



**(VET)
STUDENT
HANDBOOK**

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

ABN 63 111 473 404 | CRICOS 02678D | RTO 91161

LEVEL 8, 22 MARKET STREET, SYDNEY NSW 2000 AUSTRALIA

T: +61 2 9299 8889 E: info@victory.nsw.edu.au WWW.VICTORY.NSW.EDU.AU

CONTENTS

WELCOME TO VICTORY INSTITUTE	4
GENERAL INFORMATION FOR STUDENTS	5
1. USING THIS HANDBOOK	5
2. DEFINITIONS	5
3. BUSINESS LOCATION	6
BEFORE YOU START	7
4. KEY CONTACT AND ROLES	7
5. LEGISLATIVE AND REGULATORY REQUIREMENTS	8
6. EDUCATION IN AUSTRALIA – THE ESOS FRAMEWORK	9
7. PROTECTION FOR OVERSEAS STUDENTS	9
8. YOUR RIGHTS	9
9. YOUR RESPONSIBILITIES	10
10. EDUCATION AGENTS	10
11. STUDENT VISA REQUIREMENTS	11
11.1 General Requirements	11
11.2 Change of Address	12
11.3 Overseas Student Health Cover	12
11.4 Academic Performance / Attendance	13
11.5 Dependents	13
11.6 Working whilst Studying	13
11.7 Access and Equity	13
12. INSTITUTE FACILITIES	14
13. FEES AND REFUND POLICY	14
13.1 Fees	14
13.2 Refund Policy	15
14. TUITION PROTECTION SERVICE	18
15. RECOGNITION OF PRIOR LEARNING (RPL), RECOGNITION OF CURRENT COMPETENCY (RCC) AND CREDIT TRANSFER	18
15.1 Introduction	18
15.2 How can prior learning be recognised?	19

15.3 Who can apply?	19
15.4 Procedure for RPL/RCC and Credit Transfer Application	19
16. RECORD MAINTENANCE	21
17. DESK COPY OF TEXT BOOK POLICY	22
18. MEDICAL ISSUE	22
19. WELFARE SERVICES	22
20. STUDENT REFERRAL TO COUNSELLOR	23
20.1 Making a Counselling Appointment	24
21. LOCAL INFORMATION	25
21.1 Cost of Living	25
21.2 Transport	26
21.3 Shopping	26
21.4 Banking	27
21.5 Choosing a doctor	27
21.6 Personal Problems	27
21.7 Accommodation	29
HOMESTAY	29
RENTAL ACCOMMODATION	30
21.8 Work Right	30
21.9 Tax File Number	31
21.10 Finding a Job	31
22. DEFERAL, SUSPENSION AND CANCELLATION	31
NOW THAT YOU ARE HERE	35
23. ORIENTATION	35
23.1 Unique Student Identifier (USI)	35
24. STUDENT RESPONSIBILITIES / CODE OF BEHAVIOUR	36
24.1 Code of Behaviour	36
24.2 General Misconduct	36
24.2.1 Penalties for General Misconduct	37
24.2.2 Notification to Students	37
24.2.3 Appeals	38
24.3 Academic Misconduct	39
24.3.1 Student Responsibilities	39
24.3.1.1 Examinations	39
24.3.1.2 Other Assessment Tasks	39
24.3.2 Victory Institute Responsibilities	40
24.3.2.1 Procedural Fairness	40
24.3.2.2 Penalties	40
24.3.2.3 Notification and Appeal	40

25. STUDENT SERVICES	41
25.1 Student Card	41
25.2 Student Portal	41
25.3 Student Mail	41
26. STUDENT SUPPORT SERVICES	41
26.1 Service Available	41
27. LIBRARY BORROWING	42
28. NSW WORK HEALTH AND SAFETY ACT AND WORK COVER NSW	42
29. ANTI-DISCRIMINATION ACT	44
30. BULLYING OR HARASSMENT	45
31. STUDENT COMPLAINTS AND GRIEVANCE	46
32. LANGUAGE, LITERACY AND NUMERACY POLICY	48
33. COURSE PROGRESSION POLICY	48
33.1 Monitoring of Achieving Satisfactory Course Progress Procedure	49
33.2 Intervention Strategy	49
34. COMPLETION WITHIN THE EXPECTED DURATION OF STUDY	50
34.1 Monitoring Course Completion within Expected Duration of Study Policy	51
35. LEAVE REQUEST	51
35. WITHDRAWAL FROM COMMENCED COURSES	52
36. TRANSFER BETWEEN PROVIDERS	52
36.1 Circumstances where the transfer request will be Granted	53
36.2 Circumstances where the transfer request will be Refused	54
37. CRITICAL INCIDENT POLICY	55
38. ISSUANCE OF QUALIFICATIONS	56
39. EVALUATION	58
40. IMPORTANT FORMS	58
41. USEFUL CONTACT DETAILS OF SERVICES AND GOVERNMENT DEPARTMENT	59

