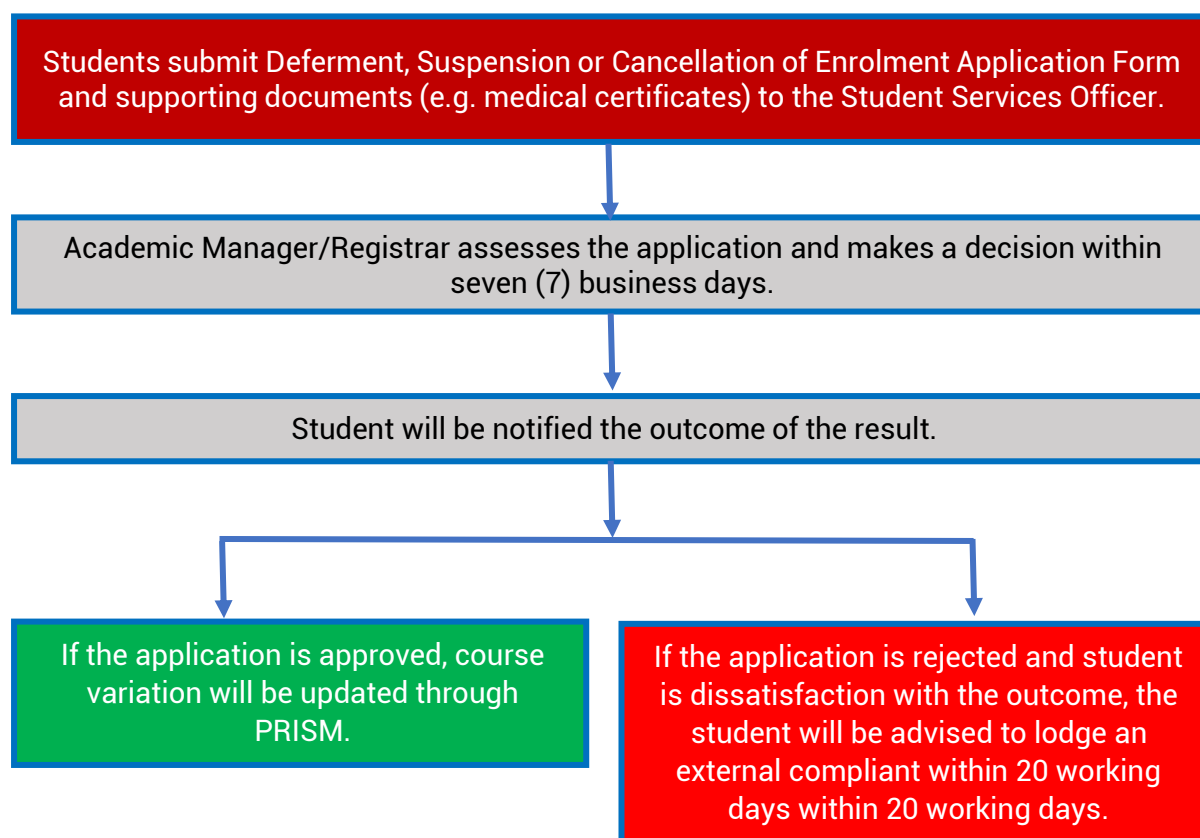
When there is any deferral, suspension or cancellation action taken under this standard, the Institute will:

- a. Inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
- b. Report the change to the overseas student's enrolment under section 19 of the ESOS Act.

Deferral of Enrolment Process:

- The student must submit the application together with supporting documents to the administration department
- The student service officers check all documents to assess whether the case is valid then pass on to the registrar/academic manager
- The registrar/academic manager assesses student's application
- The student will be informed of the outcome by student service officers If granted, the student record will be updated and reported to PRISMS
- In the case dissatisfaction with the outcome, the student will be advised to lodge an external complaint within 20 working days

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



Suspension or Cancellation of Enrolment Process:

