



Victorian Institute of Technology

Student Handbook

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How to use this Handbook

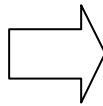
The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

Example: Immediate Priority -

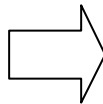


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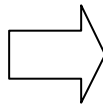
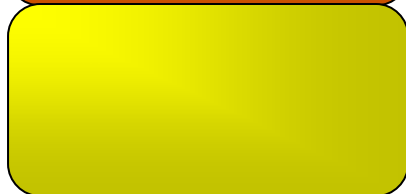
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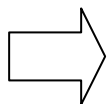
"I need to know IMMEDIATELY!"



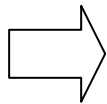
"I need to know by the first week!"



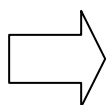
"I need to know BEFORE classes



"I need to know by the end of WEEK 4!"



"I need to know by the end of WEEK 6!"



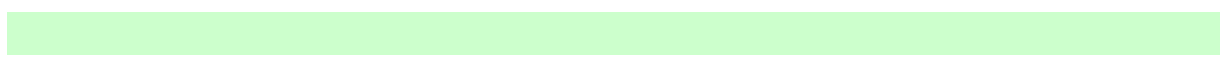
"I need to go back and remind myself of this as I go through

SECTION 1

Welcome

www.vit.edu.au

CRICOS provider number: 02044E



Student Handbook	Version: 13.1	Issue Date: 26 August 2013	Review Date: 01 July 2014
Developed By: Manager Student Administration		Authorized By: CEO	Page 4
Registered Office: VIT (Victorian Institute of Technology) Level 10, 123 Queen St, Melbourne, Victoria 3000, Australia Phone: (613) 9670 7848; Fax: (613) 9670 7849; Email: info@vit.edu.au			

Section 1: Welcome

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A note from the CEO.....

Thank you for your decision to join the VIT (Victorian Institute of Technology). It is with pleasure that we welcome you, and hope that you will gain great satisfaction in studying with us and the necessary skills for your relevant industry.

VIT (Victorian Institute of Technology) was established in 2000 as an information technology institute and Microsoft accredited partner. Over time the institute has developed additional courses in hospitality, business, accounting and financial services. Catering for local and international students, VIT (Victorian Institute of Technology) has proven to be a quality institution able to deliver and assess to all Australian Qualifications Training Framework standards, and to compete effectively in the thriving vocational education market. The Institute is working towards being a highly recognized training provider in Australia and is continuing its growth in that direction.

As a student of VIT (Victorian Institute of Technology), we expect you to conduct yourself in a professional manner at all times, to treat your fellow students and VIT (Victorian Institute of Technology) staff with courtesy and respect, and to abide by the policies and regulations of the Institute as set out in this handbook, on our website and on noticeboards on campus.

On behalf of all VIT (Victorian Institute of Technology) staff, I hope your studies will be enjoyable and a fruitful success.



NagArjun Surapaneni
Chief Executive Officer

Important Information and Emergency Contacts:



Education Provider Main Contact Details:

Main Office:

Level 14, 123 Queen St
Melbourne VIC 3000
Tel:(03) 9670 7848 Fax:(03) 9670 7849

Emergency Telephone Numbers:

Police, Fire, Ambulance – **000**

Department of Immigration and Citizenship (DIAC)

Main Office: (Mon - Fri 0900-1600)

Ground Floor
Casselden Place
2 Lonsdale Street
Melbourne VIC 3000
Tel: 131 881

Other Office: (Mon - Fri 0900-1600)

51 Princes Highway
Dandenong Vic. 3175

Medical Centres:

Darebin Medical Centre

42 Separation St
Northcote, VIC 3070
(03) 9403 1221

St Vincent's Hospital

41 Victoria Parade
Fitzroy VIC 3065
(03) 9288 2211

The Royal Melbourne Hospital

Grattan St
Parkville VIC 3052
(03) 9342 7000

Transport:

Metropolitan and regional train, tram, bus

131 638

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

Silver Top Taxi

131 008

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Things to Do:



Before Leaving Home:



- Apply for passport
- Arrange student visa -
- Make contact with institution
- Arrange for immunisations and medications from my doctor.....
- Apply for a credit card and/or arrange sufficient funds.....
- Confirm overseas access to your funds with your bank
- Make travel arrangements.....
- Arrange travel insurance
- Advise institution of travel details.....
- Arrange accommodation.
- Arrange transport from airport to accommodation

Pack bags being sure to include the following:

- Name and contact details of an institution representative
- Enough currency for taxis, buses, phone calls & in the event of an emergency.

Important documents:

- This handbook
- Passport
- Letter of offer
- E-CoE
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, driver's licence, birth certificate (or copy).....

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

Upon Arrival in Australia:



- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions.....
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations
(eg music, sporting and cultural clubs)

SECTION 2

Pre-Arrival

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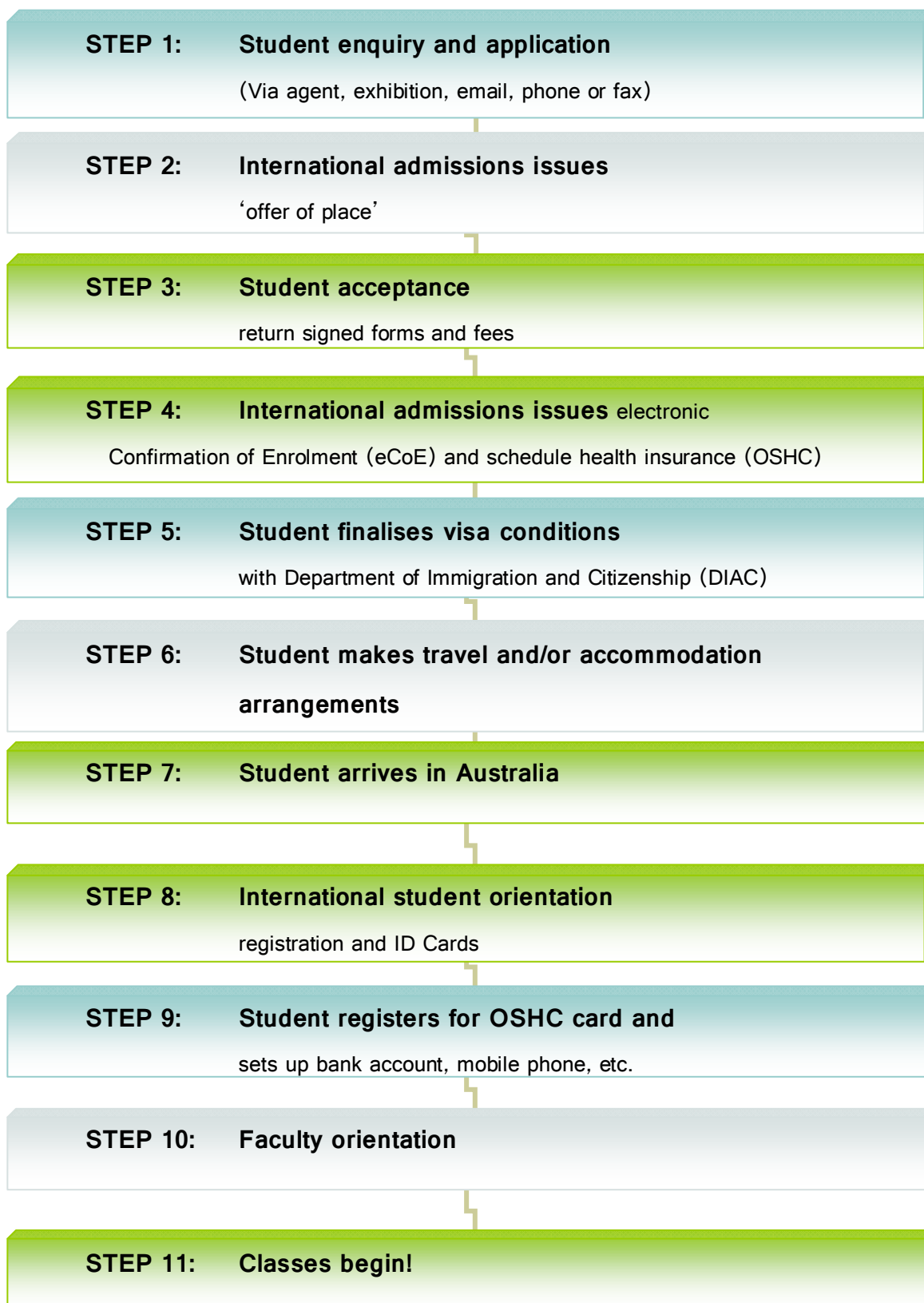
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Application Step-by-Step Process Model:



Introduction to Australia



Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests.

Australia is the sixth largest country in the world and has the lowest population density per square kilometer.

Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal. Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none. The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.



Introducing Melbourne



Capital: **Melbourne**

Melbourne is Australia's second largest capital city and home to some of Australia's best cafes and restaurants. Melbourne has great events and has a passion for food and wine. Melbourne is located on Port Phillip Bay in Australia's South East and has a population of **3,634,200**.

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Introducing VIT (Victorian Institute of Technology)



At VIT (Victorian Institute of Technology) we are committed to providing the best possible training to give you a competitive edge in today's fast growing technology orientated world.

This will help you develop into a creative thinking, self-motivated professional with specialist knowledge in your chosen profession, and with it a high skill level in performing functions relevant to your career.

VIT (Victorian Institute of Technology) was established in 2000 as an information technology institute and Microsoft accredited partner. Over time the institute has developed additional courses in hospitality, business, accounting and financial services. Catering for local and international students, VIT (Victorian Institute of Technology) has proven to be a quality institution able to deliver and assess to all Australian Qualifications Training Framework standards, and to compete effectively in the thriving vocational education market.

We further want to help you acquire an interesting and challenging career by imparting skills that re in high demand in Australia and anywhere in the world.

Arranging Visas:



Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed **CAAW form** to ensure your accommodation and welfare is approved by your education provider.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration and Citizenship (DIAC)

The Australian Government's Department of Immigration and Citizenship provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Foreign Affairs and Trade (DFAT)

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

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIAC on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

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Education Agents

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

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

Visa Conditions:



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

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

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

Arranging Travel:



You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Melbourne International Airport (Tullamarine), which is the closest international airport to Melbourne. Visit <http://www.melbournearport.com.au>.

Documents

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

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

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

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What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

- Read “**What can't I take into Australia?**”
- And also let your family and friends know “**What can't be mailed to Australia?**”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months. A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other Items You Might Need to Include (most can also be purchased in Australia)

- | | |
|---|--|
| <input checked="" type="checkbox"/> alarm clock | <input checked="" type="checkbox"/> scientific or graphics calculator |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera |
| <input checked="" type="checkbox"/> dictionary (bilingual) | <input checked="" type="checkbox"/> micro recorder for lectures |
| <input checked="" type="checkbox"/> small sewing kit | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> music CDs or iPod | <input checked="" type="checkbox"/> your optical prescription |
| <input checked="" type="checkbox"/> sporting equipment | <input checked="" type="checkbox"/> photos of friends and family |
| <input checked="" type="checkbox"/> toiletries | <input checked="" type="checkbox"/> swimming costume |
| <input checked="" type="checkbox"/> umbrella | <input checked="" type="checkbox"/> small gifts from home |



flowing through that socket.

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

Note: In the picture, the red dot indicates that the switch is on and power is

Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of

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purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare**

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ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daffa.gov.au/aqis.

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Getting From the Airport:



Public Buses

Public Buses operate from the terminal, to various areas in Melbourne. Information on destinations and schedules can be obtained from the information desks within the airport.

Melbourne North-West Suburbs Tullamarine Bus Lines

Phone: (61 3) 9338 3817

Melbourne Western Suburbs Melbourne Metropolitan Bus Lines

Phone: (61 3) 9311 1228

Melbourne Northern & Eastern Suburbs Airport Bus Eastside

Phone: (61 3) 9729 7622

www.airportbus.com.au

Shuttle Buses

Skybus offers a shuttle bus service from the airport to Melbourne CBD and city hotels. This service operates 24 hours, 7 days.

Buses run every 10-15 minutes throughout the day and every 30-60 minutes overnight.

- Adult one way tickets cost \$16 / \$26 return
- A family ticket (2 adults and 1-4 children) \$36 one way / \$56 return

Purchase and print your ticket online Visit www.Skybus.com.au

Taxis

Taxis are available from the ground floor level of Melbourne Airport, outside the International Terminal and both domestic Terminals. Expect a taxi fare of around A\$80 to A\$85 for a return trip between the CBD and Melbourne Airport.

Keeping in Contact:



Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

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Accessing Money:



You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$1500 to AU\$2000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Melbourne you can also change money at any bank or at currency exchanges shops.

Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.



Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Temporary Accommodation:



Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Chapel Street Backpackers

22 Chapel St
Windsor, VIC 3181
(03) 9533 6855

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The Greenhouse Backpacker

Level 6, 228 Flinders Lane
Melbourne 3000
(03) 9639 6400

Friendly Backpacker Travel

Foyer 228 Flinders Lane
Melbourne 3000
(03) 9639 6057

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit: www.immi.gov.au

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

ABC Melbourne Central

Level 1, Shop OM1
211 Latrobe Street
Melbourne
Phone: (03) 9663 2881

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Kids on Collins

Level 3
600 Collins Street
Melbourne
Phone: (03) 9629 4099
Fax: (03) 9629 4744

Sentia Early Learning

Level 5, 450 Flinders Street
Melbourne
Phone: (03) 9629 9860

Sunkids Children's Center

544-546 Collins Street
Melbourne
Phone: (03) 9614 3011

QV Children's Centre

Level 8
10 Artemis Lane
QV Building
Melbourne
Phone: (03) 8616 0350

Schools:



If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 30th of April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - o Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - o Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact **03) 9637 2000**.

Main Office- Treasury Precinct at

2 Treasury Place,

33 St Andrews Place and

23 St Andrews Place, East Melbourne.

Office for Children and Early Childhood Development-

50 Lonsdale Street, Melbourne.

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There are two types of schools in Australia – State schools and independent schools.

State Schools

State school are schools which are fully funded by the government.

Independent Schools

An **independent school** is a school which is independent in terms of its finances and governance; it is not dependent upon national or local government for financing its operations nor reliant on taxpayer contributions, and is instead funded by a combination of tuition charges and gifts.