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
106339C	BSB30120	Certificate III in Business	52 weeks*
106336F	BSB40120	Certificate IV in Business (Operations)	52 weeks*
106337E	BSB50120	Diploma of Business (Operations)	104 weeks*
106338D	BSB60120	Advanced Diploma of Business	104 weeks*
106994E	BSB40820	Certificate IV in Marketing & Communication	52 weeks*
106995D	BSB50620	Diploma of Marketing & Communication	78 weeks**
106991H	BSB60520	Advanced Diploma of Marketing & Communication	78 weeks**
107570K	CUA41220	Certificate IV in Screen and Media (Animation and Visual Effects)	78 weeks**
107571J	CUA51020	Diploma of Screen and Media (Animation, Gaming and Visual Effects)	78 weeks**

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

2. DEFINITIONS

ESOS Framework

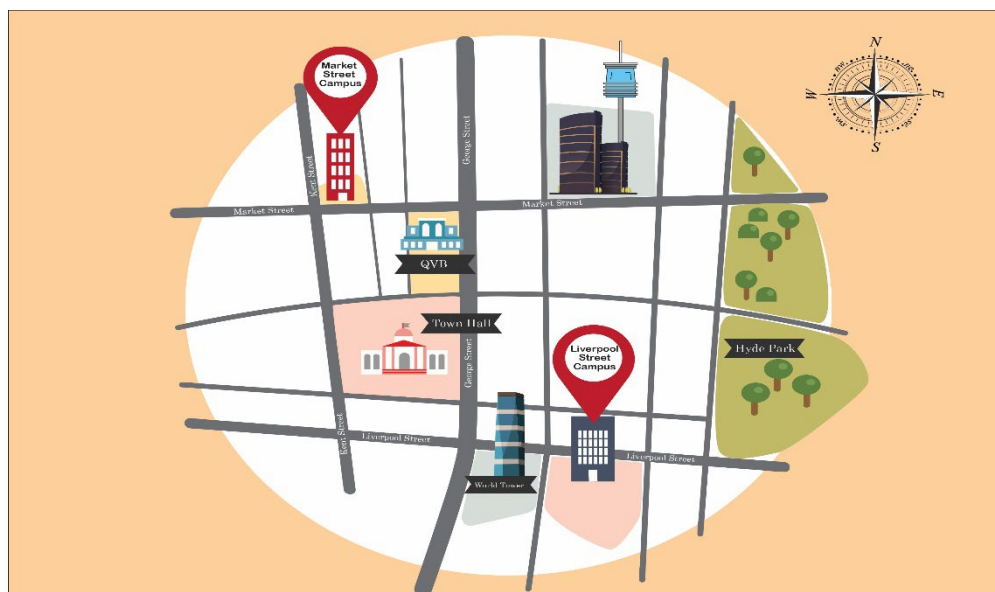
The Education Services for Overseas Students (ESOS) acts and regulations set out the legal framework governing delivery of education to student visa holders.

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 Home Affairs. 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

Liverpool Street Campus

Level 6, 127 Liverpool Street
Sydney NSW 2000
Australia

Contact Number: +61 426 181 245

Note: For all enquiries, please contact Student Services Officer on Level 6 at Liverpool Street Campus.

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 Counsellor**

The Student Counsellor 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.

Student Services Officer (SSO)

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.

Emergency contact person: Karolina Pigula

Ph: (02) 9299 8889

Email: ssovet@victory.nsw.edu.au

The call will be referred to company mobile after business hour.

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 2019
- ❖ 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 Students Act 2000* (ESOS Act) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018). A detailed explanation of this framework can be accessed at <https://www.dese.gov.au/esos-framework>.

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.