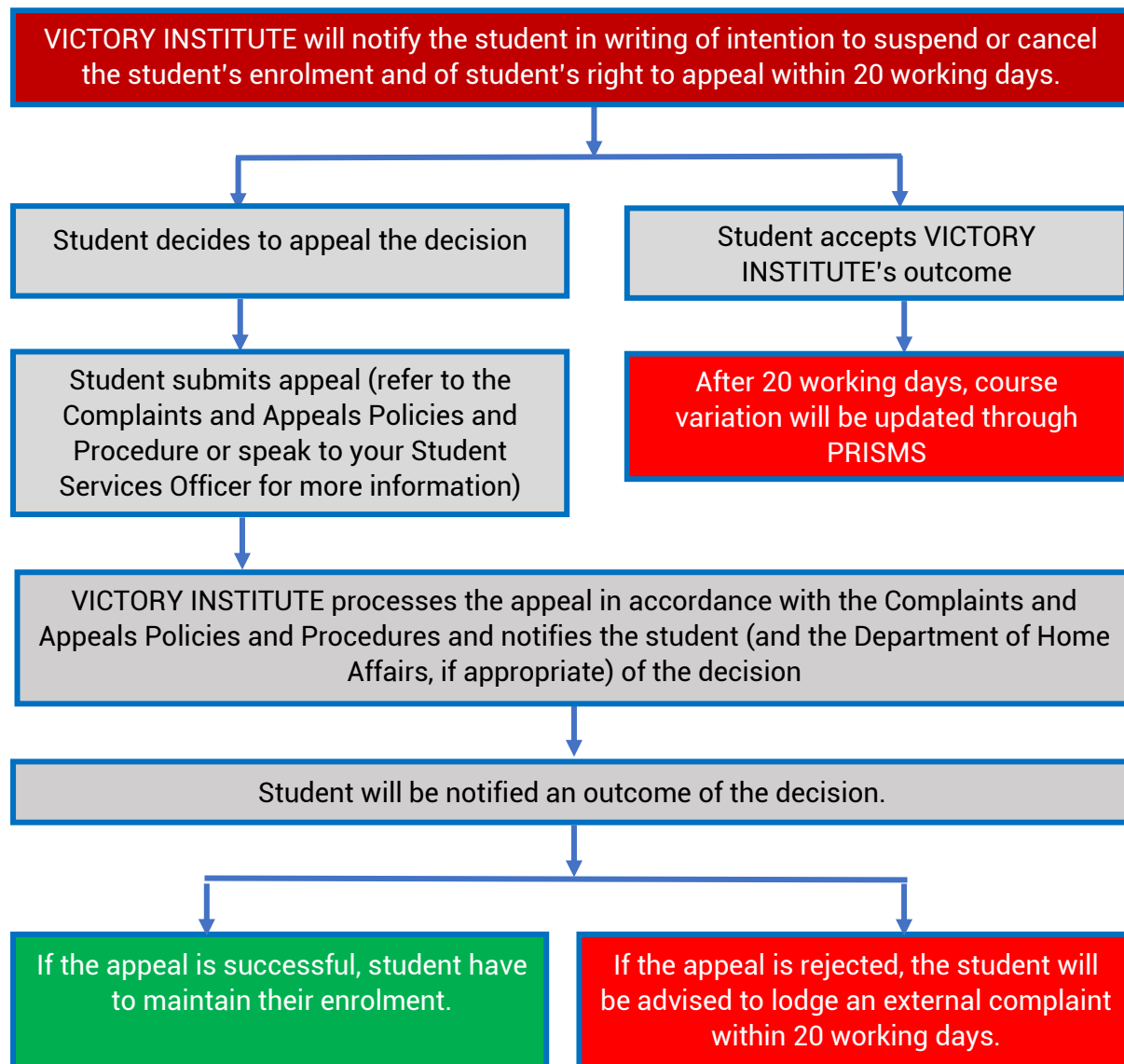
- Student submits the withdrawal application form to cease their study to the administration department
- The student service officers check all documents to assess whether the case is valid then pass on to the academic manager/registrar
- The registrar/academic manager assesses student application
- The student will be informed of the outcome by student service officers
- The student record will be updated and reported to PRISMS
- In the case dissatisfaction with the outcome, the student will be advised to lodge an external compliant within 20 working days

In the case of misbehaviour, the notification of intention to cancel/suspend the enrolment will be passed to students. Students have the right to lodge an appeal within 20 working days. Misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories:

- Academic Misconduct
- General Misconduct

In the case of non-payment of outstanding fees, the notification of intention to cancel/suspend the enrolment will be passed to students. Students have the right to lodge an appeal within 20 working days.

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



NOW THAT YOU ARE HERE

22. ORIENTATION

Prior to the commencement of an academic course of study, Victory Institute will provide an orientation program designed to welcome students to Institute life at the Institute and to introduce them to the important aspects of the Institutions operations, activities, regulations and expectations of students.

The student is required to attend the orientation program prior to commencement of the courses. The information to be included:

- a) Support services available to assist overseas students to help them adjust to study and life in Australia
- b) English language and study assistance programs
- c) Any relevant legal services, emergency and health services
- d) The registered provider's facilities and resources
- e) Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- f) Requirements for course attendance and progress, as appropriate
- g) The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- h) Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- i) Information about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- j) General information on safety and awareness relevant to life in Australia.
- k) Confirm of USI registration

Note: *the institute will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out as above at no additional cost to the student.*

Students will be provided student handbook, induction booklet and student enrolment and induction feedback form on the orientation. The orientation program also provides an opportunity for students to meet other staff.

22.1 Unique Student Identifier (USI)

All students studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to their training records and results (transcript) through their online USI account.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

For more information visit www.usi.gov.au or ask at Reception. You can either apply yourself for your USI or ask at Reception and we can do it on your behalf or assist.

Confirmed of USI registration will take place through the student orientation program. USI process must be completed within 2 weeks from course commencement date.

23. STUDENT RESPONSIBILITIES / CODE OF BEHAVIOUR

Students at the Victory Institute ("the Institute") are expected to conduct themselves in a safe, healthy and courteous manner at all times while on the premises. Such behaviour is expected in terms of their attitudes and interactions with all staff, their fellow students, as well as all visitors and formal guests of the Institute.