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SECTION 3

Settling-In

www.vit.edu.au

CRICOS provider number: 02044E

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Living in Melbourne



Weather and Seasons

Melbourne has a pleasant climate and is in a warm temperate climate zone where the hottest month is January (average 14°C to 26°C). The coldest month is July (average 6°C to 13°C) and there is a uniform rainfall (500mm to 800mm) throughout the year.

We are in Stage 3a water restrictions. Stage 3a water restrictions were introduced on 1 April 2007. Check the below site for the restrictions...

http://www.melbournewater.com.au/content/library/water/water_storages/stage_3_water_restrictions_-_fact_sheet.pdf

Time Zones: Local Time Zone- GMT+1000

Lifestyle

It's easy to eat well, with just about any cuisine in the world being available and fresh produce on offer year-round. It's easy to get around the country's cities and towns using world-class public transport. And it's easy to shop to your heart's content, in small country markets to big city shopping strips. Best of all, it's all do able on a student budget.

The Melbournian lifestyle has been greatly influenced by people from more than 140 nations who have made this city their home, creating a rich, multicultural society.

From magnificent tree-lined streets and classic architecture to the vast array of culinary experiences, Melbourne is a city of contrasts offering something for everyone. Melbourne is a lively city driven by its residents, including artists, cultural industries, businesses, educational institutions, community groups and special-interest groups.

Melbourne's world-class parks and gardens are host to a wide range of recreational activities and Melbournians have a particular passion for all types of sport. This is demonstrated through the year with major events including the Australian Formula 1 Grand Prix, the AFL Grand Final, the Australian Open Tennis Championships and the world-famous horse race that stops the nation, the Melbourne Cup. Melbourne is the leader in cultural activity in the Asia-Pacific region, proudly featuring some of the very best in contemporary art, design and theatre. Melbourne loves to celebrate and hosts a number of major festivals and cultural events that reflect the diverse artistic expression found on Melbourne's streets.

Permanent Accommodation:



Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Types of Accommodation:



Student Housing

Melbourne has a lot of different types of accommodation for students to live in. One of the most popular is a student village. This consists of secured apartments only for overseas student use.

Student Village

Williamson Rd, Maribyrnong, VIC 3032 - (03) 9304 6300

Dragon Village

115 Barkers RD, Kew, VIC 3101 - 0421 891 510

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Rentals

Students can rent apartments or housing individually or in groups of 2 or more. Minimum weekly rent is about \$100 excluding bills.

One of the most popular sites used to find rentable houses is <http://melbourne.gumtree.com.au/>

Where to Look for Accommodation:



The following is a list of places where you can go to find advertisements for accommodation:

- Newspaper classifieds
 1. Herald Sun
 2. The Age
- Real Estate Agent windows & websites
 1. <http://melbourne.gumtree.com.au/>
 2. <http://www.domain.com.au>
 3. <http://www.yourestate.com.au/>
 4. <http://www.propertynow.com.au/>
- Online student accommodation services
 1. <http://www.dragonvillage.com.au/>
 2. <http://www.unilodge.com.au/>
 3. <http://www.s-h-a.com.au/>

Things to Keep in Mind When Renting:



Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A\$1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be

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connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

{ 'Utility One' will help you by arranging your Phone, Electricity, Gas, Internet and Pay TV - at no cost. For more information visit: www.utilityone.com.au or phone 13 18 19. You can get the process started straight away by clicking the 'Connect me NOW' icon on their homepage.}

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken **very seriously**. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: *don't panic, take your time, and don't compromise on important principles.*

Bills & Expenses:

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

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A small notebook, which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food:

Do you and your roommates expect to share the costs of buying food and share in the preparation?
Do you have specific food needs (allergies, preparation needs)?

If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning:

Who will clean what? How often?
Decide exactly what "clean and tidy" means to you.
Will you hire a cleaning company to keep things under control?

Personal Habits & Individual Needs:

How much privacy do you need?
What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

Smoking & Drugs:

Do you prefer to have a smoker or non-smoker as a roommate?
Is a smoker alright as long as they smoke outside the residence?
(Many rental agreements will forbid smoking inside the premises)
Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television:

What are your musical likes and dislikes?
Do you watch TV everyday or just once in a while?
Do you like to study with or without music/TV?

Personality Traits & Communication:

How do you perceive yourself?
How do others perceive you?
Do you enjoy being around a lot of people - or just a few friends?
Are you more comfortable by yourself?
What about overnight visitors?
When conflicts arise, how do you go about resolving them?
How do you behave when you're happy - angry? What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, believe it is **very important** for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

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Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the **wheelie bins** provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to **recycling and the days your rubbish is collected**.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that mis-use of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. **(Warning: Keep all cleaning products out of reach of children and do not mix products!)**

Maintenance & Fixtures & Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

ONLY WORKING SMOKE ALARMS SAVE LIVES!

Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button



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- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
 - Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
 - When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
 - Smoke alarms must never be painted
 - If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm
 - Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.
- (Source: Metropolitan Fire Brigade, Melbourne)

Pest Control

The *Standard Residential Tenancy Terms* say that tenants must keep the place clean and not damage the premises. You will only be responsible for pest control if you have caused an infestation, for example by keeping pets on the premises. If you do your own pest control or have professional pest control carried out it is important to keep receipts and a record of what you have done. If there is a dispute about pest control, this evidence can show that you have taken reasonable steps to reduce any pest control problem.

Where Can I Get Help?



NSW

The Tenants Union of NSW

<http://www.tenants.org.au/resources/>

Victoria

The Tenants Union of Victoria

<http://www.tuv.org.au>

Consumer Affairs Victoria

<http://www.comsumer.vic.gov.au>

SA

<http://www.ocba.sa.gov.au/tenancies/>

TAS

<http://www.dhhs.tas.gov.au/services/view.php?id=348>

http://www.consumer.tas.gov.au/tenancy__and__real_estates/renting_in_tasmania

NT

http://www.nt.gov.au/justice/graphpages/cba/consumer/res_tenancies.shtml

Services:



Telephones: Calling Emergency Services

DIAL 000

In Australia dial **000** from any phone for **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

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Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.



Making Phone Calls within Australia

- **To make international phone calls:**

☎ Dial – international access code (**0011**) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

- **To make domestic phone calls:**

☎ Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (**61**) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are

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accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>



(Source: on-line search)

Computer & Internet Access

Many of the above companies will also provide you with Internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have Internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, Internet and mobile phone.

Australia Post



Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$0.50 postage stamp** which you affix to the envelope.

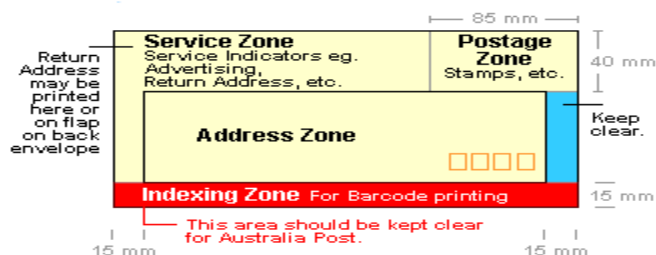
A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

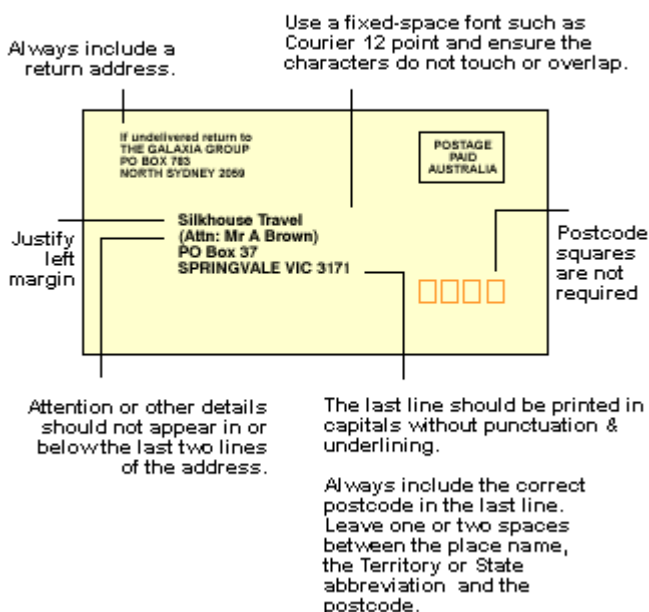
Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

Envelope Face Format - Allocation of Zones



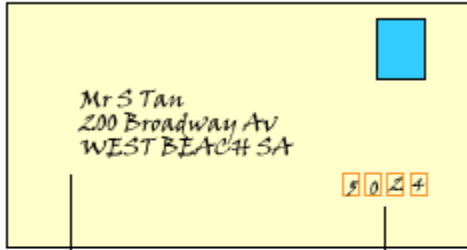
Typical Machine Addressed Envelope



Typical Hand Addressed Envelope

www.auspost.com.au

(Source: Australia Post)



The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.

Write the destination postcode clearly in the four squares postcode squares.

Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares.

Getting Around



Transport

Getting around Melbourne and Victoria using public transport is easy. Just follow these simple guidelines:

1. Planning your journey
2. Purchasing your ticket
3. Starting your trip
4. Ending your journey

Planning your trip

Options to help you plan your journey

Use timetables-If you know the metropolitan train, tram, bus, V/Line or regional bus route you want to travel on, simply go to <http://www.metlinkmelbourne.com.au/timetables> and select the mode of transport to access the timetable you need on.

Use Maps station stops- Simply go to <http://www.metlinkmelbourne.com.au/maps-stations-stops> , there are various types of network and route maps and local area profiles available.

View service alterations: before you travel to check the latest service alterations which may affect your journey.

Purchasing your ticket

Travelling within metropolitan Melbourne

View <http://www.metlinkmelbourne.com.au/fares-tickets/metropolitan-fares-and-tickets/> for information including: myki fares - A variety of fares are available, from single trip fares, to better value fares, such as weekly, monthly and yearly fares.

Metropolitan zones: Melbourne's public transport network is divided into two zones. Find out which zone(s) you will be travelling in.

Where to buy myki cards: myki cards can be purchased from customer service centres at Premium Stations, from ticket machines at train stations and from retail outlets displaying myki card signs.



A typical myki card will look like this. Remember to look after your card and ensure it is valid for your trip. Fines exist for those who are not carrying a valid ticket.

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Travelling in regional Victoria

View <http://www.metlinkmelbourne.com.au/fares-tickets/v-line-fares-tickets/> for v-line tickets and information about travelling on rail and road coaches in regional Victoria.

View <http://www.metlinkmelbourne.com.au/fares-tickets/regional-town-bus-ticketing/> for regional town bus ticketing and information about travelling on local bus services in Victorian regional town and cities.

3. Starting your trip

A few tips when you are starting your trip:

Allow plenty of time to get to the train station, tram or bus stop. We recommend getting to the station or stop at least five minutes before the scheduled departure.

You are required by law to always validate your Metcard before entering a train platform and each time you board a tram or bus. Validation involves inserting your Metcard into a validator machine. However, when purchasing your Metcard from a ticket machine on a tram, it is automatically validated for that journey only. Remember to always check the expiry details printed on the back of your Metcard after validation. The arrow on your Metcard shows which way to insert it into the validator.

4. Ending your journey

Remember to take all your belongings with you. If you do misplace something you will need to contact the relevant public transport operator for assistance.

Taxis



SILVER TOP TAXIS

Australia Wide Booking Number

131 008 is the only real National Taxi Booking Number. Frequent Taxi users should program this number into their mobile phone.

Fares - Standard Hiring

Single hiring for less than 6 passengers (standard taxi-cab); or Any Multiple Hiring

Melbourne Metropolitan Taxi Fare

Flag fall: \$3.20 when meter has started

Distance: \$1.526 per kilometre

Phone Booking: \$2.00 entered on the taximeter at the start of the trip.

Late Night Surcharge: A 20% surcharge applies to all hirings, which commence between midnight, and 5.00am and is automatically calculated and displayed on the taximeter.

Tolls

Western Link: \$3.70

Southern Link: \$3.70

Both Links (one way trip): \$5.70

Batman Avenue: No Toll for taxis.

There currently is a flat Toll of \$3.70 for taxis on each section of Citylink.

-For the Western link between the Westgate Freeway and Tullamarine.

-For the Southern link between the City and Toorak Road.

GST is included in the metered fare, Telephone Booking Fee, Late Night Surcharge and Citylink Tolls.

Tullamarine Airport Charge: \$2.00 (Payable by all arriving passengers)

Pre-booked Metropolitan taxi from Melbourne Airport: - \$3.00 (regardless of how long the taxi has been waiting)

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Melbourne Central Shopping Centre

Melbourne Central has blossomed into an urban inner-city precinct presenting a style-laden destination for shopping, eating & entertainment. There are over 300 stores to explore in a unique and modern architectural space, reflecting the diversity and evolution of the Melbourne CBD.

Not only is Melbourne Central the destination in fashion, it is also the place for entertainment within the new On3. Catch a movie at the new eleven-screen Hoyts cinema, enjoy the fun of Spin Bowling or grab a bite to eat at any of the late night bars and cafes.

Melbourne Central is supported by an abundance of parking and public transport, and is conveniently located above the Melbourne Central train station.

Trading hours

Most shopping centres open from
9am-6pm Monday, Tuesday and Wednesday
9am-9pm on Thursday and Friday
10am-6pm on Saturday
10am-6pm on Sundays and public holidays

Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by **CASH** and, if you are buying more than one item, you may have more **bargaining power**. Begin the bargaining process by asking:

"What's the best price you can give me?"

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

"I'll offer you \$30 for all of these."