<https://www.dese.gov.au/esos-framework/resources/international-students-factsheet>

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 <http://www.fairwork.gov.au>
- 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. YOUR RESPONSIBILITIES

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

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your education provider;
- inform your provider if you change your address 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.immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-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)*	Available upon request
Homestay Placement Fee*	Available upon request
Overseas Health Cover Fee	Refer to OSHC provider

ADMINISTRATION FEES

Enrolment Fee*	\$200.00
CoE Issue Fee*	\$50.00
CoE Re-issue Fee*	\$100.00
Material Fee (ELICOS)	\$70.00 per level
Material Fee (VET)	
- AQF level 3 qualification (Certificate III)	\$70.00 per term
- AQF level 4 qualification (Certificate IV)	\$60.00 per term

- AQF level 5 qualification (Diploma)	\$60.00 per term
- AQF level 6 qualification (Advanced Diploma)	\$60.00 per term
Late Payment Fee*	\$120.00 per instalment
Administration Fee*	\$200.00
Deferral Fee*	\$200.00
Change of Timetable Fee*	\$20.00
Replacement Student ID Card*	\$30.00
Interim Academic Transcript*	\$20.00
Re-assessment Fee*	\$150.00 per unit
Qualification Re-issue Fee*	\$100.00
Re-issue of Statement of Attainment*	\$100.00
Advance Standing / Course Credit Transfer Fee*	\$0.00
Challenge Test for RPL Assessment Fee*	\$250.00 per unit

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

13.2 Refund Policy

Our refund policy is included in the Letter of Offer and Written Agreement that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

The following tuition and non-tuition fees are not refundable under any circumstances, including visa rejection:

- Enrolment application fee: \$200 (required to process your application)
- Airport pick-up fee
- Homestay accommodation placement fee

Homestay accommodation

The homestay accommodation placement fee is available upon request and non-refundable. All homestay accommodation fees must be paid to the agent unless otherwise advised by the agent. Requests for refunds of homestay accommodation fees must be made to the agent. Victory Institute does not guarantee or refund any homestay accommodation fees.

Education agents

If you use an education agent and that agent charges their own fees to students (in addition to Victory Institute's tuition and non-tuition fees), those fees remain the responsibility of the agent. Victory Institute is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances. Students who wish to seek a refund or have the amount they owe on their fees reduced must apply to Victory Institute using the Refund Application Form. If your refund is approved, you can have it paid to you or you can nominate another trusted person to receive the money if you prefer. You are asked to specify the recipient (yourself or someone else) and provide the recipient's contact and bank details on the Refund Application Form.

Victory Institute will:

- Assess your request fairly and in accordance with the Fees and Refunds Policy and Procedures.
- Issue you with the decision in writing, using the Notice of Refund Decision letter within 10 working days of receipt of the Refund Application Form
- If the refund is approved, detail how the refund was calculated and issue the refund within 10 working days of providing the outcome to the students.
- If the refund was not approved, explain the reason for the decision and your right to lodge an appeal of the decision within 20 working days of the date of the Notice of Refund Decision letter, in accordance with Victory Institute's Complaints and Appeals Policy and Procedures.
- Require you to accept the decision in writing and give you a copy of the decision for your records.
- Maintain our records of the decision, the acceptance and any refunds paid to you for at least 2 years after you ceases to be an accepted student.

Refund prior to course commencement

- 100% refund where student is refused a visa
- 100% refund where Victory Institute cancels the course prior to commencement
- 80% refund where a student withdraws 29 days or more before course commencement
- 0% refund where a student withdraws less than 28 days before the course commencement.

Refund after course commencement

- A full refund will be paid in the event of Victory Institute default.
- If a student is refused a visa but has already commenced their course, non-tuition fees will not be refunded. However,
 - For ELICOS course, tuition fees will be refunded from the day of the student default as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the student is in default.
 - For VET course, fees will not be refunded.

Other circumstances where no refund (0%) will be provided

- If a student is refused a visa and the reason for the refusal is:
 - Did not start the course at the location on the agreed starting day or;
 - Withdraws from the course at that location or;
 - Did not pay the tuition and non-tuition fees due
- Victory Institute terminates a student's enrolment because of a failure to comply with Victory Institute's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.

Victory Institute may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Outcomes of refund decisions

Within 10 working days of receipt of your completed Refund Application Form, Victory Institute will review the application and supporting documents, and issue you with a Notice of Refund Decision that will explain:

- Whether or not the refund was approved
- If it was approved, the amount of the refund and a detailed explanation of how the refund was calculated
- If it was not approved, the reasons for the refusal and your right to appeal the decision in accordance with Victory Institute's Complaints and Appeals Policy and Procedures.

If the refund was approved, Victory Institute will Issue the refund or adjustment notice within 10 working days of providing the outcome to the students.