23.1 Code of Behaviour

Students of the Institute are expected to:

- ❖ refrain from smoking anywhere on the Institute's premises;
- ❖ refrain from drinking and/or eating in any study area including the library;
- ❖ refrain from unacceptable behaviour including the use of bad language, alcohol and drugs;
- ❖ refrain from the use of devices which may disrupt classes. e.g., mobile phones, portable entertainment equipment such as iPods etc.
- ❖ identify and report any possible hazards from equipment, facilities and the environment;
- ❖ comply with and assist in the Institute's emergency procedures;
- ❖ ensure that no students, staff, or visitors to the Institute experience discriminatory, harassing or bullying behaviour;
- ❖ report any discriminatory behaviour, harassment or bullying to a trainer or Academic Manager/ Program Coordinator;
- ❖ comply with the assessment information outlined in the Student Handbook and subject outlines;
- ❖ follow the Institute's policy and procedures for dealing with complaints or grievances;
- ❖ attend class regularly and punctually.

23.2 General Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly, harasses other students or staff, interferes with students or staff, prevents or disrupts learning, disobeys/fails to comply with contractual or legal requirements, misuses, damages or steals Victory Institute property or the property of others,

alters/defaces Victory Institute documents or records, prejudices the good name of Victory Institute of Design, or otherwise acts in an improper manner.

Victory Institute will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- Contravenes any rules or acts;
- Prejudices the good name or reputation of the Institute;
- Fails to comply with conditions agreed to in the contract;
- Misbehaves in a class, meeting or other activity under the control or supervision of the Institute, or on the Institute premises or other premises to which the student has access as a student of the Institute;
- Obstructs any member of staff in the performance of their duties;
- Knowingly makes any false or misleading representation about things that concern the student as a student of Victory Institute or breaches any of Victory Institute rules;
- Alters any documents or records;
- Harasses or intimidates another student, a member of staff, a visitor to the Institute, or any other person.
- Breaches any confidence of the Institute;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment.

23.2.1 Penalties for General Misconduct

- Penalties imposed will take into account the nature and the extent of the misconduct.
- A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from the Institute.

If the student admits to the alleged misconduct, the Principal Executive Officer (PEO) may impose one or both of the following:

- A charge for the cost of damage to facilities and equipment
- Temporary exclusion from Victory Institute
- Suspend the enrolment

Victory Institute may impose the penalty of permanent exclusion from the Institute in the case of physical or verbal abuse of students or staff, repeated or severe misconduct, or in the case of criminal acts.

23.2.2 Notification to Students

When behavioural misconduct is noted by a member of staff, a verbal warning must be issued. Allegations of misconduct must be based on firm evidence.

Step 1:

An initial verbal warning may be given by any member of the academic or administrative staff. In such instances, the staff member is responsible for recording and describing the incident in detail within five working days and reporting it directly to the Registrar in writing. An email communication will suffice. A record of this verbal warning will be kept in the student(s)' file.

Step 2:

If a second infringement is recorded, the Registrar will issue a written warning (with copy to the Principal Executive Officer: PEO) within five working days of receiving notification from a member of staff. A record of this written warning will be kept in the student(s)' file.

The Registrar will put the matter to the student(s) and give them an opportunity to respond to the allegation of misconduct. The student(s) will be called to a meeting where they are given particulars of both instances of misconduct as recorded and given a chance to explain their behaviour. Students have the option of bringing someone along with them to the meeting for support.

The student(s) will be informed that a third infringement will lead to dismissal if the allegation of misconduct is upheld. In cases where it is impracticable for a student to attend such a meeting, the student will be asked to respond to the written warning within ten working days from receipt of the written communication.

Step 3:

If a third infringement is recorded, the procedures described above will apply and the Registrar, in consultation with the Principal Executive Officer (PEO), is required to decide whether the allegation of misconduct is upheld or rejected and, if upheld, the Principal Executive Officer (PEO) must issue a letter of dismissal.

23.2.3 Appeals

A student may appeal against a decision made under this policy. The grounds for appeal are that the decision is inconsistent with this policy. Appeals must be made in writing and lodged with the Principal Executive Officer (PEO) within seven days of the student receiving written notification of the decision. The Principal Executive Officer (PEO) will respond in writing to the appeal within twenty working days and may confirm or vary the decision.

If a student remains dissatisfied with the outcome of their appeal they may utilise the Institute's grievance handling procedures.

23.3 Academic Misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

23.3.1 Student Responsibilities

23.3.1.1 Examinations

Students must not:

- help or receive assistance from other students.
- request the loan of or lend material or devices to other students.
- bring any material into the examination room other than those specified for that examination.
- use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- Unauthorised absence from class.
- Failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- Academic misconduct.
- General misconduct (see below).

23.3.1.2 Other Assessment Tasks

- Students must not copy any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
- Students must not use another person's work and pass it off as their own.
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

23.3.2 Victory Institute Responsibilities

23.3.2.1 Procedural Fairness

- Students must be treated fairly, with dignity and with due regard to their privacy.
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

23.3.2.2 Penalties

Penalties imposed will take into account the:

- nature and the extent of the misconduct.
- students' stage in the program.
- conventions of the field of study.

A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Victory Institute.

23.3.2.3 Notification and Appeal

A student may appeal against a decision made under this policy. The grounds for appeal are that the decision is inconsistent with this policy. Appeals must be made in writing and lodged with the Principal Executive Officer (PEO) within seven days of the student receiving written notification of the decision. The Principal Executive Officer (PEO) will respond in writing to the appeal within twenty working days and may confirm or vary the decision.

If a student remains dissatisfied with the outcome of their appeal they may utilise the Institute's grievance handling procedures.