Purchasing an Item

The most common methods of purchasing items are by cash or **EFTPOS**. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

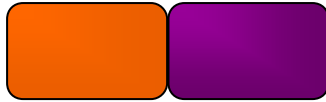
Yellow Pages

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a **GREAT time-saver** and very useful when you are looking for specific products or services. ***"Let your fingers do the walking!"*** These books may be provided in rental properties, and are available at Post Offices around Australia.

www.yellowpages.com.au

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Health:



Emergencies – Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** you can contact the local police station directly on: **(03) 9247 5727**

Fire

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

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**



Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

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How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers	
Medibank Private:	www.medibank.com.au
OSHC Worldcare:	www.oshcworldcare.com.au
BUPA OSHC:	www.overseasstudenthealth.com
Australian Health Management:	www.ahm.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

VIT preferred provider is AHM (Australian Health Management)

The Benefits of being with AHM

- We help pay for medical and hospital services you may need while you complete your studies in Australia, contribute to the cost of most prescription medicines and cover the full cost of emergency ambulance transport.
- Free emergency helpline - just call 1800 006 745 any time 24 hours a day, 7 days a week in the event of a medical or legal emergency.
- We also offer 2 levels of OSHC Extras so you can save on extras such as dental treatment,

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- optical services, physiotherapy, dental treatment, glasses and more. With OSHC extras cover, you can also access many services for free at our Dental & Eye care Practices in Sydney and Wagga Wagga.
- Our prices are hard to beat, plus we offer discounts if you purchase cover for 2 years or more.
- Our flexible payment options are designed to match visa duration – 6 months, 9 months, annually, 2 years, 3 years, 4 years, 5 years, 6 years, or a combination that suits you best.
- It's easy to make a claim with ahm - just complete a form online and you will receive your benefit usually within 24 hours. Alternatively you can process a claim by mail, by phone, or with your ahm OSHC representative.
- ahm has more than 35 years' experience in providing health cover and looks after the health of over 250,000 Australians.
- It's easy to join - just join online or download an application form and send it to us.
- It's also easy to renew your ahm OSHC cover; just renew online or complete a form by mail or at your International Students Office at your educational institution.

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.

See also: Attending an Australian hospital.



Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

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Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.



Medical Services



What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

- *If you are under 18, your International Student Advisor or homestay parent can help you find a doctor and accompany you to the appointment.*
- *If you are a university student, your university may have its own medical centre.*

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.



Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition

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does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit www.immi.gov.au or phone **131 450**

*2008 Applicable limit

Medical Facilities in Melbourne

Hospitals

St Vincent’s Hospital

41 Victoria Parade
Fitzroy VIC 3065
(03) 9288 2211

Medical Centres

Darebin Medical Centre

42 Separation St
Northcote, VIC 3070
(03) 9403 1221

X-ray

The Alfred Radiology

Commercial Road, Melbourne, 3004
(03) 9076 0357

Pathology

CYTOGENETIC SERVICES

Specialist Histopathology and Cytopathology Services

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Pharmacies

My Chemist Melbourne

Shops 3B & 3C
48 Elizabeth St, Melbourne, VIC 3000
(03) 9639 7541

General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad **is not** a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates **unexpected physical and emotional stress, which can exacerbate otherwise mild disorders**.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org.

- Exercise** – do at least 30mins of moderate exercise a day
- Sleep** – get at least 8-9 hours of sleep a night
- Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Binge drinking** – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.



Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. **Always use condoms** as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

Managing my Finances:



Initial Expenses

This is an example of some of the expenses you might encounter when you first come to Australia:

Expense	Estimated Cost
Temporary accommodation	\$400
Rental bond (four weeks rent @ \$---/week)	\$600
Advance rent (two weeks @ \$---/week)	\$300
Electricity connection	\$80
Telephone connection	\$60
Gas connection	\$45
Internet connection	\$55
Mobile phone and/or network sim card	\$49
Household items, e.g. furniture, crockery, etc.	\$800
Transportation	\$100
Textbooks & Educational Expenses	\$800
Incidentals	\$300
Insurance – house, car, health	\$400
TOTAL:	3089

On-going Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation):

Monthly Expense	Estimated Cost
Rent (four weeks rent @ \$---/week)	\$600
Food (four weeks @ \$---/week)	\$300
Electricity	\$50
Gas	\$50
Telephone	\$30
Internet	\$40

Mobile Phone	\$50
Transportation	\$200
Entertainment	\$100
Educational	\$100
Insurance – health, house, car	\$100
Unexpected	\$200
TOTAL:	\$1820

Setting up a Bank Account



You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. bank account. For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Banks in Melbourne

BANK	WEBSITE	LOCAL ADDRESS
National Australia Bank	www.nab.com.au	800 Bourke Street, Docklands, VIC 3008
ANZ	www.anz.com.au	388 Collins St, Melbourne, VIC 3000
Commonwealth Bank	www.commbank.com.au	277 Clarendon St, South Melbourne, VIC 3205
Westpac Bank	www.westpac.com.au	2, 360 Collins St, Melbourne, VIC 3000
St George Bank	www.stgeorge.com.au	333, 1 Collins St, Melbourne, VIC 3000
Credit Union Australia	www.cua.com.au	1st Floor, 231 Bourke St, Melbourne, VIC 3000

(NB – this list is just a sample of some financial institutions in Australia)

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank Fees

Bank fees are **the price you pay for the products and services that banks offer.** Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student.** The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee which has been charged, contact your bank.

Accessing Money from My Account



Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts. See also: Using an ATM.

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will

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never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).
(Source: Australian Bankers' Association Inc.)

Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.



These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;



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- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.

(Source: Australian Bankers' Association Inc.)

Safety When Carrying Money



The first and fundamental rule of safety when carry money is:

“Don't carry large amounts of cash!”

The second is:

“Don't advertise the fact that you are carrying money!”

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

Working in Australia



Permission To Work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australian until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 20 hours per week during the term and unlimited hours when your course is **not in session**.
3. The Department of Immigration and Citizenship (DIAC) considers your course to be '**in session**':
 - for the duration of the advertised semesters (including periods when exams are being held)
 - if you have completed your studies and your Confirmation of Enrolment is still in effect
 - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Immigration and Citizenship)

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

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Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

Newspapers

University Job Boards

Online - try these online companies:

	www.seek.com.au
	www.careerone.com.au
	www.getjobs.com.au
	www.mycareer.com.au
	www.jobsinoz.com.au
	www.jobsearch.com.au

(Source: On-line search)

Earning an Income



Taxes

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

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Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)

Laws and Safety in Australia



Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au.

Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

Legal Aid

Melbourne - Rankin Lawyers

405 Little Bourke Street, Melbourne

0418 873 418

www.rankinlawyers.com.au

Victoria Legal Aid

350 Queen St, Melbourne

(03) 9269 0120

www.legalaid.vic.gov.au

Child Protection Laws

Jurisdiction	Legislation
Australian Capital Territory (Department of Disability, Housing and Community Services) http://www.legislation.act.gov.au	Principal Acts: Children and Young People Act 1999 (ACT) Other relevant Acts: Adoption Act 1993 (ACT) Human Rights Act 2004 (ACT) Human Rights Commission Act 2005 (ACT) Public Advocate Act 2005 (ACT) Family Law Act 1975 (Cth)

<p>New South Wales (Department of Community Services) http://www.legislation.nsw.gov.au/</p>	<p>Principal Acts: Children and Young Persons (Care and Protection) Act 1998 (NSW) Other relevant Acts: Children and Young Persons (Care and Protection) Amendment (Parental Responsibility Contracts) Act 2006 (NSW) Child Protection (Offenders Registration) Act 2000 (NSW) Crimes Act 1900 (NSW) Commission for Children and Young People Act 1998 (NSW) The Ombudsman Act 1974 (NSW) Family Law Act 1975 (Cth)</p>
<p>Northern Territory (Family and Children's Services, Department of Health and Community Services) http://www.nt.gov.au/lant/hansard/hansard.shtml</p>	<p>Principal Acts: Community Welfare Act 1983 (NT) Care and Protection of Children Draft Act (NT)(currently before Cabinet) Other relevant Acts: Information Act 2006 (NT) Disability Services Act 2004 (NT) Criminal Code Act 2006 (NT) Family Law Act 1975 (Cth)</p>
<p>Queensland (Department of Child Safety) http://www.legislation.qld.gov.au/OQPChome.htm</p>	<p>Principal Acts: Child Protection Act 1999 (Qld) Other relevant Acts: Commission for Children and Young People and Child Guardian Act 2000 (Qld) Education (General Provisions) Act 2006 (Qld) Public Health Act 2005 (Qld) Adoption of Children Act 1964 (Qld) Family Law Act 1975 (Cth)</p>
<p>South Australia (Families SA; Department for Families and Communities) http://www.legislation.sa.gov.au/index.aspx</p>	<p>Principal Acts: Children's Protection Act 1993 (SA) Other relevant Acts/Legislation: Young Offenders Act 1994 (SA) Adoption Act 1988 (SA) Children's Protection Regulations 2006 (SA) Family Law Act 1975 (Cth) Family and Community Services Act 1972 (SA)</p>
<p>Tasmania (Department of Health and Human Services) http://www.thelaw.tas.gov.au/index.w3p</p>	<p>Principal Acts: Children, Young Persons and their Families Act 1997 (Tas) Other relevant Acts: The Family Violence Act 2004 (Tas) Family Law Act 1975 (Cth)</p>
<p>Victoria (Children Protection and Juvenile Justice Branch; Department of Human Services) http://www.dms.dpc.vic.gov.au/</p>	<p>Principal Acts: Children, Youth and Families Act 2005 (Vic) Other relevant Acts: Working with Children Act (Vic) Child Wellbeing and Safety Act 2005 (Vic) The Charter of Human Rights and Responsibilities Act 2006 (Vic) Family Law Act 1975 (Cth)</p>
<p>Western Australia (Department for Community Development, now the Department for Child Protection) http://www.slp.wa.gov.au/statutes/swans.nsf</p>	<p>Principal Acts: Children and Community Services Act 2004 (WA) Other relevant Acts: Working with Children (Criminal Record Checking) Act 2004</p>

(Source: Australian Institute of Family Studies)

Home Security



House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house **left open or unlocked** where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.



Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

Contents Insurance

It is recommended that if you are in a rental property that you obtain **Contents Insurance** for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.

Internet Safety & Security



Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library.

The Internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the Internet is making it the focus of criminal activities. It is important that Internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

- **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
- **Regularly download and install the latest security patches for your computer software**, including your web-browser. Use automatic software security updates where possible.
- **Use a firewall** and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
- **Delete suspect emails immediately.** Don't open these emails.
- **Don't click on links in suspect emails.** Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
- **Only open an attachment to an email where the sender and the contents of the attachment are known to you.**

- **Don't download files or applications from suspect websites.** The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
- **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
- **Use a limited permission account for browsing the web, creating documents, reading email, and playing games.** If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

Personal Safety



When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives



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- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.

Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver



Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.



Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination



If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)



Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many

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lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration: Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver’s licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills.**

Mobile Phones and Driving

The use of **mobile phones** when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.

Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)

Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

You remain a temporary overseas visitor

Your overseas licence remains current

You have not been disqualified from driving in that State or elsewhere and

You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

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Drinking Alcohol and Driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.



Blood Alcohol Concentration (BAC) Levels

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

Legal BAC Limits

There are legal limits as to the BAC level permissible if you are driving:

0.5 is the limit for a Full licence driver... Persons on a learners permit or probationary licence is not permitted to drink.

Factors Affecting your BAC

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au .

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Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- **For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.
- **For women:** No more than one standard drink in the first hour and no more than one every hour after that.

Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.



Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- **At 0.05%** Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- **At 0.1%** BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- **At 0.15%** your risk increases to 25 times that of driving at 0.00%. (Source: Australian Federal Police)

DON'T DRINK & DRIVE!



Alcohol, Smoking, & Drugs

Alcohol

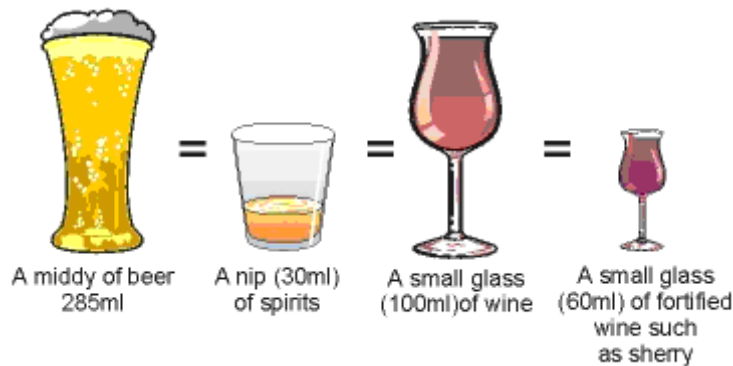
Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

Standard Drinks The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.



Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.



DANGER: Drink Spiking! Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, **call 000 (zero zero zero)** immediately to report it and get help.

(Source: Australian Drug Foundation)

Hitchhiking



A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: **DON'T HITCHHIKE!** It simply is not worth the risk.

Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example: The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. **Alcohol consumption** has now become a factor in these places, and for many (particularly for women), **some areas may become less safe.**

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated.** There is often no reason to be afraid, But – be alert, be aware, and be careful.

Making New Friends



There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. **With people you don't know well; always arrange to meet them in a public place,** like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time hanging out with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything

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around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first**, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them**. Many crimes against international students are committed by people from their own culture. ??????

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your **International Student Advisor**.



Sexual Assault

Sexual assault is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say **"No!"** loudly and with conviction.

What do I do if I am assaulted?



It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service. From a **public phone or mobile phone**, ring the police on **000**.

1. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
Try to remember everything you can about your attacker.
2. Remember, **you are the victim**. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one.

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You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

For counselling and support you can contact the **Centre Against Sexual Assault (CASA House)** on

(03) 9635 3610 or visit them at Queen Victoria Centre
Level 3, 210 Lonsdale St
Melbourne VIC 3000

Social Activities

What is Schoolies Week?

If you are an international student attending high school in Australia you will hear a lot of talk about “**Schoolies Week**” which refers to the Australian tradition of **high-school graduates** (known as "Schoolies" or "Leavers") having week-long holidays following the end of their final exams in late November and early December.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of toolies ("too old for schoolies", which are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

If you are a school leaver and choose to be a part of schoolies celebrations, here are some good safety tips to keep in mind:

Celebrate but watch your friends:

- Stay with friends and don't take chances. Remember there is safety in numbers.
- Plan ahead with your friends. Work out how you will share costs and how you will look out for each other.
- Book your own accommodation - don't expect that you can just stay with friends.
- Know where you are staying and how to get there.
- Before you go out, have a plan for getting home and tell someone where you are going.
- Negotiate a designated driver at the beginning of the evening and support them in their decision not to drink. During the week, take turns to be the designated driver.
- Stay clear of a driver who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.

Stay with your friends and don't take chances.

Volunteers will be clearly identifiable and are there to assist you in a number of ways.

Look out for them

if you require assistance.

- Always keep enough money for a phone call, taxi or public transport.
- Stranger danger still exists for adults — don't accept lifts from anyone you don't know, and don't stay at a stranger's place.
- Don't swim at night and don't swim at all if you are intoxicated or using drugs.

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(Source: Queensland Government Schoolies Week)

SECTION 4

Studying at VIT (Victorian Institute of Technology)

Victorian Institute of Technology Pty Ltd

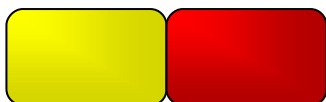
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To Begin:

Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

What to Do First

Report to the International Office or welcome area for International Students.