You are responsible for keeping a copy of the signed Enrolment Application Form and the Letter of Offer and Written Agreement, as well as receipts of any payments for tuition fees or non-tuition fees.

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: <https://www.dese.gov.au/esos-framework>.

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 leaning outcomes of the training course.

15.4 Procedure for RPL/RCC and Credit Transfer Application

If you consider that you have already the 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

This must be done within 14 days of commencing the course.

- 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 & Clinical Psychological Services	Associated Counsellors & Psychologists
Suite 701, Level 7, 105 Pitt Street Sydney NSW 2000 Phone: 1800 AMICUS (1800 264 287)	418/185 Elizabeth Street Sydney NSW 2000 Phone: 02 8205 0566
M's Therapeutic	World Square CBD Medical Centre
402/235 Clarence Street Sydney NSW 2000 Phone: 02 9262 2258	World Square Shopping Centre 644 George Street Sydney NSW 2000 Phone: 02 9777 0024

19. WELFARE SERVICES

Victory Institute is committed to the provision of a range of support services for enrolled students to enable them to achieve expected learning outcomes at no additional cost to the student. Staff are appointed for contact and referral for student support and general welfare matters.

All enrolling overseas students are provided with an orientation event, which includes guidance concerning student support services.

Any changes to policy regarding support services will be notified to students as soon as is practicable.

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.

A Student Services Officer shall be employed as a designated member of staff at the institute and provide a contact point for all overseas students. The Student Services Officer is to maintain awareness of the institute's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Services Officer 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.

The following procedure will be implemented when providing support services:

- Where staff has identified, or enrolled students have indicated their need for support or welfare, the Student Services Officer will seek further information from the student.
- Equipped with advice from the student, the Student Services Officer shall:
 - Respond to questions concerning course progress and refer the student to any relevant academic staff for further advice.
 - Where an accommodation or general welfare issue arises, provide advice on accommodation, Public services, counselling assistance with personal, emotional or cultural issues.
- The student is advised that the support services of the Institute are at no extra cost.
- The Student Services Officer liaises with the student on current progress and refers any matters arising to the Academic Manager/Director of Studies.

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. Refer to the section: **Critical Incident Policy**

20. STUDENT REFERRAL TO COUNSELLOR

The Institute is committed to providing a duty of care in providing professional counselling services to students whose academic performance or ability is affected by personal circumstance.

All staff members are bound by their duty of care to assist students by referring them to the Student Counsellor via the Student Services Officer (SSO) and with the approval of the Director of Studies if an issue is identified or if the student requests the service. Referrals are to be made in a timely and appropriate manner ensuring confidentiality at all stages of the process. Counselling is a one-on-one confidential session in which all records are to be kept by the counsellor in a safe and secure manner.

The Institute provides professional counselling services to all students who face difficult issues in their personal lives such as illness, bereavement, relationship issues and adjusting to a new lifestyle.

20.1 Making a Counselling Appointment

Students are informed that they can access Counselling services during orientation day.

Academic Manager, Director of Studies, trainers/teachers are responsible for monitoring psychological, emotional, physical health and wellbeing of all students. They can refer the students for counselling via the SSO and approval of the Academic Manager/Director of Studies.

Students can make an appointment for counselling services via the SSO (Student Services Officer) once the referral has been approved and signed by the Academic Manager/Director of Studies.

Student speaks with the SSO and explains the reason for wanting to see the counsellor. If the SSO feels that the student's issue is of a personal nature, the SSO completes the Referral to Counselling Services form and advises the Student of the following process:

The SSO gives the Academic Manager/Director of Studies the completed referral form for the Academic Manager/Director of Studies to approve and returns to SSO signed and dated.

1. When the SSO has received the signed and dated Referral to Counselling form from the Academic Manager/Director of Studies, the SSO emails the form to the Welfare Counsellor.
2. The SSO makes an appointment date and time as follows:
 - SSO consults the Counsellor Calendar for the location and days of availability of the Counsellor.
 - SSO uses the Appointments to book student's appointment. An email will be sent to the student advising them that an appointment has been reviewed for them.
 - SSO then goes into Appointment Administration and accepts the appointment and then selects the 'Student request'. This will send a confirmation of the appointment to the student's email address. SSO to phone the student to advise of the appointment made for them also.
 - The SSO makes 1 photocopy of this form for the student administration files

On completion of the counselling session with the student

1. The counsellor provides the student with a form to give to their trainer/teacher to enable the student not to be marked as absent from the class.
2. If the counsellor is recommending the student be absent from class for a period of time, the counsellor gives the student a notice of recommendation for leave of absence. The student takes this form to the SSO and fills in a Leave of Absence form. The SSO gives both forms to the Academic Manager/Director of Studies for final approval.
3. If the counsellor makes recommendations regarding the student, the counsellor will give a form to the Academic Manager/Director of Studies. Final approval of any recommendations remains with the Academic Manager/Director of Studies.