24. STUDENT SERVICES

Should you require information or advice on class allocations, subjects you have completed, subjects you need to undertake, examinations, results, re-assessments, attendance and Overseas Student Health Cover (OSHC), please contact a Student Services Officer, who will give you all the information you require or direct you to the appropriate staff member for assistance. For personal matters or any other issues, students will be referred to the appropriate agency.

24.1 Student Card

If you have not obtained a student card on your day of orientation please arrange at the Reception Desk to have your photograph taken and a student card issued*. Your student card can be used as a concession card at museums, theatres, cinemas and public transport etc. Student cards will be available at the reception desk.

*Student ID card will take approximately 5 working days to process. There is a charge of \$15 for replacement of a lost card.

24.2 Student Portal

All students have access to the 'Student Portal' and can log in with a student ID and registered Email. If you have any queries about access additional information and clarification is available from the reception desk.

24.3 Student Mail

If you wish to get your mail delivered to the Institute, students' mail is kept in the tray at reception.

24.4 Printing Service

Printing and copy service for students are available at reception. Printing Prices are listed below.

Size	Black and White per Page	Color per Page
A4	\$0.20	\$1.20
B3	\$0.70	\$1.70

25. STUDENT SUPPORT SERVICES

25.1 Service Available

Staffs are always available to assist you in times of stress or pressure during your course. Students may make an appointment at any time to see a Student Services Officer for information or advice on;

- Class allocations
- Subjects you have completed
- Subjects you need to undertake
- Assessments
- Results
- Copying with Assessments
- Attendance and Overseas Student Health Cover
- Way of managing your time
- Assistance with the setting and achieving of your goals
- Tutorial support and assistance
- Referring to legal services
- Emergency services

The Student Services Officer can refer you to the appropriate person to assist you whenever necessary.

26. NSW WORK HEALTH AND SAFETY ACT AND WORK COVER NSW

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.

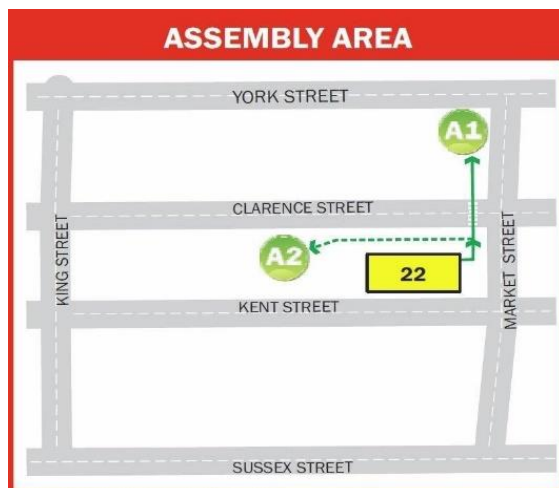
Your trainer will talk to you about emergency evacuation procedures during the first lesson. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students for a roll call check.

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 Officer)



George Street Campus



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.

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 access Market street to meet in the assembly area,
6. If on a class, trainers are to count the students as they exit the room, take the roll book with them, immediately advise the Principal Executive Officer (PEO) 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 Executive Officer (PEO) is not on duty, another staff member must take this role.
- Staff attendance books are to be taken by the Principal Executive Officer (PEO) 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.
- Remain in the assembly area until further advice.

27. ANTI-DISCRIMINATION ACT

Victory Institute is committed to providing a fair and equitable Institute for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno - religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the Institute.
- Reporting any discriminatory behaviour or harassment to your trainer.

Victory Institute provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible delivery to meet specific needs of individual students.

Victory Institute provides lift access to all floors.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course.

The learning support strategies used by trainers at Victory Institute include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Providing written learning material and illustrations to reinforce the learning.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies. Recruitment for Victory Institute is carried out in an ethical manner in accordance with Access and Equity principles. *Your trainers will:*

- recognise the cultural diversity of all students;
- ensure equal treatment of all students;
- encourage full participation and assist all students to achieve course outcomes;
- provide equal access to resources;
- refer students with specific learning problems to appropriate agencies; and
- Should you have any access and equity issues, you may approach your trainer in the first instance. If you do not wish to do so, you may contact the Institute's designated Access and Equity Officer – The Principal Executive Officer (PEO).

28. BULLYING OR HARASSMENT

Victory Institute has a responsibility to provide a safe learning environment for all students and will not tolerate inappropriate behaviour of any kind.

If you are being bullied or harassed by anyone while you are at the Institute, you should follow the following procedure:

Step 1:

Tell your trainer or any member of staff with whom you feel comfortable speaking to about it.

All staff members have a duty of care to ensure that all complaints of bullying or harassment are taken seriously and treated in a sensitive, fair, timely and confidential manner.

Step 2:

Alternatively, you can also take action by contacting the NSW state health and safety authority at <http://www.workcover.nsw.gov.au/>.

It is important to know your rights and those of others, as well as know what you can do if you are subject or witness to bullying or harassment.

Further information can be found at:

<https://www.humanrights.gov.au/bullying-know-your-rights-violence-harassment-and-bullying-fact-sheet>.