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
 - International Office staff and their duties
 - Course Coordinator, student Administration or VET Coordinator
 - Student Services staff
 - Accommodation/Homestay Coordinator
- Enrol early, which will help you to get your student ID-card early. You will need your student ID card to open bank accounts, borrow books from the library, and more.
- Find your way around the campus
 - Resource Centres
 - Computer rooms and facilities
 - Recreation and eating areas
 - Classrooms
- Meet other International students, who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

International Student Orientation

Each intake of new students is provided with a compulsory two-day orientation program designed to acquaint students with the Institute's policies and procedures, training and assessment methods and a host of VIT (Victorian Institute of Technology) general information about the Institute, Melbourne and Australia.

During the orientation students will have the opportunity to meet teaching staff and other students, and be informed about the following:

- Teaching locations
- Class attendance
- Demonstrating competency
- Academic Progress and support
- Assessment
- The role of course coordinators
- Sources of information
- Communications policy

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- Fees policies
- Credit for previous study
- Deferment
- Complaints and appeals
- Other policies and procedures of VIT and relevant student Visa conditions.

Quick Guide to Key Personnel:



WHO TO SEE

ISSUES

ACADEMIC

- Lecturers: Questions about content of units, teaching procedures, assessment.
- Course Coordinator: Questions about the program as a whole, academic regulations, difficulties with study
- Student Support services/ Program Manager: Help with reading, writing, note taking, preparation for exams & assignments, Timetable

ADMINISTRATIVE

- Student Services/Administration Visa problems, financial problems, enrolment and short-term accommodation, Health care/ insurance problems, academic progression, accommodation, understanding of how to utilize institution processes effectively.
- Student Administration, changes of address.

PERSONAL

- Psychological Counselor: Problems with relationships, homesickness, gambling, depression, relationship issues.
- Student Services: Spiritual / religious issues, personal problems, Sexual harassment, discrimination issues.
- Trainer/coordinator/Program Manager: Registration in subject units, examination / study adjustments.
- Student Services: Accommodation issues

Delivery locations



LOCATION – QUEENS STREET CAMPUS
123 QUEEN STREET, MELBOURNE, VIC 3000
Ph: (03) 9670 7842

The Queen's Street campus provides classrooms for the teaching of Theory classes (including teaching of Information Technology programs and short course non-award programs). It also houses the Institute's Marketing Department.

Public Transport

- Located on Queen St, between Little Collins St & Bourke St Melbourne
- Walk from Flinders St Station up Elizabeth St turn left into Little Collins St.
- Walk up Little Collins St and turn right into Queens St, it is on the left side of street approximately in the middle of block after turning Right into Queen St.

Parking

- Early-bird parking between the hours of 7.00 a.m. and 9.30 a.m. is available at Wilson Parking on 200 Queens St for a cost of A\$18 per day.

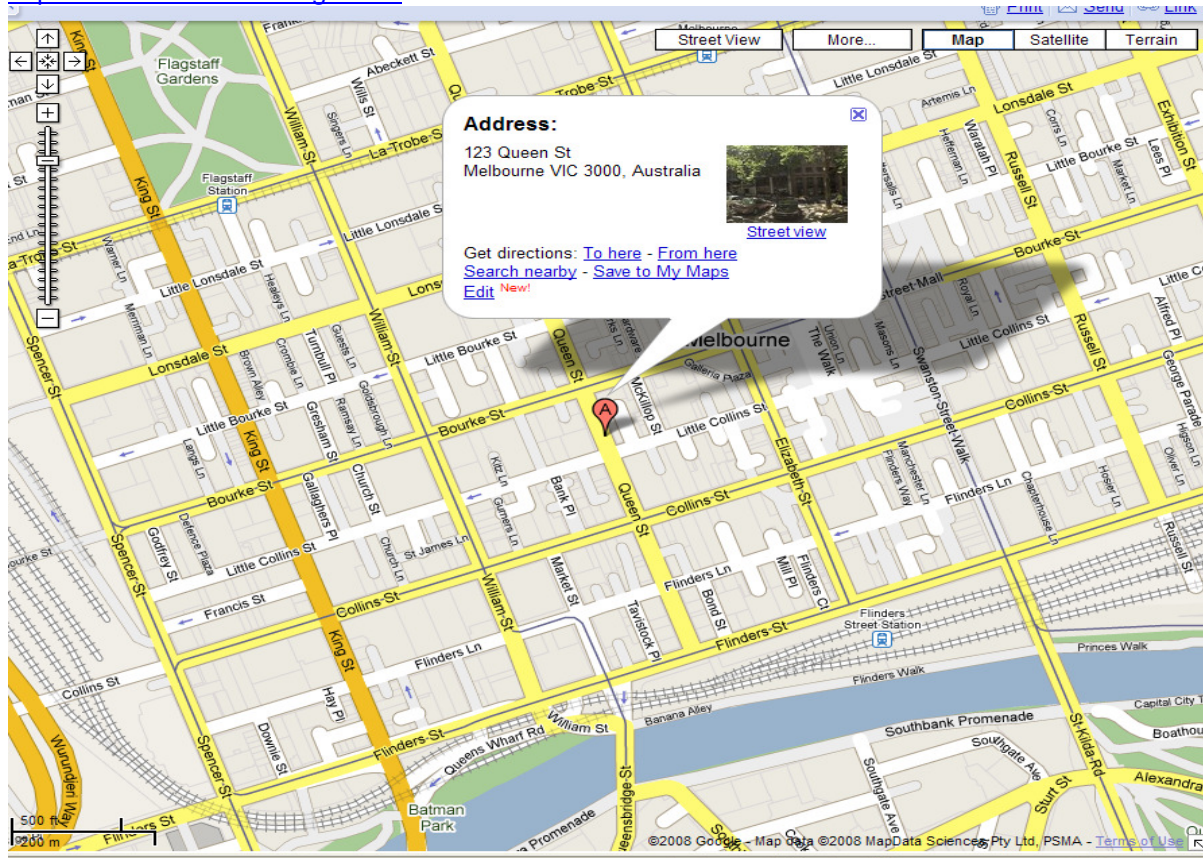
Pedestrian / Bike Paths

- There are several pedestrian and bike lanes and paths located along the main streets in the city. The closest bike path to the Queens Street would be along William and Bourke Streets.

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Useful References

- Train / Bus timetables: <http://www.metlinkmelbourne.com.au/>
- Car parking: <http://www.findacarpark.com.au>
- Cycle Tracks: <http://www.bv.com.au/>
- Additional information: <http://www.melbourne.vic.gov.au/>



LOCATION – ABBOTSFORD CAMPUS
413 JOHNSTON ST, ABBOTSFORD, VIC 3067
Ph: (03) 9421 2013

This location houses the Institute's kitchen facilities for use in practical cooking classes, plus a public café where students can gain valuable “real world” experience.

Public Transport

- Take the Epping-bound train from the city and get off at Victoria Park Railway Station.
- Exit via the Johnston St exit.
- Walk eastbound on Johnston St for about 10 mins and cross the road where the building is situated at the corner of Clarke St and Johnston St.
- Alternatively, catch the 200, 201, 203 or 207 buses from the corner of Swantson and Lonsdale Sts and alight at the corner of Clarke St and Johnston St.
- Staff and students enter campus from the rear door.

Timetables

- Refer to the attached public transport timetables.
- Please visit www.metlinkmelbourne.com.au/ or call Metlink Melbourne on 131 638 for latest public transport timetable updates.

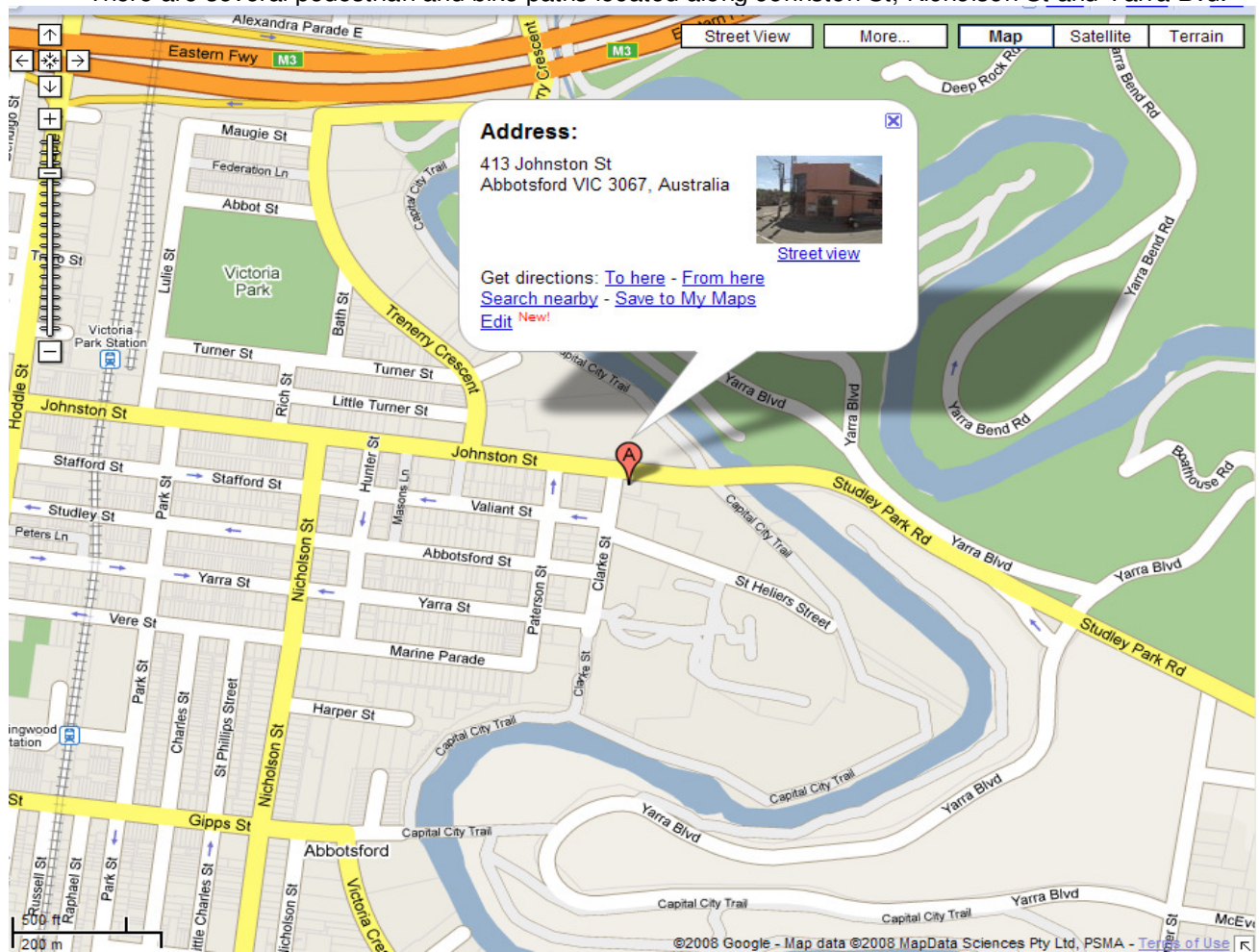
Parking

- Street parking is available along Johnston close to the campus.
- Limited parking is also available at the Abbotsford Convent on Helliars St at a flat rate of AU\$4 per day.

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Pedestrian / Bike Paths

- There are several pedestrian and bike paths located along Johnston St, Nicholson St and Yarra Blvd.



Current Address Details

Students on an International Student Visa no longer need to keep DIAC informed of their home address in Australia, as DIAC will check these details with your education provider if required. Therefore you MUST maintain a current residential address on your student file AT ALL TIMES.

All communication regarding course related matters (e.g. Attendance, Exam, Fees, Course performance) will be communicated through Notice Board, E-mail, Phone and if required by Post. It is the duty of the Students to keep their personal details of email, phone, mobile and contact address up to date with VIT (Victorian Institute of technology) administration office. The information update will be passed to the students through notice board, email, phone and post (if applicable). All the students are required to take note of this information update within 5 days. Ignorance of information update is not acceptable as they are expected to see the notice board while attending the classes, check their emails, phone messages and post box on a regular basis.

Policies and Procedures:

Application, Enrolment and Selection Policy and Procedure

Ref: ESOS Act (2.1 and 2.2), ETR Act

1. PURPOSE

1.1 This policy is in place to ensure that all individuals who gain entry into a National Accredited Program being offered at VIT (Victorian VIT of Technology) have the appropriate skills and abilities they require to successfully complete their studies within the normal duration of the qualification.

2. SCOPE

2.1. This policy and procedure applies to all students seeking a place in a qualification/course provided by VIT.

2.2 SNR Standards/ ESOS's National Code Standard ESOS national code standard 2.2

2.3 The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

2.4 SNR Standard

2.4.1 Learners receive training, assessment and support services that meet their individual needs

3. COMPLIANCE EVIDENCE

3.1 To demonstrate compliance, VIT has the following forms of evidence:

- a) Samples of the information provided to students prior to enrolment such as website, student prospectus, application form, letter of offer, Enrolment Acceptance Agreement
- b) This policy and procedure for assessing students' qualifications, experience and English language proficiency
- c) Memos/emails authorizing marketing materials approved by the Marketing Manger or CEO
- d) Communications with agents signed by the marketing officer
- e) Verified copies of qualifications and IELTS on student files
- f) Authorizations to make an offer signed by the Admissions Officer
- g) Student surveys

4. POLICY AND PROCEDURE

4.1 Entry Requirements

4.1.1 The following outlines entry requirements for both local and international students intending to undertake study at VIT.

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a) Entry Requirements for Local Students

- a. Minimum education at least 11 years, if less, a demonstrated ability to succeed in the chosen course. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.
- b. Entry into diploma courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.
- c. In addition to meeting the academic requirements, applicants must demonstrate their competence in English language levels when submitting their application.
- d. Students over 21 years of age, without minimum academic requirements but with relevant work experience within chosen area of study may be admitted if the level of English language is appropriate.
- e. A requirement of entry into VIT's Program is for applicants to attend an interview with an admissions officer or nominated Education agent
- f. Students must meet entry requirements as required by the training package

b) Entry Requirements for International Students to study at VIT: An English Language proficiency level of one of the below:

- a. Cert III in ESL / IELTS band score of 5.0 or equivalent for Cert III and cert IV
- b. Cert IV in ESL /IELTS band score of 5.5 or equivalent for Diploma/Advanced Diploma level
- c. Satisfactorily completed ELICOS at least Intermediate level for Cert III and IV and Upper Intermediate level for Diploma and Advanced Diploma
- d. Completed Australian Year 11 for Cert III Course and year 12 qualification for cert IV and above
- e. Completed year 11 from any of the English speaking countries such as New Zealand, England, USA, and Scotland.
- f. Satisfactorily completed at least one semester of study in Australia in a tertiary course (satisfactorily for this purpose would mean that the applicant has completed more than 50% of the semester load) or
- g. Completed a Placement test devised and administered by VIT or a nominated accredited agency.