Note: *All confidential information will be kept by the Welfare Counsellor only.*

If the case requires ongoing sessions, appointments are made and recorded in the student's file and the counsellor advises the Academic Manager/Director of Studies.

Once the counselling session has a positive outcome the case is closed and the counsellor will notify the Academic Manager/Director of Studies.

The Academic Manager/Director of Studies will make any final decisions regarding length of time the student may require to be absent from his/her studies.

The counsellor may refer the student to an external body if there are any long term issues. The Counsellor will liaise with an external health professional (i.e. the student's GP or specialists), to advise of the difficulties the student is experiencing and request the GP/specialist to advise the Counsellor of the intervention planned for the student once a plan has been implemented. This information will be passed onto the Academic Manager/Director of Studies.

In case of an external referral the Counsellor will notify the following people:

- Academic Manager/Director of Studies
- Family
- Student Agent
- PEO (Principal Executive Officer)

21. LOCAL INFORMATION

21.1 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

21.2 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.transportsw.info/routes/train. 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.transportsw.info/, 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 www.transportsw.info/tickets-opal/ticket-eligibility-concessions/tertiary-or-tafe-students.

21.3 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.

21.4 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.

21.5 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

21.6 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.beyondblue.org.au	1300 224 636
Anxiety	www.beyondblue.org.au	1300 224 636
Asthma	www.asthma.org.au/	1800 278 462
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)	https://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
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)	https://griefline.org.au/	1300 845 745 (6am – 12am AEDT)

Hepatitis B and C	www.hep.org.au/	1800 803 990
HIV/AIDS	www.acon.org.au/	9206 2000
Homelessness services	https://homelessnessnsw.org.au/	8354 7600
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	131 444
Pregnancy counselling	www.pregnancybirthbaby.org.au/	1800 882 436
NSW Rape Crisis Centre	www.dvnsdsm.org.au/dvsm_directory/nsw-rape-crisis-centre/ (24/7 counselling service)	9621 0800
Relationship counselling	www.relationships.org.au/	
Serious illness (sufferers and families)	www.cansurvive.org/	1300 364 673
Smoking – Quitline	www.quit.org.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.victimsservices.justice.nsw.gov.au/	1800 633 063

21.7 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/s-real-estate/c9296. 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.

21.8 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>

21.9 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/Individuals/Tax-file-number/Apply-for-a-TFN/.

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

21.10 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.careerone.com.au

www.au.jora.com

www.jobsaustralia.com.au

www.adzuna.com.au

www.studentjobboard.com.au

22. 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.