29. STUDENT COMPLAINTS AND GRIEVANCE

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, Academic Manager or Registrar;

- 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

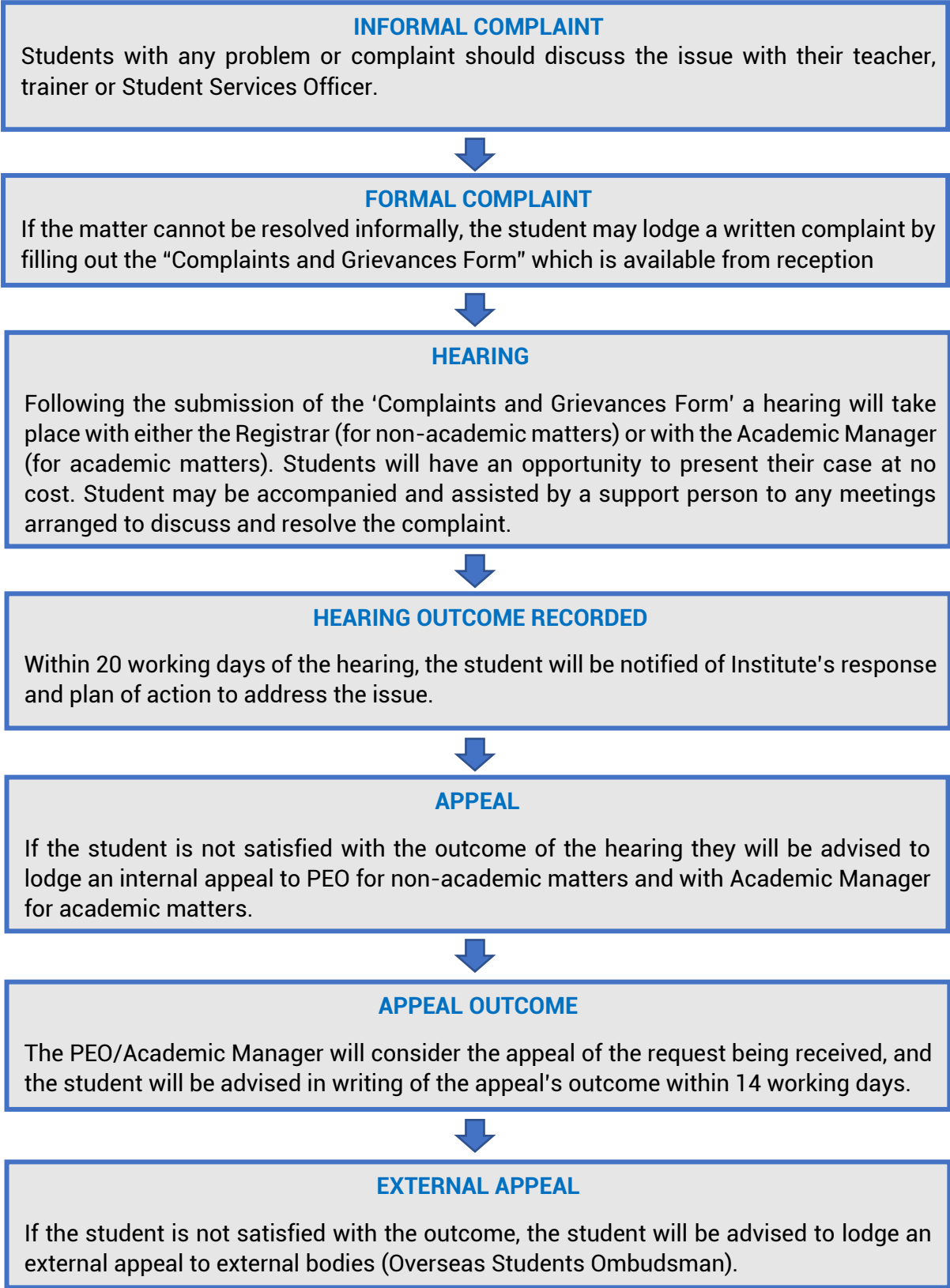
Call: 02 9286 1000

Email: ombudsman@ombudsman.gov.au

Website: 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.



30. LANGUAGE, LITERACY AND NUMERACY POLICY

All courses at Victory Institute are delivered in English. It is essential that the student has language, literacy and numeracy skills sufficient to approach training and assessment at the level of competency outlined in the Australian Qualification Framework (AQF) document and detailed in the Training Package from which their course of study is drawn.

Some students, especially for those for whom English is not their first language, need to learn specific vocational (industry) vocabulary and grammatical structures. This can be provided through a number of different support options, including:

- A study mentor or buddy who can provide support and instruction if required;
- The provision of additional time for tuition, and
- One to one tutoring

Victory Institute endeavours to ensure its training methods support learners, by allowing flexibility within delivery and assessment (under guidance of the training package), employing strategies such as:

- The use of demonstration
- Verbal explanations
- The use of diagrams/charts
- Decreasing reliance on written forms and text
- Incorporating actual workplace materials, or modeling tasks on familiar workplace activities

When operational, our library services will provide useful short programs to assist in developing academic skills such as essay writing, essential research processes, proper referencing, how to avoid plagiarism, doing multiple choice tests, proper use of grammar etc. These sessions will be regularly advertised and promoted.

31. COURSE PROGRESSION POLICY

Victory Institute will monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled and ensure that the expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.

The Institute will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

The Institute will implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

The Institute will clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendances in each study period.