Note:

1. VIT reserves the right to conduct a Placement Test at an additional cost to the student, when it is deemed that a student, though fulfilling the English requirements of VIT is not likely to progress satisfactorily in the chosen course. He/she may also be advised to undertake additional English coaching.
2. For English requirements for Student Visa purposes please contact the nearest DIAC Office or Australian Embassy or visit their web site www.immi.gov.au
3. The equivalency of the below have been adopted from ESL Framework (course information): an approximate guide to exit and entry alignment
 - Cert III in ESL equals to IELTS Exit level 5/5.5
 - Cert IV in ESL equals to IELTS Exit level 5.5/6.0/6.5

c) Other entry requirements for International students include:

Academic	Completion of senior high school or equivalent to the Australian Year 11 for Cert III course and year 12 for cert IV and above
Regulatory	A current and valid passport A valid study visa that covers the duration of study for the course
Age at Commencement	The VIT will not accept overseas students who would be under 18 years of age at the time of proposed commencement

5. **Application and Enrolment Process:** The application and enrolment process involves the following steps:

5.1 **Enquiry**

5.1.1 The prospective student makes an enquiry directly to VIT or through one of the VIT's nominated education agents. VIT or its nominated education agent supplies the prospective student with the following information:

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- a) Detailed and up to date information on the course of interest, including course content, duration of study, commencement dates and qualifications awarded upon successful completion.
- b) Indicative course-related fees including advice on potential for fees to change during the student's course.
- c) The requirements for acceptance into a course including the minimum level of English language proficiency and academic requirements.
- d) Payment and refund policies.
- e) Campus locations and general description of facilities.
- f) That VIT does not accept students under the age of 18.
- g) Deferral, suspension and cancellation policies.
- h) Referral to the ESOS framework made available electronically by DEST.
- i) Indicative costs of living in Australia and accommodation options.
- j) Details on any collaborations with other training providers to provide whole or part of the course

5.2 Application

5.2.1 The prospective students complete and sign VIT's Application Form and provide originals or certified copies of the following documentation:

- a) Proof of English Language proficiency as stated in Entry requirements above.
- b) Academic qualifications as stated in Entry requirements above
- c) Passport
- d) Appropriate study visa (for onshore international students)
- e) Proof of health cover (for onshore international students)

5.3 Letter of Offer and Agreement form:

5.3.1 Upon receipt of a completed application form and all the required relevant documentation, the Admissions Officer will ensure that all necessary entry requirements are met and authorize the issuing of a Letter of Offer and an Acceptance Agreement form to the prospective student.

5.4 Confirmation of Enrolment:

- 5.4.1 VIT will confirm enrolment of the prospective student when all the following conditions have been met:
- a) The prospective student accepts the offer, and returns the signed Acceptance Agreement form to VIT.
 - b) The prospective student has paid the minimum balance payable as indicated on the Letter of Offer, and the VIT has confirmed receipt of this amount directly into the VIT's bank account.
 - c) The student has provided the necessary additional evidence or satisfactorily met any condition specified in the offer letter.
 - d) Upon fulfillment of the above conditions, the VIT Admissions Officer shall issue an electronic Confirmation of Enrolment (e-COE) through PRISMS, which is the official document confirming enrolment into VIT for the nominated course of study.

5.5 Use of Education agents

5.5.1 The entry requirements as well as the Application and Enrolment process remain the same whether a student is recruited directly by VIT or through a nominated Education agent

6. RESPONSIBILITIES

- a) It is the responsibility of the Marketing Manager/Coordinator/Officer to ensure that all marketing information provided to prospective students is accurate and complete as per the guidelines of this policy.
- b) The printing and publishing of marketing and advertising material can only be authorized by the CEO.
- c) It is the responsibility of the Marketing Officer to monitor agents to ensure they are acting in accordance with the Admission and Enrolment policy of VIT.
- d) It is the responsibility of the Admissions Officer to authorize the issuing of letters of offer on being satisfied that all entry requirements are met.
- e) It is the responsibility of any officer acting as an Admissions Officer (Administration Officer) to ensure that the guidelines for entry requirements and issuing of Letters of Offer and e-COE's are strictly followed.
- f) It is the responsibility of any officer acting as an Admissions Officer (Administration Officer) to provide a list of all students offered a place at VIT to the Executive Management Meeting that indicates their English language level and academic qualifications.

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- g) It is the responsibility of any officer acting as an Admissions Officer (Administration Officer) to ensure that all selection information is maintained
7. Application assessment workflow is appended to this policy.
8. **DEFINITIONS & KEY WORD**
- a) **VIT** – refers to Victorian Institute of Technology
 - b) **IELTS** – International English Language Testing System
 - c) **PRISMS** – Provider Registration and International Student Management System
 - d) **SNR** - Standards for NVR Registered Training Organisations
 - e) **ESOS Act**- Education Services for Overseas Students Act
 - f) **ETR Act**: Education and Training Reform. Act 2006

Student Code of Conduct

1. VIT (Victorian Institute of Technology)’s responsibility is to provide an inclusive learning environment. The Code of Conduct has been formulated as a set of principles for all students to follow and adhere to. It provides a clear statement of what is expected of students in regards to study and personal behavior.

2. VIT expects that students will be committed to their studies, interact in a positive and respectful manner with both staff and students and operate in an ethical manner. This policy provides details of expectations of student behavior/conduct as well as providing details of the possible consequences to students if they are in breach of the code of conduct.

3. This Code of Conduct should be read in conjunction with the following Policies and Procedures as well as the appropriate Resources:

- a) Deferral of Commencement Suspension of Studies, Cancellation or suspension of Enrolment Policy and Procedure
- b) Occupational Health and Safety Policy

4. VIT affirms its commitment to:

- a) high study standards, intellectual rigor and a high quality education; intellectual freedom and social responsibility;
- b) recognition of the importance of ideas and the pursuit of critical and open inquiry;
- c) tolerance, honesty throughout the VIT community
- d) high standards of ethical behavior
- e) Provision of a safe and healthy work environment and systems of work
- f) Maintenance of equipment and facilities under the control of the VIT
- g) Provision of training for VIT personnel to enable them to perform their tasks safely
- h) Ongoing inspection and review of the work place, work practices, and procedures
- i) Appropriate response in the event of an incident to ensure an investigation is conducted to prevent a recurrence

5. VIT expects all students to follow the following rights as set out in the code of conduct at all times

5.1 Personal conduct: All students must:

- a) treat all Staff, trainers, consultants, contractors, volunteers and any other members of the public and other students with respect, dignity, impartiality, courtesy and sensitivity
- b) maintain a cooperative and shared approach to inter-personal relationships
- c) act honestly and ethically in their dealings with VIT staff, honorary appointees, consultants, contractors, volunteers, any other members of the public and other students
- d) Maintain fee payments as set out on the VIT approved installment plan even during deferment/suspension or leave of absence.
- e) respect the privacy of employees, honorary appointees, consultants, contractors, volunteers and any members of the public and students
- f) ensure that they do not become involved in or encourage discrimination against or harassment or bullying of VIT staff, consultants, contractors, and volunteers, any members of the public or students
- g) Dress in a neat and tidy fashion when participating in class room or any other activities where they are

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representing VIT. The choice of clothing must be appropriate for each session. Students should be aware of the dress regulations while working in the VIT Kitchens or Workshops. These would be informed to the respective students by the Course coordinators or the trainers. It is mandatory that students comply with VIT's dress code

5.2 Fee Payments:

- a) Maintain fee payments as set out on the VIT installment plan even during deferment or suspension.

5.3 Course Study Conduct: All students must:

- a) act ethically and honestly in the preparation, conduct, submission and publication of course work, and during all forms of assessment, including formal examinations and informal tests
- b) avoid any activity or behavior that would unfairly advantage or disadvantage another student's course study
- c) behave professionally, ethically and respectfully in all dealings with VIT's learning partners during Work Based Training (WBT)
- d) submit their work when required
- e) not engage in cheating or plagiarism

5.4 Misconduct

5.4.1 Misconduct can be defined as unacceptable behavior which does not reflect safe practices set out in the related Policies and Procedure on the website as well as the code of conduct itself. Any student found not to abide by these afore mentioned will be subject to disciplinary procedures as set out below.

5.4.2 Disciplinary Procedures: If a student breaches VIT's Code of Conduct, the following disciplinary procedures will be followed:

Step 1: The training services will be withdrawn if the actions of the students are found to be disruptive to other participants or if the student does not clear his/her outstanding tuition fee payments. Student(s) would be directed to a nominated Administrative area where the issue would be discussed and a time and date would be fixed for the student to appear for resolution of the issue.

Step 2: The issue would be discussed at the appointed time with the student(s) and the meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. If the student refuses to sign, an additional VIT staff or another student can sign as witness and this will be treated as additional breach of code of conduct.

Step 3: Should the issue or behavior continues to be unresolved, as a result of the students inaction, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be attached to the student's personal file. Failing this, the student's enrolment will be cancelled at VIT. Suspension or cancellation of the enrollment will be reported to DIAC and may affect the status of the students VISA. **At any stage of this procedure, students are able to access VIT's complaints and appeals procedure to settle any disputes that may arise.**

Student Support Services Policy

(Reference: Standard 6 of National Code 2007)

1. At the VIT (Victorian Institute of Technology), herein referred to as VIT, we take our responsibilities to support International students very seriously. The VIT provides resources and support to help students make the most of their time in Australia from the moment they accept an offer till they graduate. VIT makes every effort to assist students to make the transition to their new surroundings and help them feel at home. We regularly consult with students to gather feedback on their experience at the VIT and continually strive to develop and improve our services. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

2. The VIT offers the following student support services

- International Student Contact Person (ISCP)
- Learning Support Services
- Counselling Services
- Orientation program

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- Monitoring Course Progress processes
- Student information
- Student Support facilities

3. International Student Contact Person/s (ISCP/s)

3.1 The ISCP/s will generally be the first person/s, students turn to when they have a question or problem. Normally it will be Trainers/Teachers or Student Support Services officers or Student Administration. This person/s has/have the role of helping students cope with the many challenges students face when studying away from their home country. They are experienced in dealing with the issues international students face and they provide a range of advice, information and support services for individual students. This may include social and community outings and events.

3.2 The ISCP/s having first hand knowledge of the student as a trainer/teacher is expected to monitor the academic progress and attendance of the individual student particularly during the first semester and to take necessary support actions to ensure that the student is adjusting well to living and studying in Australia. Such actions may include informal discussions, interviews, intervention agreements and strategies, referral to a counsellor or more senior manager in VIT. In any case where the student is involved in disciplinary action the ISCP/s will be expected to indicate or advise on any support actions undertaken by VIT and by the student.

4. Learning Support Services

4.1 VIT has established Learning Support Services, which provides a range of on-campus and online services and resources, specifically designed for international students, to help students succeed in their studies and managing student life. The support services include professional and qualified counsellors on request, English language support on request if unable to cope with the course work, student support officers, Student Administration and VET coordinator. The Services are primarily responsible for developing and providing:

- Specialised workshops that cover a range of topics, such as: Finding accommodation, Study Techniques, Developing Resumes/CV's, Job Interview & application knowledge, organising your money and finances, study/life balance, employment, living and working in Australia, use of technology in the Institute
- Free academic learning workshops dealing with subjects such as assignment writing, English grammar, conversational English language skills development, editing, referencing and more. Throughout their studies students are expected to work towards developing high levels of communication skills specific to their study area. Even though students have demonstrated proficiency in written and spoken English comprehension and expression prior to enrolment, many students may find that they require assistance with English during their studies and consequently find these workshops particularly helpful for writing Institute assignments.
- Family Support; At VIT we also recognise that partners and other family members accompanying our international students may need help and advice about settling into life in Australia. Help and advice for families is available from these services.
- Information on
 - Accommodation: provide referral services. Informed how to find accommodation. Referred to different agents.
 - Visa renewals: Students informed about the process and referred to the Immigration office. Guided to the website www.immi.gov.au
 - Medical appointments: AHM representative available on all Tuesdays from 12pm to 1pm to clarify issues about the Student health cover and how to claim Refunds and reimbursements form AHM.
 - Homesickness, handled by the Counsellors
 - Legal services; availability of free legal aid such as from Legalaid or Western Suburbs legal Services INC(Melbourne)
 - Tax files number applications: Student informed about the process and referred to the Australian taxation office. Told about the website www.ato.gov.au
 - Part time job: Regular job postings e-mailed to the students such as those from www.seek.com.au and others who advertise with us.
 - Financial issues
 - Community Bodies
- Student social outings - such as barbecues, trips to local attractions, involvement in community events

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- f) Student code of conduct
- g) Pre-departure and orientation kits and orientation programs

5. **Orientation program**

5.1 The orientation program conducted by the VIT for all students on commencement at the institute is an important part of our support services.

5.2 At this meeting we provide information on all aspects of the Institute's operation and culture. We invite spokespersons from the Victoria police (subject to their availability); from DIAC (subject to their availability); and representatives of OSHC providers to ensure that students are well aware of their rights and obligations as international students and aware of the supportive role that can be provided by them.

5.3 At the orientation program students are addressed by the student counsellors who explain their role in providing information and support in relation to adjusting to living in a new culture, coping with relationship and family issues, dealing with homesickness, stress or depression, managing time, or maintaining motivation.

5.4 At the orientation program students are informed of the Student Support Services that they can avail, the climate conditions that prevail in Victoria, VIT policies and procedures and other information that is useful for their safe and enjoyable experience in Australia. Students are also provided with information on their rights and responsibilities, the Visa conditions, VIT emergency telephone number (Student Administration). This mobile number is manned 24 hours. If students are facing any problems or need emergency help they can call at this number at any time.