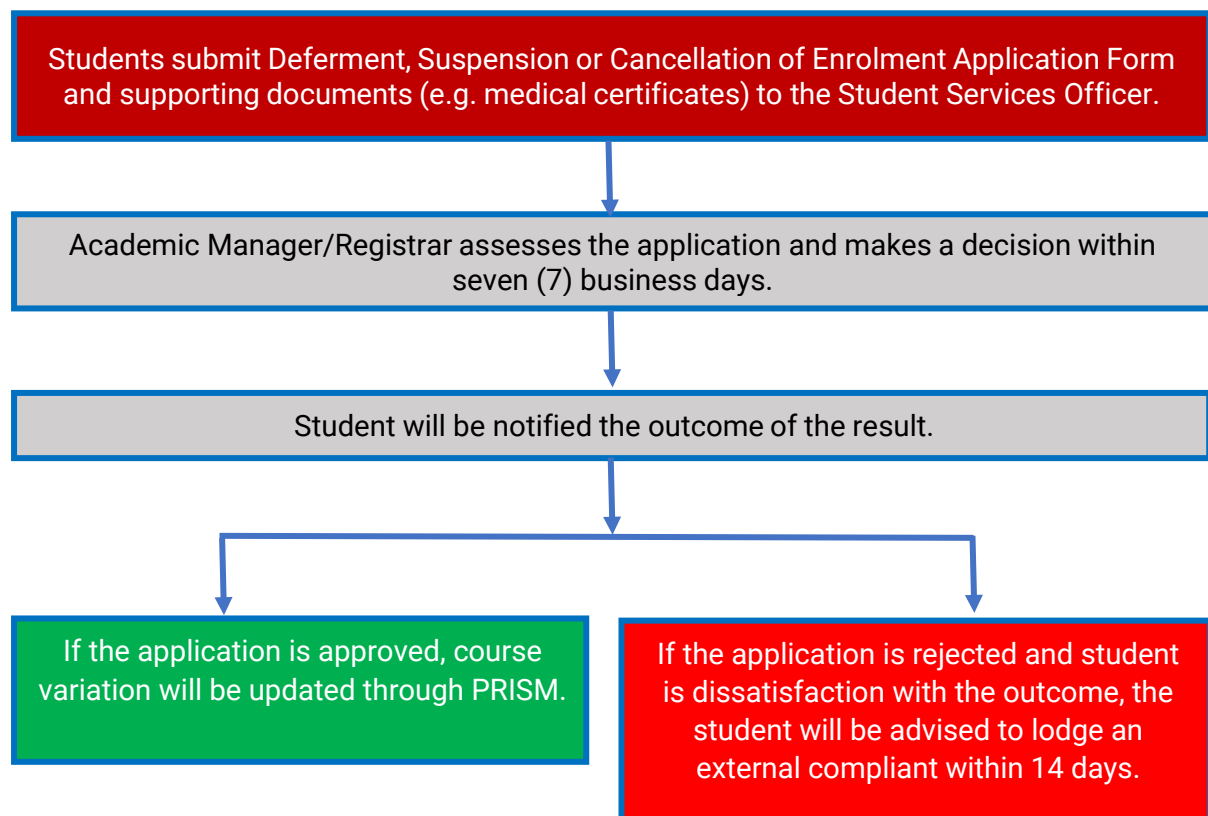
When there is any deferral, suspension or cancellation action taken under this standard, the Institute will:

- 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 14 days

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



Suspension or Cancellation of Enrolment Process:

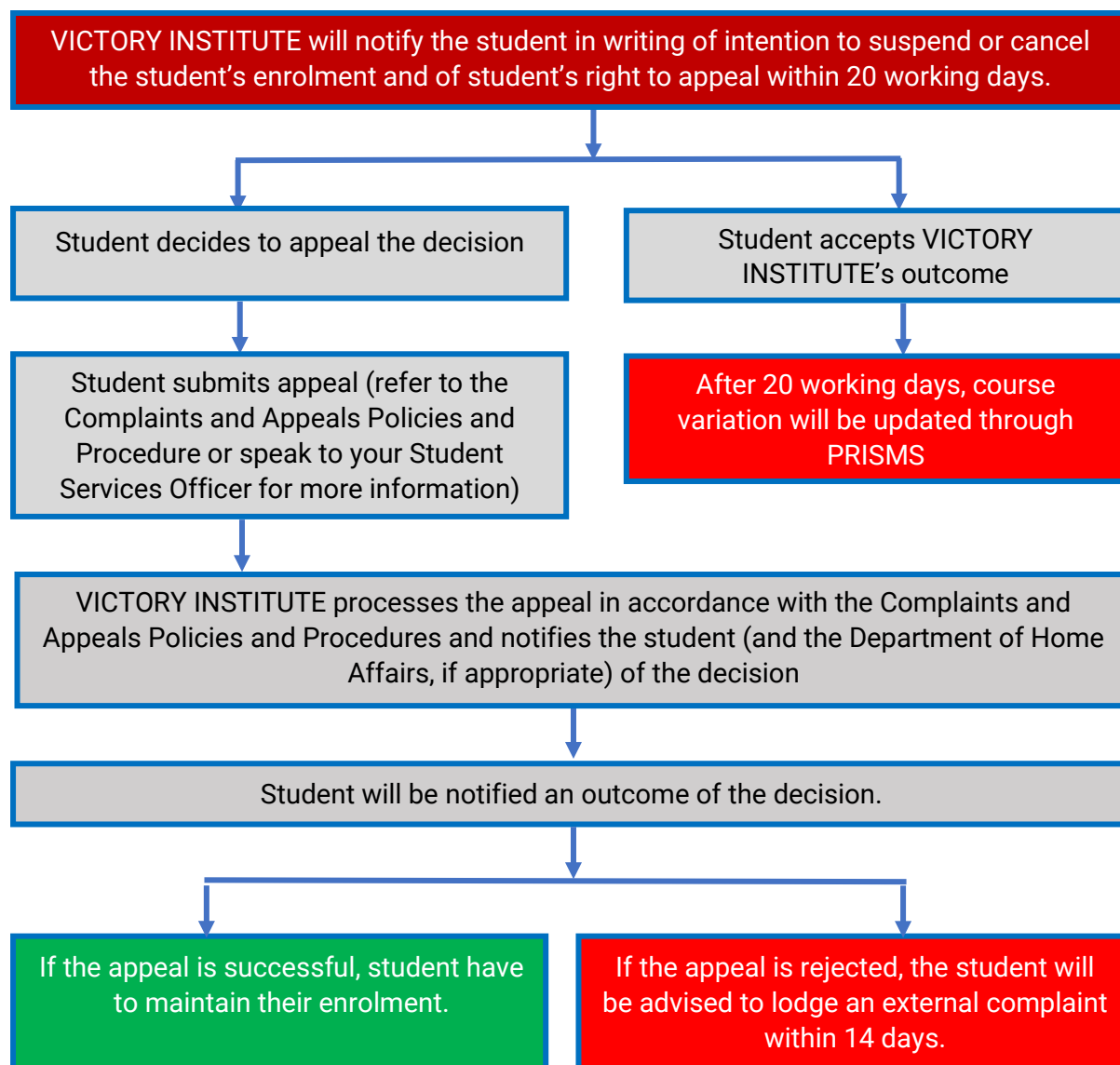
- Student submits the withdrawal application form to cease their study to the administration department
- The student service officers check all documents to assess whether the case is valid then pass on to the academic manager/registrar
- The registrar/academic manager assesses student application
- 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 complaint within 14 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