The Institute will monitor course progress requirements for the student who are enrolling in our VET programs offer as:

- Determine the requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct
- Identify processes for recording and assessing course progress requirements
- Provide the details processes for recording and assessing course progress requirements
- Provide the details processes for identify overseas students at risk of unsatisfactory course progress
- Provide details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
- Provide the details processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
- Implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the Institute's registration by ASQA.

31.1 Monitoring of Achieving Satisfactory Course Progress Procedure

For the VET courses, the academic manager/registrar will monitor and assess satisfactory student course progress at the end of the second term of each individual student study period.

- Requirements for achieving satisfactory course progress in at least 50% of total enrolled units within first 2 terms
- Any student with unsatisfactory course progress will be notified of the intention to report
- The student will be given 20 working days to lodge an appeal according to the Institute's
- Grievance, Complaints and Appeals procedure.
- The academic manager will inform registrar of the students who will be terminated the enrolment for the reason of unsatisfactory course progress
- Registrar will terminate the enrolment of the student with unsatisfactory course progress and report to PRISMS
- Registrar will update student's record to student management system

31.2 Intervention Strategy

- At the end of the term/study block, the academic manager will identify any failing student result and inform the administration department to issue a warning letter to the student who enrol under the VET course. The intervention

strategy will be activated where the student has failed or is deemed at risk of unsatisfactory course progress.

- Students who receive a warning letter are required to attend counselling with the academic manager.
- The outcome will be recorded and students advised of what action they are required to take, such as reassessment or catch-up class.

Reassessment Case

- In the case of reassessment, students are required to pay a reassessment fee and enrol for reassessment. The result will be followed up by the academic manager.
- At the end of the reassessment program, the academic manager will advise the administration department to update the student result record.

Catch up class Case

- In the case of students required to repeat the failing unit because of compassionate or compelling reasons, the academic manager will inform the administration department to extend course of enrolment. PRISMS will be updated for student course variation report.

LLN Support

- In the case of students who require Language and Literacy and Numeracy Support, they will be referred to the LLN support unit or the academic manager.

31.3 Certificate in Spoken and Written English (CSWE) Course Progress Procedure

Certificate III in Spoken and Written English:

- By the end of Week 7 after commencement, student must have completed half of the Learning Outcomes of Modules C, D, E, F plus have satisfactory progress according to Module A (teacher observation module) and have attended 70% of scheduled classes.

Certificate IV in Spoken and Written English – Further Studies:

- By the end of Week 7 after commencement, student must have completed half of the Learning Outcomes of Modules B, D, G, I plus have satisfactory progress according to Module A (teacher observation module) and have attended 70% of scheduled classes.
- If academic progress is not satisfactory at the end of Week 7, SSO to issue warning letter to students at risk of not achieving satisfactory course progress as per Institute policy.

- Within two weeks of receipt of warning letter, student must attend academic intervention interview and may be given opportunity for reassessment of incomplete Learning Outcomes.
- If student does not enter academic intervention process and does not make academic progress, SSO to issue ITR at Week 13 after course commencement and student may start appeal process.
- If student extends course but again does not make satisfactory academic progress at Week 13 after the course commencement, SSO to issue ITR and student may start appeal process within 20 working day as per national code standard 10.

32. COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

The Institute will not allow extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- There are compassionate or compelling circumstances, as assessed by the Institute on the basis of demonstrable evidence, or
- the Institute has implemented, or is in the process of implementing, an 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 under Standard 9 (Deferring, Suspending or Cancelling the overseas student's enrolment)

The provider will record any variation and the reasons for it on the student file as well as correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation by extending his or her expected duration of study.

Except in the circumstances of variation above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

32.1 Monitoring Course Completion within Expected Duration of Study Policy

- At the beginning of each term, the student will be assigned a schedule of classes as per the student study plan;
- The student's result record will be checked against the student's study plan at the end of the term;
- The student intervention strategy will be implemented for any unsatisfactory student results;
- In case of variation due to an implemented intervention strategy which resulted in extension of student enrolment, the student's COE will be extended via PRISMS. The student file will be updated.

If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

33. LEAVE REQUEST

The Institute will only approve leave to students on the grounds of compassionate or compelling circumstances and the length of approved leave is to be strictly controlled in keeping with the reason for leave.

Examples of circumstances where leave may be approved include:

- Hospitalisation for an urgent operation, accident or giving birth;
- The passing away of a close relative; or
- A natural disaster in your home country.

Students must apply for approved leave in writing and submit supporting documentation i.e., medical certificate from a registered medical practitioner, death certificate, and return air tickets. If leave is requested for over 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. Victory Institute will notify DHA via PRISMS.

Please be advised that this action may affect your student visa.

34. WITHDRAWAL FROM COMMENCED COURSES

In the event that a student intends to transfer to another provider or terminate their study;

Two weeks' notice in writing is required before the commencement date of the next term. If less than two weeks' notice is given, the student is obliged to pay the following term's fees as indicated on the offer letter.

The student will need to complete the "Deferment, Suspension, Withdrawal or Cancellation of Enrolment Request Form" and notify the Institute of the intention to terminate their enrolment. The form is available from reception.