6 **Counselling Services**

6.1 The Institute arranges for specialised Counselling services on request which may entail additional costs. General Counselling Services are provided free of costs to assist students in developing the personal skills and qualities necessary for success in their study program. Where personal or practical concerns interfere with student's ability to study, these services can assist students to resolve the immediate issues and develop strategies for the future. Students may wish to speak to a counsellor about matters such as

- a) adjusting to living in a new culture,
- b) coping with relationship and family issues,
- c) dealing with homesickness, stress or depression,
- d) managing time, or
- e) maintaining motivation.

6.2 Access to Counselling Services is available through a referral from the Manger student Administration or the VET Coordinator. However in situations where students require ongoing counselling, students will be referred to a community or other support agency. Such ongoing support may incur a charge for services. The referral will be at no cost to the student. The student support services are actively involved in providing support to students in relation to meeting attendance and course progress requirements.

7 **Student information**

7.1 The VIT provides a vast amount of information to support and inform students studying at the Institute. This information flow extends from the moment the student expresses interest in studying at the VIT to the moment they depart from Australia to go home with a complete qualification.

7.2 The information provided that is specifically focussed on student support includes but is not limited to;

- a) Website material
- b) Pre-departure kits
- c) Orientation programs
- d) Student handbooks
- e) Student agreements
- f) Referral guide
- g) Academic and course monitoring policies and procedures

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- h) Codes of conduct
- i) Power point presentations including
 - a. Resume development
 - b. Sample Resume
 - c. Cover letter development

8 Student Support Facilities

- 8.1 VIT provides students with
 - a) Prayer Room
 - b) Free Internet access to complete research and assignments
 - c) Recreation room (common room)

9 Academic and course monitoring processes

9.1 As VIT is committed to ensuring that all students are well supported and have satisfactory learning experiences at the Institute early identification of issues affecting student progress and performance is a priority. Consequently the trainers will notify the Course Coordinators, whenever a student, undertaking the first study period, fails to achieve a satisfactory result in consecutive assessments that form part of any unit of competency or fails to achieve competency in a unit that would normally be completed prior to the end of the study period.

9.2 On receiving notification from the trainers/assessors the course coordinator will arrange for a meeting with the student to discuss academic performance. The purpose of this meeting is to determine the reasons for this lack of satisfactory academic performance of a student who is yet to complete the first study period of the qualification and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables the student to complete the course within the expected course duration.

10. Appropriate and sufficient student support services

10.1 The VIT continually monitors the provision of support services. Such monitoring is not only needed to ensure that the nature of services provided is meeting the diverse needs of students but also that the capability and capacity of services are appropriate. To this end students are regularly surveyed as to their perceptions of and satisfaction with the nature, capability and capacity of services.

11. Supporting documents:

- a) Student handbook
- b) Student orientation
- c) Critical incident policy

Student Fees and Refund Policy

1. Arranging for personal living expenses

1.1 As an international student, one must be aware that, they must fund the entire studies and living expenses independently. The Migration Regulations require international students to show evidence of funds to contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

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

1.3 From 1 January 2010, the basic rate of living costs under the Migration Regulations have increased from the previous rate of \$12 000 per year. Under these regulations prospective Student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- a) \$18 000 per year for the main student
- b) \$6300 per year for the student's partner

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- c) \$3600 per year for the student's first child
- d) \$2700 per year for every other child; and where required
- e) Demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

2. Fees and Charges

- a) **The basis for enrolment at VIT is on a full-time, full-fee paying basis only. It is neither a scholarship, employment nor an immigration program. All fees and charges are required to be pre-paid as per enrolment acceptance agreement.**
- b) **Students are required to pay the fees and any other charges (like re-assessment or re-enrolment fee (where applicable)) by due date as notified.**
- c) **If the payment is not received by the due date, Students will be advised of VIT's intention to cancel their enrolment. Students have twenty working days to appeal this decision using VIT's complaints and appeals procedures. If Students fail to appeal or Students appeal is unsuccessful, VIT will cancel their enrolment. This may result in cancellation of Students visa by DIAC. Should VIT subsequently agree to reinstate enrolment, a fee of \$750 will be charged, in addition to the fees owing (including late fees).**
- d) If students do not clear all their outstanding fees, they will not be allowed to attend the classes or may be asked to leave the class either by the trainers or other VIT staff. Any classes and assessments missed as a result would be covered by the Re-Assessment policy and may incur additional costs.
- e) **In all cases where fees are not paid, even after cancelling the enrolment, if the dues are still not cleared, services of 'Credit Managers' or 'Debt Collectors' would be enlisted for the recovery of the Dues, in which case the personal contact details of the students will be shared with the Debt recovery Agency. This will involve additional expenses to the students and may affect their credit rating.**

2.1 Initial payment

- a) As overseas students, Students are required to make an initial payment comprising their first semester's tuition fees, the overseas student health cover charge, and any other fees prescribed by VIT prior to receiving a Confirmation of Enrolment (COE) statement. The COE is used to support Students application for entry to Australia for the purposes of study.
- b) Domestic students must pay their first semester's tuition fees, and any other fees prescribed by VIT once they have received a formal "Letter of Offer" and prior to the commencement of the semester in which they are to commence study. Subsequent payments are to be made as per the schedule.

2.2 Subsequent payments

- a) As a general rule, all tuition fees must be pre-paid 4 weeks in advance of the semester commencement date. After commencing studies at VIT, Students may be able to choose other payment options with the agreement of VIT
- b) Students may be given an option of monthly instalments. If the 1st semester is paid in full, the 1st instalment will commence from the 3rd month of the course start date for a 2-year course subject to a maximum of 13 instalments. If the duration is less, the number of instalments will reduce on a pro-rata basis depending on the initial amount paid; the timing of the 1st instalment will vary.

2.3 **Late payments:** Late payment will attract a penalty of AU \$25.00 per day for each day beyond the due date up to 20 working days, in addition to the 'Over Due' amount. Where Students intend to pay beyond the due date Student must include in the payment the appropriate late fee, as detailed in the policy.

2.4 **Methods of payment:** VIT accepts the following methods of fee payment: cash, EFTPOS, credit card, personal cheque, bank cheque, or electronic funds transfers. The Student Identification Number (SID), name is to be mentioned as reference in all the transactions and details of payment e mailed to info@vit.edu.au with SID.

2.5 Tuition Fee Payment Plan will be as indicated in enrolment acceptance Agreement.

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2.6. Other Course Costs (as applicable)

RPL Assessment	\$150.00 per unit	Change of course	\$ 250.00
Credit Transfer	\$150.00 per application	Replacement Student ID	\$ 25.00
Re-conducting of Assessment	(i) Cost of assessment for each method: \$50/- (ii) Cost of assessment for each Practical method: 150/- (iii) Cost of assessments on demand for each method (If approved by Course Coordinator/VET coordinator, within 7 working days from the date of payment) -Theory - \$200/-, Practical -\$500/-	Document Re-issue	\$50.00 lost documents \$150.00 certificate re-issue
		Pen	\$ 1.00
		Note book(40 pages)	\$ 2.00
		Blank paper	5c per sheet
Unit Re-enrolments	(i) Re-enrolment for theory unit \$ 300/- (ii) Re-enrolment for practical Unit \$ 600/-	Re-print of Receipt	\$20.00 per receipt
		External Appeal Fees	\$200.00
Airport pickup (if opted in the application)	\$ 100	Overseas Health Cover (subject to change from time to time)	\$575/ 1 Yr Single
		Student Photocopying	10c per page
Course Withdrawal	Current fees plus a penalty of one term's tuition fees	Accommodation (if opted in the application, at actual)	Range \$200 to \$400 p/w
		Issue of reference letters/Certificates on demand	\$300- Same Day \$150- Next Business day

2.7 Free of charge services:

2.7.1 Referral Services: Any referral service provided VIT are free of charge. However the service itself may be free or fee for service by the referred service provider. A few of such services are:

- Referral services for external mediation: In respect of "Student Complaints and Appeals" process; for any external referral services required by the students, students are directed to OSO (Overseas Students Ombudsman) by VIT. The referral service provided by VIT is free of charge to Students. For more details for external mediation, visit www.oso.gov.au.
- Accommodation assistance.
- Psychological counselling referrals: Psychological counselling referrals would be done at no cost to Students. The third party counsellor may come to VIT's campuses to counsel students, who require these services on an individual basis. While the referral and coordination with the counsellors will be done at no extra cost, the personal fee for such counselling sessions may entail expenditure to Students, which has to be paid directly to the counsellors by Students.

3. Refund Policy

3.1 Prior to Commencement

- If written notice of withdrawal is received from a students more than 60 days prior to the initial course commencement, 100% of the tuition fees and 100% course materials costs are refundable, less Administration charges of A\$250 and where applicable, any agent's fee.
- If written notice of withdrawal is received from a students less than 60 days but more than 28 days prior to the initial course commencement, 50% of the tuition fees and 100% course materials costs are refundable, less Administration charges of A\$250 and where applicable, any agent's fee and course materials costs.
- If written notice of withdrawal is received from students less than 28 days prior to commencement of course date, no refund will be issued.
- If students defer course commencement date and then apply for a refund, no refund will be issued.

3.2 Post commencement

- If Students withdraw or have their enrolment cancelled after their commencement date, no refund will be issued to Students. This includes any amount paid or scheduled for payment for resource material fee/s, airport pickup, accommodation placement or homestay.
- If Students have enrolled in a Package of Courses and request a refund prior to completing six months of their

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principal course, Students will be considered to have defaulted after the commencement date and will be dealt with in accordance with clause 9.8.2(a). The principal course of study is the main course of study to be undertaken by overseas students, where a student visa has been issued for multiple courses of study, i.e. a Package of Courses. The principal package would normally be the final course of study and that, which leads to the highest qualification in the Package. Where students visas have been issued for only one course, that course is the student's principle course of study.

3.3 Visa Refusal: If Students visa has been refused, Students are entitled to the following refund:

- a) If Students have applied for their initial student visa to study at VIT and this visa was not granted, a refund of tuition fees received by VIT less an amount of AUD \$250 administration fee will be issued to the students within 28 days of a written request. The written request must be accompanied with proof of visa refusal. Without proof of visa refusal from the Australian Government a refund will not be granted.
- b) In the event that an extension to their visa is not granted and the course has commenced a refund will not be issued to Students. Students are advised not to enrol if Students believe their visa will not be extended.

3.4 Transfer/Cancellation

- a) In the event that Students seek and are granted approval by VIT to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted.
- c) In the event that the Students enrolment is cancelled because of infringement with Victorian Institute of Technology' disciplinary Policy or breach of student visa conditions, no refund of any course money paid in advance will be granted

3.5. Refund due to Provider Default

3.5.1 Provider Default occurs in the following circumstances:

- a) The course does not commence on the agreed commencement date (or)
- b) The course ceases to be provided at any time after it commences but before it is completed (or)
- c) The course is not provided in full to students because a sanction has been imposed on the provider

3.5.2 In the case of a Provider Default, Students can choose to either:

- a) Receive a refund of tuition fees, which will be issued to Students within 14 days (of the specified starting date or from the time the course ceases to be delivered in accordance with the refund provisions of the ESOS Act. (or)
- b) Receive placement in an alternative course with VIT or another provider. If Students choose this option, Students must submit a signed written request that indicates their agreement of placement. If VIT is unable to provide a refund or place Students in an alternative course, the Tuition Assurance Scheme will be responsible in placing Students in a suitable alternative course at no extra cost. If Students are international students and the Tuition Assurance Scheme is unable to place Students in a suitable alternative course, the ESOS Assurance Fund Manager will then attempt to place Students in a suitable alternative course or, if this is not possible, the Students will be eligible for a refund as calculated by the Fund Manager.

3.6. Refund due to Students Default

3.6.1 Students default occurs in the following circumstances and No refund will be made:

- a) Students do not commence the course on the agreed commencement date
- b) Students cancel their enrolment in a course (this includes abandonment of course enrolled before its completion)
- c) Students fail to make payment of their fees
- d) Students breach a condition of their student visa
- e) Students misbehaviour

3.6.2 Refund of Resource Material Fee, OSHC, Airport Pickup and Homestay

- a) If Students refund application has been approved prior to course commencement, VIT will refund the Resource Material Fee/s. If Students have commenced their studies, Student are not eligible for a refund of the Resource Material Fee/s.
- b) If Students refund application has been approved prior to course commencement, VIT will refund the Overseas Student Health Cover (OSHC) amount paid by Students to VIT. If Students have commenced their

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studies and require a refund of OSHC Student will be required to apply to AHM directly for reimbursement of amount paid.

- c) If Students refund application has been approved prior to course commencement, VIT will refund any amount, which has not been paid to Homestay provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, where the monies have been paid for, Students are required to apply directly to the Homestay and Airport Pickup service providers for a refund.
- d) VIT does not take responsibility and is not liable for the refund policies of other service providers.

3.7 Applying for a refund

- a) To apply for a refund Students must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. Students must submit the form to Admissions for refunds prior to arrival/commencement; or Student Services for refunds after commencement.
- b) Students will be notified of the outcome of their refund application in writing within 10 working days of the receipt of the Refund Application Form.

4. If Students are dissatisfied with the outcome of their refund application, he/she can lodge an appeal under the VIT's Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please email info@vit.edu.au or visit our website www.vit.edu.au.

Classroom Operation and Student Behaviour Policy

1. Classroom Operation

1.1 For all courses classes operate between 8 am and 10 pm on all days (excluding public holidays). For full day classes, a short break is taken at around 11am, and then again in the afternoon around 3pm. There is a 30-minute break for lunch. After 6 pm security arrangements will be made if the location is 500 meters from regular scheduled public transport, or with substantial gardens and car parking areas.

1.2 VIT does not require or permit students to attend scheduled classes (including time allocated for self paced or online studies) for more than eight hours in any one day

1.3 If students are late to the class by more than an hour, the class will be cancelled and the students will be marked as absent. Where there are compelling and compassionate circumstances then students would be eligible for free enrolment or free re-assessment. Students will be guided by the policy on Re-assessments.