23. 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.

23.1 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.

24. 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.

24.1 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.

24.2 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.

24.2.1 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.

24.2.2 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.

24.2.3 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.

24.3 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.

24.3.1 Student Responsibilities

24.3.1.1 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).

24.3.1.2 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.
- In cases where assessment tasks is done using virtual technology, students are to log in at the appointed time and without distraction.

24.3.2 Victory Institute Responsibilities

24.3.2.1 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.

24.3.2.2 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.

24.3.2.3 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.

25. 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.

25.1 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.

25.2 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.

25.3 Student Mail

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

26. STUDENT SUPPORT SERVICES

26.1 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.

27. LIBRARY BORROWING

Intent: To provide maximum availability of library resources for patrons in the most efficient manner.

Scope: This policy applies to all Victory Institute students and staff.

All students are encouraged to regularly borrow books from the Library. The library is open from 8:30 am to 5:00 pm from Monday to Saturday.

- Students must have a valid ID card
- Books borrowed can be kept for 1 week before they must be returned or renewed
- Books that are held by a student for more than a week without being renewed are recorded as overdue. Students who have an overdue book will be unable to borrow further items from the Library until that book is returned.
- If the book is lost, the Institute will then issue a bill with the cost of replacement of the book. Student borrowing privileges will be reinstated once the bill is paid.
- If a student returns a Book that is damaged and unable to be repaired a bill for the cost of replacement of the item will be issued.
- Victory Institute students and staff can keep up to 2 library resources at any given time

Procedure:

1. Any student or member of staff interested in borrowing a resource from the library can ask any Student Services Officer present at the front desk at Market St campus for it.
2. Student Services Officer checks the availability of the resource
3. Student Services Officer retrieves the resources from the library and updates the borrowing spreadsheet
4. Student or a member of staff signs the borrowing spreadsheet confirming they have borrowed a book or another resource.
5. Student Services Officer checks the borrowing spreadsheet on Mondays and Thursdays to check if they are any resources overdue. If yes, then the SSO contacts members of staff/students and requests a return
6. If a student or a member of staff returns a damaged resources or reports a resource missing, Student Services Officer informs the Director of Studies/Academic Manager who instructs Accounts to issue a bill.