- International students are required to have completed six months of their principal course prior to transferring to other Institutes.
- If a student abandons the course, all fees due are payable to Victory Institute as required.
- A student who ceases attending a course or does not return from leave, and is not contactable by Victory Institute, has "inactively" advised us of his/her failure to continue studying. Under Section 19(1) of the ESOS Act, we must notify DHA of termination of an accepted student's studies within 14 days of the event occurring. Therefore, if a student is absent for 2 weeks consecutively, the student's enrolment may be cancelled.

35. TRANSFER BETWEEN PROVIDERS

Victory Institute will ensure none overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course, except where any of the following apply:

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

The Institute will implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course and must be made available to staff and overseas students, and outline:

- The steps for an overseas student to lodge a written request to transfer, including that they must provide a valid enrolment offer from another registered provider
- Circumstances in which the Institute will grant the transfer request because the transfer is in the overseas student's best
- The circumstances which the Institute considers as reasonable grounds to refuse the transfer
- A reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.

The Institute will advise the overseas student to contact Immigration to seek advice on whether a new student visa is required if a release is granted and should be no cost to the overseas student.

The outcome of a student transfer application will be given in writing if refusing the request with its reason and the student will be informed of the right to appeal the decision in accordance with Standard 10 (Complaints and appeals), within 20 working days. The Institute will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

The Institute will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

35.1 Circumstanced where the transfer request will be Granted

The Institute will grant the transfer request only circumstance when the transfer is in the student's best interest, including but not limited to where the college has satisfied that:

- The college will consider to release if the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that institute's intervention strategy to assist the student in accordance with Standard 8 (Overseas student visa requirements)
- Students will be released if they have not met the condition(s) of their offer or a student undertaking a packaged program and holding a packaged eCoE has not meet the entry requirements for the principal course of study. In order for the transfer request to be considered, the student must provide the evidence that they have attempted and not successfully completed their preliminary program;
- Students will be released if the college fails to deliver the course as outlined in the written agreement or a course for which the institute has issued an eCoE to a student will no longer be offered or has ceased to be registered on CRICOS;
- The college will consider to release if the student can demonstrate compassionate or compelling personal reasons or academic circumstances. In order for a request for a release to be considered, the student must provide relevant supporting documentary evidence which might include a personal statement and a statement of support from an independent professional (e.g. medical, legal, counselling, academic);
- There is evidence that the student's reasonable expectations about their current course are not being met;
- The college will consider to release if have sufficiency evidence that the student was misled by the college or an education or migration agent regarding the college or its course and the course is therefore unsuitable to their needs and/or study objectives;
- Students will be released if an appeal (internal or external) on another matter results in a decision or recommendation to release the student;
- Students transfer requested will be consider only where the student could provide a valid enrolment offer from another registered provider

35.2 Circumstances where the transfer request will be Refused

The college will refuse the transfer request if:

- The transfer request would result in a breach of the student's mandatory or discretionary visa conditions;
- The intended course be the same or related to the course that student applied and/or will not provide adequate preparation for further study, nor better meets the long term goals of the student, whether these relate to future work, education or personal aspirations;

- No firm offer from another CRICOS registered provider has been supplied;
- The student has already been identified for unsatisfactory attendance and/or unsatisfactory progression and has received advice to this effect;
- The student has been served the notification to report and fail on appeal the case
- The student has been reported in PRISMS for unsatisfactory attendance or course progress;
- The college is satisfied that the student intends to return to their home country
- The student continues to have an outstanding debt (i.e. tuition fees, material fees, admin fees, late payment fees etc.).

Note: Any intention by a student to return to their home country will require a cancellation of the temporary student visa connected to the institute.

Student Transfer and Release Procedure:

1. Students submit the Deferment, Suspension, Withdrawal or Cancellation of Enrolment Request Form with supporting evidence
2. Academic manager/Registrar will consider the application and provide the outcome within 14 days of lodgement; and
3. If approved, documentary evidence must be placed in the student's file as well as in the register folder and the student record will be updated on PRISMS.

36. CRITICAL INCIDENT POLICY

The Institute will have a documented critical incident policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

Victory Institute is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.

All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.

Students will also receive information about health and safety, including critical incidents during their orientation. Updates to information will be provided to students as required.

Victory Institute will ensure that appropriate post-incident support is provided as required.

The Institute will take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety.

Critical incidents are 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;
- Deprivation of liberty;
- Severe verbal aggression;
- Robbery;
- Death or serious injury;
- Suicide or threat of suicide;
- Natural disasters (e.g., earthquakes, floods, electrical storms);
- Fire;
- Bomb or hostage threat;
- Explosion, biochemical hazard;

(Note: Non-life threatening events may qualify as critical incidents).

- Registrar is delegated as **contact person** for any reported critical incidents
- Contact Number for critical incident is Ph: 02 9299 8889 during business hours 8.30am-09.30pm. After hours should immediately contact to 0420 387 678.

Critical Incident Procedure

- When a critical incident occurs, the issue should be reported to the Registrar;
- The Registrar will investigate the area of the incident;
- Assess risks and respond;
- 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;
- Registrar fills the incident report form/register;
- 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;
- A critical incident action plan will be prepared to manage various aspects arising from the incident and discussed at the general meeting for continuous improvement;
- Provider will notify DHA 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.

37. ISSUANCE OF QUALIFICATIONS

VICTORY INSTITUTE issues nationally recognised qualifications or statements of attainment in accordance with the AQF, for qualifications on our scope of registration with ASQA. Qualifications and statements of attainment include the National Training Package title and code, clearly identify the units of competency achieved (including codes), identify VICTORY INSTITUTE and include our address.