2. Student Behaviour

2.1 VIT expects its students at all times to conduct themselves in a professional manner and to treat fellow students and VIT staff with courtesy and respect. This means the following:

- a) Follows Student's code of Conduct
- b) Attending scheduled classes regularly(see para 3below);
- c) Is not late or absent, for reasons within his/her control and arrives at scheduled classes on time and with all necessary prescribed textbooks, course material, learning materials, and trade course tool kits and proper uniform tools and uniforms
- d) Preparing for the class and participating positively during class;
- e) Undertaking all assessment as scheduled;
- f) Abiding by the policy on Cheating and Plagiarism
- g) Turning off mobile phones before each class commences;
- h) Not leaving the classroom unless permission is given by the trainer;
- i) Not smoking inside buildings and within 10 metres of any external door
- j) Not smoking while wearing the chef's uniform
- k) The student does not violate any VIT Policies & Procedures, Rules and Regulations.
- l) Does not resort to late payment of fees and any other charges
- m) Does not misrepresent or omit pertinent facts in his/her application
- n) Does not disobey of any lawful instruction of the trainers and staff
- o) Does not breach Occupational Health and Safety (OH&S) regulations, policies, procedures and instructions
- p) Does not engage in unlawful behaviour or misconduct, or conduct contrary to the best Interests of VIT, which include but does not limit to use of offensive language, threaten any staff or co-students, disturb the work in

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- progress or co-students.
- q) The student is not involved in damage and destruction to VIT property/resources
- r) Is not involved in disturbance, Harassment and victimization or bully's other students

Course Credit Policy

(Reference: Standard 12 of the National code 2007)

1. Policy

1.1 Course credit is defined by the National Code 2007 as follows: 'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.'

1.2 This document outlines the VIT (Victorian Institute of Technology) policy and process for students to be granted course credit if they have suitable prior learning or experience. Further:

- a) Students are required to sign (or otherwise accept) the record of the course credit.
- b) Students will be given a copy of the course credit for their records, and a copy will be kept on the student's file. If necessary the duration of study will be adjusted accordingly.

1.3 By applying for recognition of prior learning and/or mutual recognition, by default, this will result in students being exempt from completing that subject, and receiving course credit. Applications for Exemptions should be submitted before a student enrolls.

2. Applications for Exemption will only be accepted if:

- a) Student is enrolled in an approved course of VIT and
- b) Appropriate fee has been paid, and
- c) Application is made before the enrolment at VIT

2.1 Exemptions will be granted based on skills and education that a student has already acquired from other **appropriate** courses. The granting of exemptions is based on the concept of Recognition of Prior Learning (RPL) and/or Mutual Recognition

2.2 Exemptions will only to be granted where it can be shown that the student has successfully completed other studies that are:

- a) of a similar duration,
- b) studied at a similar or higher level
- c) of similar content.

3. Students who have a completed a qualification/components/competencies of a qualification that comes within the Australian Qualifications Framework or other qualifications deemed to be acceptable to VIT, may apply under this same process to have that recognised under the process of mutual recognition.

4. Exemptions are applicable only to the course in which the student is enrolled at the time of applying for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate.

5. If VIT grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course. If the course credit is granted after the student visa is granted, the change of course duration will be reported to DEEWR via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

6 Procedure

6.1 An application for credit/exemption form is available from the Admissions Office. Attach the relevant evidence of prior learning, and return to the Admissions Office.

6.2 The evidence provided must include:

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- a) Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- b) Subject outlines specifying subject content and duration.

Note: Students should note that incomplete applications may result in a rejection and/or delay in processing of the application.

6.3 Assessment of the skills and knowledge will be carried out in the following ways:

- a) Assessment by the Trainer/coordinator or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above mentioned criteria, and / or
- b) Sitting a challenge test to assess knowledge of subjects for which RPL has been requested.

6.4 The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

Completion within the Expected Duration Policy

1. PURPOSE:

This policy and related procedure relates to the Institute's monitoring the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. The Institute only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

2. SCOPE:

This policy/procedure applies to all international student operations of the Institute. The procedure for implementing this policy operates concurrently and congruently with the procedure for monitoring course progress related to Standard 10 of the ESOS National Code 2007.

3. RELEVANT STANDARD FROM the ESOS Act

9.1 *The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.*

9.2 *The registered provider may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:*

- a. compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);*
- b. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or*
- c. an approved deferment or suspension of study has been granted under Standard 13.*

9.3 *Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, the registered provider is to record this variation and the reasons for it on the student file. The registered provider must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.*

9.4 *The registered provider may allow the student to undertake no more than 25 percent of the student's total course by distance and/or online learning. However, the registered provider must not enrol the student exclusively in distance or online learning units in any compulsory study period.*

9.5 *Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.*

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4. DEFINITIONS:

Terms	Definitions
Appeal	Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.
At Risk	Being “at risk” of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"> Failing (NYC-Not Yet Competent) more than 50% units in a study period
Intervention Strategy	An individual plan or advice or feedback to provide academic support and/or assistance to an international student identified ‘at risk’ of not achieving satisfactory academic progression.
Not Yet Competent (NYC)	Assessed as not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency.
PRISMS	Provider Registration and International Students Management System. The management information system used by DIICCSRTE (Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education) and DIAC to record international student program enrolment details.
Study Period	Study period is lasting approximately 20 weeks duration for above one year courses and 10 weeks for a one year or less courses.
Unsatisfactory Academic Progress	Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in that study period.
Satisfactory Academic Performance	Satisfactory course progress is defined as being assessed as competent in 50% or more of the units of competence in any of two consecutive compulsory study periods.
Requirements for online or distance education	A student may study up to 25 percent of the total course by distance and/or online. No student can study entirely online or by distance in any compulsory study period. This means each student must study at least one ‘face-to-face’ subject in every compulsory study period.
Compulsory Study Period	A compulsory study period is one in which students are required to enrol as part of a normal course load. For example, if the Institute requires students to study in semesters one and two, but allows students the option to take units over ‘summer’, semesters one and two would be considered compulsory and ‘summer’ would be considered non-compulsory. Students may study entirely online/distance subjects in a non-compulsory study period if they want to. However, the Institute will need to ensure students do not study more than 25 per cent of the total enrolment load by online or distance learning.

5. COMPLIANCE EVIDENCE

For the Institute to show it is complying with Standard 9, it will need some of the following as evidence:

- a documented policy and procedure for monitoring, recording and assessing course progress;
- a documented intervention strategy for students at risk of not making satisfactory course progress;
- evidence of assessing students’ course progress at the end of each study period;
- documented evidence in students’ files of the intervention measures implemented for them;

6. PROCEDURE:

Advice to students

At the orientation session, students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled end date of the course. This Policy will be included in the Student Handbook supplied to all students.

Allocation of enrolment load

On enrolment at the Institute, students will be allocated an enrolment load which is consistent with the expected duration of the qualification being studied, involves on average 20 hours contact per week in any given study period and does not include more than 25% online or distance learning.

Monitoring course progress

As per the requirements of Standard 10 of the ESOS National Code 2007, the Institute has chosen to Monitor Course progress of each student for the course in which he or she is currently enrolled. The Institute is required to report on students who do not achieve satisfactory course progress to the DIAC under section 19 of ESOS Act. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements (units of competence) in each of two consecutive compulsory study periods. Satisfactory course progress is defined as being competent in 50% or more of the units of competence in any of two consecutive compulsory study periods.

Please refer to the Institute's "Monitoring Course Progress Policy" for detailed information.

Extending the duration of a student's COE on the basis of lack of satisfactory academic performance

Monitoring of academic progress is fully specified in the Institute's associated policy and procedure related to Standard 10 of the ESOS National Code 2007.

It involves

- Early detection of, and intervention in, unsatisfactory academic performance
- Review of academic performance at end of the first study period
- Monitoring and implementing intervention strategies relating to students lack of satisfactory academic performance during any subsequent study period.
- Review of academic performance at end of all subsequent study periods.

The Institute's policy and procedure for monitoring academic progress, Standard 10 of the ESOS National Code 2007, consistent with the DIICCSRTE–DIAC course progress policy and procedure (formerly known as DEEWR–DIAC course progress policy and procedure) indicates that at all stages of reviewing the performance of students and implementing intervention strategies, the likely or possible, impact on the student's course duration will be considered and noted. The benchmark for consideration is twofold, namely

- the study program as outlined in the training and assessment strategy and
- the end date for the course as specified on the student's COE

Using these benchmarks the VET coordinator in conjunction with the Student Administration Officer will determine that the student's academic progress is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a students' penultimate, study period. In simple terms the VET Coordinator and the Student Administration Officer, decide in conjunction with the student that it is not possible for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single study period. Using the allocated hours identified in the training and assessment strategy they identify the expected extra time required for the student to fully complete the requirements of the qualification.

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On determination of the additional time and agreement with the student, the Student Administration Officer will formally advise the CEO or in his/her absence a nominated staff member in writing that a new CoE should be issued to extend the duration of the student's study. The CEO or in his/her absence a nominated staff member will notify the Secretary of DIICSRTE through PRISMS within 5 working days.

Copies of all outcomes and notifications related the processes are kept on the student's file in accordance with the Institute's policies and procedures and communicated to the student.

Extending the duration of students COE on the basis of compassionate and compelling circumstances

In some cases involving student well-being, the Institute may consider extending the duration of a student's period of enrolment on the basis of student or Institute initiated suspension being granted for compassionate or compelling circumstances.

Compassionate and compelling circumstances are defined in the student handbook and listed below, generally include:

- i. serious illness or injury where a medical certificate states that the student is unable to attend class
- ii. bereavement of close family members such as parents or grandparents (documented evidence must be provided)
- iii. serious illness, accident or family incident which requires emergency travel which has impacted the student's studies
- iv. the inability to begin study on the course commencement date stated on the Confirmation of Enrolment (CoE) due to delay in receiving a student visa
- v. major political upheaval or natural disaster in the home country requiring their immediate travel
- vi. a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student has been a witness to a crime and this has impacted on the student

In granting approval or initiating a suspension on the basis of compassionate or compelling reasons, the Institute will examine the impact of such a period of suspension on the expected duration of the course. Normally as a part of approval of such a suspension the VET Coordinator in conjunction with the Student Administration Officer will develop an agreed action plan in conjunction with the student so that the absence from the Institute will have minimal impact on course duration.

Such an action plan may include

- Additional reading and self paced activities
- Delayed assessment
- Self directed project work
- Workbook activities
- Other relevant support

If the approval of such a suspension is likely or possible to impact on the expected course duration the VET Coordinator will note this on the student file.

The VET Coordinator in conjunction with the Student Administration Officer will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the VET Coordinator and the Student Administration Officer, decide in conjunction with the student whether it is possible, because of the period of suspension granted on the basis of compassionate or compelling circumstances, for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single semester. Using the allocated hours identified in the training and assessment strategy they identify the expected extra time required for the student to fully complete the requirements of the qualification.

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On determination of the additional time and agreement with the student, the Student Administration Officer will formally advise the CEO or in his/her absence a nominated staff member in writing that a new CoE should be issued to extend the duration of the student's study. The CEO or in his/her absence a nominated staff member will notify the Secretary of DIICSRTE through PRISMS within 5 working days.

Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with the Institute's policies and procedures and communicated to the student.

Extending the duration of students COE on other grounds

In some cases involving student actions, the Institute may consider extending the duration of a student's period of enrolment on the basis of grounds other than academic performance or compassionate or compelling circumstances. Such grounds are generally defined in Standard 13 of the ESOS National Code 2007.

In these matters the Institute is generally the initiator of action in relation to the student and relates primarily to a period of Institute initiated suspension, and gives the student the right to access the Institute's Complaints and Appeals procedures. Where the decision of the Institute is upheld and a period of suspension prevails, the Institute will work with the student through the Student Administration Officer to minimise the impact on the course duration. Such actions as is the case for compassionate and compelling circumstances may include

- Additional reading and self paced activities
- Delayed assessment
- Self directed project work
- Workbook activities
- Other relevant support

to be undertaken during the period of suspension.

The VET coordinator in conjunction with the Student Administration Officer will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the VET Coordinator and the Student Administration Officer, decide in conjunction with the student whether it is possible, because of the period of suspension for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single semester. Using the allocated hours identified in the training and assessment strategy they identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student, the Student Services Coordinator will formally advise the CEO or in his/her absence a nominated staff member in writing that a new CoE should be issued to extend the duration of the student's study. The CEO or in his/her absence a nominated staff member will notify the Secretary of DIICSRTE through PRISMS within 5 working days.

Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with the Institute's policies and procedures and communicated to the student.

7. RESPONSIBILITY

VET Coordinator / Student Administration Officer

The VET Coordinator / Student Administration Officer have responsibility to ensure that all administrative and teaching and assessing staff are aware of the requirement for students to satisfactorily complete the course within the specified time and of the obligation of the Institute to intervene if it is perceived that the student is 'At Risk' of not finishing on time.

Issuing a new COE extending a student's period of study is a last resort action of the Institute and it is the responsibility of the CEO/Director on the advice of both the Student Administration Officer and the VET Coordinator, to

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approve such an extension.

8. PROCEDURE OWNER

The owner of this procedure is the VET Coordinator

Note in relation to online or distance education classes.

- *The Institute will not allow any student to undertake more than 25 percent of the student's total course by distance and/or online learning. The Institute will not enrol the student exclusively in distance or online learning units in any compulsory study period. In any compulsory study period, each student must study at least one unit that is not online or distance education.*
- *A student may choose to enrol in exclusively online or distance education study during a non-compulsory study period. This study must be counted towards the maximum allowable period of online or distance education of 25 percent of a student's total course.*
- *A student may study up to 25 percent of the total course by distance and/or online.*
- *A compulsory study period is one in which students are required to enrol as part of a normal course load. For example, if a provider requires students to study in semesters one and two, but allows students the option to take units over 'summer', semesters one and two would be considered compulsory and 'summer' would be considered non-compulsory. Some providers may require students to study in each study period, and not offer any optional study periods. In this case, the provider only enrolls students in compulsory study periods.*
- *Students may study entirely online/distance subjects in a non-compulsory study period if they want to. However, the provider will need to ensure students do not study more than 25 per cent of the total enrolment load by online or distance learning.*
- *No student can study entirely online or by distance in any compulsory study period. This means each student must study at least one 'face-to-face' subject in every compulsory study period.*
- *If a student is in the last study period of a course, with only one subject to complete the course, the student must not study this unit online or by distance education in Australia unless the period in which the student will complete the course is a non-compulsory study period.*
- *If a student has only one unit to complete in a compulsory study period, and the unit is available by distance or online, the student may ask the provider to cancel the CoE (thus no longer requiring a student visa) and return to his or her home country to study the final unit of the course by distance or online study.*

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Monitoring Course Progress Policy

(Reference: Standard 10 of the National Code 2007)

1 Introduction

1.1 As per the requirements of Standard 10 of the National Code 2007, the Institute has chosen to Monitor Course progress of each student for the course in which he or she is currently enrolled. The Institute is required to report on students who do not achieve satisfactory course progress to the DIAC under section 19 of ESOS Act. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements (units of competence) in each of two consecutive compulsory study periods. Satisfactory course progress is defined as being competent in 50% or more of the units of competence in any of two consecutive compulsory study periods”.