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

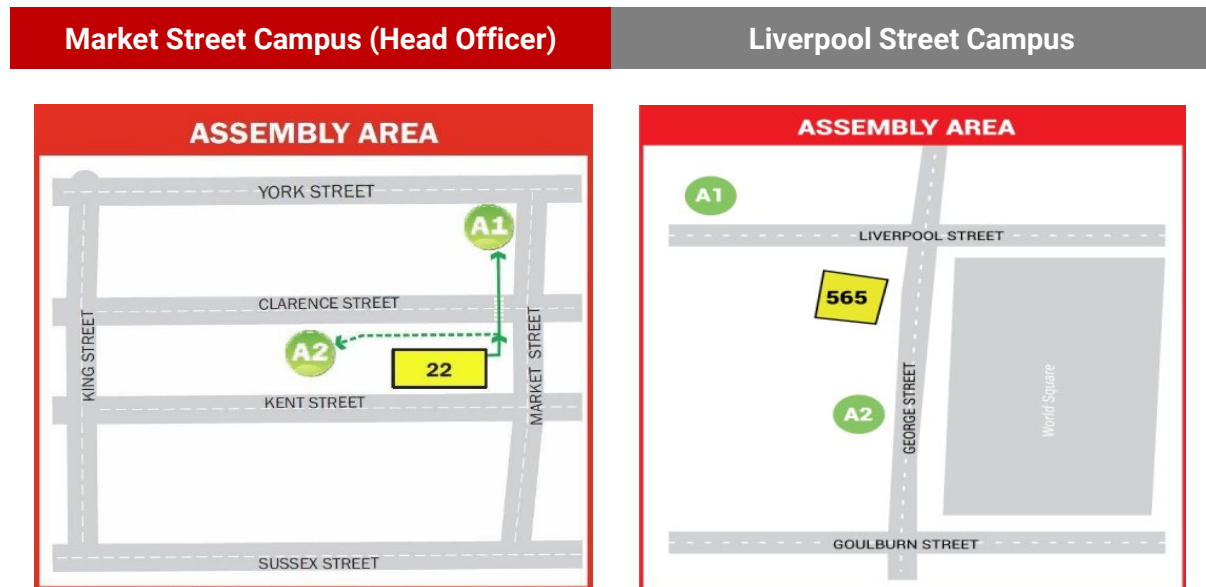
Victory Institute guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

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.



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.

29. 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).

30. 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 www.safeworkaustralia.gov.au/contacts-new-south-wales.

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>.

31. 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.

INFORMAL COMPLAINT

Students with any problem or complaint should discuss the issue with their teacher, trainer or Student Services Officer.



FORMAL COMPLAINT

If the matter cannot be resolved informally, the student may lodge a written complaint by filling out the "Complaints and Grievances Form" which is available from reception



HEARING

Following the submission of the 'Complaints and Grievances Form' a hearing will take place with either the Registrar (for non-academic matters) or with the Academic Manager (for academic matters). Students will have an opportunity to present their case at no cost. Student may be accompanied and assisted by a support person to any meetings arranged to discuss and resolve the complaint.



HEARING OUTCOME RECORDED

Within 20 working days of the hearing, the student will be notified of Institute's response and plan of action to address the issue.



APPEAL

If the student is not satisfied with the outcome of the hearing they will be advised to lodge an internal appeal to PEO for non-academic matters and with Academic Manager for academic matters.



APPEAL OUTCOME

The PEO/Academic Manager will consider the appeal of the request being received, and the student will be advised in writing of the appeal's outcome within 14 working days.



EXTERNAL APPEAL

If the student is not satisfied with the outcome, the student will be advised to lodge an external appeal to external bodies (Overseas Students Ombudsman).

32. 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.

33. 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.

33.1 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

33.2 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.

For ELICOS, the Director of Studies will identify any failing student result and inform the administration department to issue a warning letter to the student at the end of one third of each individual student's enrolment period.

Students who receive a warning letter are required to attend a counselling interview with the Academic Manager/Director of Studies. The outcome will be recorded, and students advised of what action they are required to take. Typical actions include but are not limited to:

Reassessment

If a student requires to be reassessed, the Academic Manager will make arrangements and the student is 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 Classes

In the case of a student being required to repeat the failed unit(s) because of compassionate or compelling reasons, the Academic Manager will make arrangements and inform the administration department to extend course of enrolment. PRISMS will be updated for student course variation report.

LLN Support

In the case of a student requiring Language and Literacy and Numeracy Support, they will be offered options such as attending extra English classes, changing from a VET course to an ELICOS class.

Welfare Counselling

For students whose academic performance or ability is affected by personal circumstance, the Academic Manager/Director of Studies will refer the student to the Student Counsellor and provide details of the academic situation. The outcomes of counselling, including any recommendations, are recorded by the Student Counsellor and informed to the Academic Manager/Director of Studies. Final approval of any recommendations remains with the Academic Manager/Director of Studies.

34. 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.

34.1 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.

35. 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.

35. 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.

36. 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.

36.1 Circumstances 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

36.2 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 serve 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.

37. 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.

38. 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 30 days 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.

39. 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.

40. 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.