AQF and NRT logos appear on the Qualifications and the statements of attainment are used in accordance with the guidelines for the use of these logos.

Qualifications and statements of attainment are issued in accordance with the guidelines and rules defined within each Training Package.

Evidence of achievement of competency must be held for each student in order to issue the qualification. Evidence can be obtained through delivery and assessment, recognition of prior training and or credit transfer.

The Institute will ensure to protect from fraudulent qualifications by the following details:

- Embossed seal or logo on paper
- Corporate identifier or unique watermark
- Certificate number
- Printed on corporate paper
- Have all the important detail, such as student name, qualification name and issued date, printed on "anticopy" pattern with gold foil common seal and embossed RTO's logo and RTO number

The Institute will issue AQF certificate documentation only to the students it has assessed as meeting the requirements of the training course.

The Institute will ensure all AQF certificate documentation issued includes the following information:

- The name, National RTO code and logo
- The code and title of the awarded AQF qualification
- The authorised signatory
- For statements of attainment, a list of units of competency with their codes should be included

The Institute will ensure the records of qualifications and statements of attainment issued, will be retained for a period of 30 years, and maintain registers of all qualifications and statements of attainments issued.

The Institute will ensure AQF certification documentation is issued to the students within 30 calendar days on completion of assessment requirements and all agreed fees have been paid.

The Institute will ensure that past and current students can access their records of certification issued according to their USI.

Note: *No qualification will be issued without students provide USI*

In order to issuing AQF Qualifications Procedures:

- VICTORY INSTITUTE issues nationally recognised qualifications or statements of attainment to a student within 30days of the grant of competency in a Qualification for Nationally Recognised Training (NRT) on its scope of registration. Qualifications and statements of attainment include the National Training Package title and code, clearly identify the units of competency achieved (including codes), identify VICTORY INSTITUTE and include our address.
- AQF and NRT logos appear on the Qualifications and both the Qualifications and the statements of attainment are used in accordance with the guidelines for the use of these logos.
- Qualifications and statements of attainment are issued in accordance with the guidelines and rules defined within each Training Package.
- Evidence of achievement of competency must be held for each student in order to issue the qualification. Evidence can be obtained through delivery and assessment, recognition of prior training and or credit transfer.

In order to ensure that all qualifications and statements of attainment issued are verified and checked, the following process is applied:

- Completion of units is progressively recorded on the student's file and entered into the student management database.
- Upon completion of their course of training (or withdrawal of enrolment), their file is reviewed by the Academic Manager.
- Provided all evidence is held for all of the required units, a qualification or statement of attainment is printed and signed by the PEO.
- The original qualification is forwarded to the student and a copy is added to the student's file.

Reissue Repayment Qualification Procedure

- Upon request for re-issuing of a qualification Testamur, record of results or statement of attainment, find the details of the original document issued by filling Academic Document Request Form
- A fee for re-issuing may be applicable – refer to current Fees & Charges.
- Ensure the document is printed with the same details as the original document. If a printing date is included, this is the only detail that may be different.
- Keep a copy of the re-issued document on the student's file.

38. EVALUATION

As part of our continuous improvement procedures you will be asked to complete a course evaluation survey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

39. IMPORTANT FORMS

The following forms are available at anytime from reception in the administration area located on level 8, 22 Market Street Sydney NSW 2000 or Level 5, 565 George Street, Sydney NSW 2000.

Request for Leave – This form is only to be filled out when a situation arises where you need to request leave from your studies.

Request for an Academic Document – This form will enable you to request a particular academic document such as an interim transcript. You should be aware that certain documents will require a fee to be paid.

Refund Application Form – This form will enable you to a request for refund of your tuition or any other additional fees in accordance with the ESOS Act and Victory Institute refund policies.

Deferment, Suspension, Withdrawal or Cancellation of Enrolment Form – This form is to be completed if you wish to Defer, suspend, withdraw or cancel of your enrolment in certain limited circumstances.

Change of Course Request Form- This form is to be completed if you wish to change course or Intake.

Complaints and Grievances Form – This form is to be completed if you wish to make a formal complaint or if you wish to appeal the decision of Victory Institute for non-academic matters.

Change of Address Form – It is important to notify Reception in person within 7 days if you have a change of address and contact details.

Change of Agents Form- This form is to be completed if you wish to change agent.

Note: All Request Forms, Complaints and Appeals have to be lodged in writing and to be submitted at the reception, Level 8 22 Market Street (Head office)

40. USEFUL CONTACT DETAILS OF SERVICES AND GOVERNMENT DEPARTMENT

Emergency Number Phone: 000	Study in Australia https://studyinaustralia.gov.au/
NIB OSHC https://www.nib.com.au/ Phone: 131642	Department of Home Affairs (DHA) https://www.homeaffairs.gov.au/ Phone: 181300
Australian Taxation Office (ATO) https://www.ato.gov.au/ Phone: 132861	State Transit Sydney Buses, Ferries https://www.sydneybuses.nsw.gov.au/ Phone: 1800 637 500
City Rail (Train) https://www.cityrail.info/ Phone: 131500	Taxis in NSW https://www.nswtaxi.org.au/ Phone: (02) 9332 1266