1.2 The Institute expects the students to actively participate in class activities by attending classes regularly, undertake all assessments and demonstrate a high level of academic achievement. The Institute prior to the commencement of a study period provides to each of the students through ‘Orientation’ and Timetables incorporating the course load for that study period and the information on Critical Units, which are to be completed compulsorily to achieve competency in the Unit/Subject.

1.3 The Institute also provides appropriate levels of support for all students to enable them to achieve their full potential through regular feedback from Trainers, VET Coordinator and assistance from Student Services department. This support includes both personal and academic assistance. All students are responsible for ensuring that they are aware of the support options available to them and must take advantage of those support options as appropriate.

2 Policy

2.1 The Institute will assess each student’s progress at the end of each study period (study period is lasting approximately 20 weeks duration for above one year courses and 10 weeks for a one year or less courses). Students intake that do not align with the 10 or 20 week start dates will have their progress assessed for the duration remaining in the compulsory study period, for example: student begins in week 5 of a 10 week compulsory study period shall have their course progress monitored for units of competence in the remaining 5 weeks of the compulsory study period.

Course requirements have been defined for each Study Period so that the Institute can identify the students who are at risk of not meeting satisfactory course progress requirements. If a student is identified as at risk of not making satisfactory academic progress, the intervention strategy as outlined in 3.2 will be implemented as early as possible. At a minimum, the intervention strategy shall be activated where the student has failed or is deemed not yet competent in more than 50% of the units attempted in any compulsory study period.

2.2 Where the Institute has assessed the student as not achieving satisfactory course progress even after the early intervention strategy, in a second consecutive compulsory study period, the Institute shall notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access the Institute’s Complaints and Appeals process as per standard 8 of the National Code 2007 and that the student has 20 working days in which to do so (a sample letter is placed as Annexure IV to this policy).

2.3 Where the student has chosen not to access the complaints and appeals processes within 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the Institute, the Institute will notify the secretary of DIICCSRTE (Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education) through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

2.4 Though, the Institute subscribes to the DIICCSRTE-DIAC (formerly known as DEEWR-DIAC) approved Standard 10 of the National Code 2007, ‘Monitor Course progress’, it is strongly recommended that students maintain attendance of all scheduled classes, as all vocational courses which are competency based and are evaluated on Formative assessments such as class activities, observation, practice, demonstration, oral or written questioning to build and check the skills required, underpinning knowledge and attitude. Summative/Final assessments are conducted, to deem them “Competent” or “Not Yet Competent” in the “Unit of Competency” as per Unit of Competency requirements.

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3 Procedure

3.1 The Course Coordinator/VET Coordinator, in conjunction with relevant trainers, is responsible for defining the Study period's workload. Trainers will monitor the class participation of the student and academic progress of each student. "Unit Feedback and Early Intervention Strategy", "Monitoring Course Progress: Early Intervention Strategy" and "Academic Progress Report (APR Stage Feedback)" forms along with suggestions will be generated and the students are communicated in the classroom (a sample form to the students given as Annexure I, II and III respectively to this policy).

3.2 Early Intervention Strategy contains the following points:

After identifying whether a student is not making satisfactory progress because they

- Have not actively participated in a class by absenting themselves from the classes; or
- is attending all classes but is not making satisfactory progress and is considered at risk academically

The early intervention strategy includes provisions for:

- a) Where appropriate, advising students on the suitability or otherwise of the course in which they are enrolled
- b) Opportunities for participating in further counseling
- c) Potential for restructuring their program, including deferment subject to compassionate and compelling circumstances supported by documentary evidence
- d) Consequences of unsatisfactory course progress
- e) Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enroll in units or subjects in which they were assessed as "NYC", or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency and
- f) Usefulness of undertaking additional English Language training or assistance
- g) Advising students that unsatisfactory course progress in a second consecutive compulsory study period could lead to the student being reported to the Department of Immigration And Citizenship (DIAC) and cancellation of his or her visa, if the student does not respond to the intervention strategy devised for him or her either during or at the end of the study period depending on the outcome of any appeals process"

4. Unsatisfactory Course Progress

4.1 The Course Coordinator/VET Coordinator will review the course progress and Intervention Strategy at the end of each compulsory study period and amendments made where necessary. Where it is considered that, the student continues to be at risk, the Coordinator/VET Coordinator may review the intervention strategy.

4.2 If after such a review, the student does not make the required progress and has unsatisfactory course progress in a second consecutive compulsory study period, the student is issued a "Notice of Intention to Report to DIAC for Unsatisfactory Academic Performance", by the VET Coordinator. Where the student decides to appeal to the "Notice of Intention to Report to DIAC for Unsatisfactory Academic Performance", the "Complaints and Appeals" applications are to be forwarded to the VET Coordinator who will convene a meeting of the "Academic Progress Committee (APC)" headed by CEO or his designate, within 10 Business days. The Student Administration Officer will also be in attendance. This committee would hear the appeals and the student notified of the out come within five working days.

5. Suspension/Cancellation of COE's for reasons other than for unsatisfactory course progress

5.1 During the time that the student's enrolment at the Institute is cancelled for non-payment of fees or disciplinary grounds, students will not be allowed to attend classes nor the re-assessments/re-conducting of assessments and run the risk of unsatisfactory course progress. Students would not be granted any privileges for extra classes or other intervention procedures that are due to normal regular students.

6 Procedure to contact

6.1 Communication to the students identified, as not making satisfactory course progress would be, by the following means:

- a) The respective trainers inform students about the early intervention strategy devised by them in the class room by the trainer, by phone or e- mails sent by the Institute

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- b) When a decision has been taken to report a student, the VET Coordinator informs the concerned student in writing of the intention to report to DIAC (a sample letter to Students given as Annexure I to this policy) and also advise them of their right to appeal this intention, and indicate the procedure for appeal

7 Time frame when a student is reported upon

7.1 A student may appeal on the following grounds:

- a) The Institute’s failure to record or calculate a student’s grading accurately
- b) Compassionate or compelling circumstances or
- c) The Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

7.2 Appeals against the Institute’s intention to report must be made in writing within 20 working days and will be heard by the Academic Progress Committee. A support person may accompany the Student. **A decision will be made within five working days of the appeal**, and a written statement of the decision will be emailed to the student.

7.3 If a student does not respond to the intervention strategy devised for him or her or the student is ‘NYC’ (Not Yet Competent) in critical/pre-requisite units at the end of a compulsory study period, and based on the opportunities given to the students and the students lack of improvement or otherwise, as seen in the context of the current loading and cannot progress to the second compulsory study period, a decision could be arrived at, for determining whether a student should be reported to DIAC or not. VET Coordinator is the functionary responsible for arriving at this decision.

7.4 Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process:

- a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed 50% or more of the course requirements for that study period), the Institute will not report the student
- b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons supported by documentary evidence for the lack of progress, ongoing support will be provided to the student through the Institute’s intervention strategy and the student will not be reported

7.5 All records of intervention strategies, appeal process and reporting will be maintained in the student interview history.

7.6 If the appeal is not successful, based on the VET Coordinator’s advice, the Student Administration Officer/Admissions Officer will report the student to DIAC through the PRISMS system, as soon as practicable after the appeal. At this time the Student Administration Officer will remind the student of the Institute’s Student Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

Unit Feedback and Early Intervention (Sample)

(This is not an academic transcript)

For "NYC" in any of the assessment methods, you have to book for reassessment or re-conducting of assessment or re-enrol in the unit of competency as applicable according to the reassessment policy. If you are not sure what you have to do, please contact your trainer / course coordinator or vet coordinator or email RQ@vit.edu.au.

If you FIND any discrepancy with your unit feedback together with the past results, please submit a copy of the feedback with the discrepancy highlighted to the Client Services Officer/s, or Student Administration Officer at within 14 days for further investigation or email the details to RQ@vit.edu.au

The outcome will be communicated to you in the class room, by phone or via e-mail within 14 days. If required, a personal interview would be arranged with the VET Coordinator for you to resolve the issue.

PLEASE MAKE SURE YOU CHECK YOUR UNIT FEEDBACK AND TAKE THE ABOVE STEPS TO RECTIFY ANY DISCREPANCIES WITHIN 2 WEEKS ON RECEIPT OF UNIT FEEDBACK.

Student Name: Joe Blogs	Batch: HCC48
Student ID: 12345	DOB: 23/10/1985
Course Name: Certificate III in Hospitality (Commercial Cookery) (SIT30807)	Date: 20-Aug-13

SITHCCC005A - Use Basic Methods of cookery

Assessment Method: Class Activities / Worksheets	Result: C
Feedback & EIS:	

Assessment Method: Written Test	Result: C
Feedback & EIS:	

Assessment Method: Practical / Observation	Result: C
Com3:	

Final Result: C

- Note:
- 1) If the unit has any pre-requisites and the final result is marked as "C", the final result may change subject to the pre-requisite units' outcome. Student has to achieve "C" in all those pre-requisite units to be deemed as competent in the unit.
 - 2) If the student fails to respond to the above feedback and EIS put in place, it may lead the student to be reported to DIAC for Unsatisfactory Course Progress subject to the outcome of the appeal process. You will not be able to complete your course within the expected duration of study.
 - 3) Students should refer to the "Monitoring Course Progress" and "Re-Assessment" policies for further details. A copy of these policies can also be found in the Student Handbook, Student Noticeboard, Student Services Office or alternatively you can also request a copy via email to info@vit.edu.au.

C = Competent NYC = Not Yet Competent SE = Subject Exemption RNP = Result Not Processed - Refer to Finance Dept

Monitoring Course Progress and Early Intervention Strategy (Sample)

You have been identified as being at RISK of not completing your course within the expected duration. You are marked as NYC for the following units as per the results processed and entered in your academic record as of this notice date.

Please make sure that you are meeting your Course Coordinator / VET Coordinator within 7 days from the date of this notice to create an Early Intervention Strategy (EIS) to complete the units. If you FAIL to take the recommended action, it will be treated as NOT RESPONDING TO EIS and you may be reported to DIAC as per the VIT's Monitoring Course Progress policy. You will not be able to complete your course within the expected duration of study.

If you FIND any discrepancy with this notice with the past results, please submit a copy of the notice with the discrepancy highlighted together with the past results/feedback to the VET Coordinator within 14 days for further investigation or email the details to RQ@vit.edu.au.

The outcome will be communicated to you in the class room, by phone or via e-mail within 14 days. If required, a personal interview would be arranged.

PLEASE MAKE SURE YOU CHECK YOUR COURSE PROGRESS FEEDBACK AND TAKE THE ABOVE STEPS TO RECTIFY ANY DISCREPANCIES WITHIN 2 WEEKS ON RECEIPT OF COURSE PROGRESS.

Name: Joe Blogs **Date:** 09-Aug-13
Student ID: 12345 **Batch:** HCC52

Diploma of Hospitality (SIT50307)

		Result
1SITXMG006A	Establish & conduct business relationships	NYC
NYC	Class Activities / Worksheets Outstanding Assessment to be Submitted - from now you should submit your assessment by the due date. Book for "Re-conducting of Assessment". Contact your Course Coordinator within 7 days to book your "Re-conducting of Assessment".	Fee Payable
2SITXFIN003A	Interpret financial information	NYC
NYC	Project Outstanding Assessment to be Submitted - from now you should submit your assessment by the due date. Book for "Re-conducting of Assessment". Contact your Course Coordinator within 7 days to book your "Re-conducting of Assessment".	Fee Payable
NYC	Written Test Absent for Assessment - from now you should attend the classes as per the timetable. Book for "Re-conducting of Assessment". Contact your Course Coordinator within 7 days to book your "Re-conducting of Assessment".	Fee Payable
3SITXHRM005A	Lead & manage people	NYC
NYC	Class Activities / Worksheets Not Attended Any Classes - from now you must attend all the classes as per the timetable. Make an appointment with your Course Coordinator within 7 days from today for further action. Course Coordinator will advise you whether you are eligible for "Re-conducting of Assessment" or whether you need to Re-Enrol in the unit.	Fee Payable
NYC	Project Not Attended Any Classes - from now you must attend all the classes as per the timetable. Make an appointment with your Course Coordinator within 7 days from today for further action. Course Coordinator will advise you whether you are eligible for "Re-conducting of Assessment" or whether you need to Re-Enrol in the unit.	Fee Payable
NYC	Written Test Absent for Assessment - from now you should attend the classes as per the timetable. Book for "Re-conducting of Assessment". Contact your Course Coordinator within 7 days to book your "Re-conducting of Assessment".	Fee Payable

Academic Progress Report (A.P.R Stage Feedback): Sample
(This is not an Academic Transcript)

For "NYC" in any of the unit of competency, you have to book for reassessment or re-conducting of assessment or re-enrol in the unit of competency as applicable according to the reassessment policy. If you are not sure what you have to do, please contact your Trainer / Course Coordinator or VET Coordinator or email RQ@vit.edu.au. For more information about the "NYC" in any unit, please refer to the individual Unit Feedback Report provided to you earlier.

If you fail to take further action as recommended, it will be treated as "not responding to the early intervention strategy" and you may be reported to DIAC as per the "Monitoring Course Progress" policy. You will not be able to complete your course within the expected duration of study.

Unsatisfactory course progress is defined as not being competent in at least 50% of the study load in each compulsory study period. You are at risk of being reported to DIAC for unsatisfactory course progress in two consecutive compulsory study periods.

If you FIND any discrepancy with your current stage feedback together with the past results, please submit a copy of the feedback with the discrepancy highlighted to the Client Services Officer/s, or Student Administration Officer within 14 days for further investigation or email the details to RQ@vit.edu.au

The outcome will be communicated to you in the class room, by phone or via e-mail within 14 days. If required, a personal interview would be arranged with the VET Coordinator for you to resolve the issue.

PLEASE MAKE SURE YOU CHECK YOUR A.P.R - STAGE FEEDBACK AND TAKE THE ABOVE STEPS TO RECTIFY ANY DISCREPANCIES WITHIN 2 WEEKS ON RECEIPT OF A.P.R.

Name:	Joe Blogs	Date:	10-Aug-13
Student ID:	12345	Batch:	HCC52

Diploma of Hospitality (SIT50307)

1SITHCCC004A	Clean and maintain kitchen premises	SE
2SITXHRM001A	Coach others in job skills	SE
3SITXCOM003A	Deal with conflict situations	SE
4SITHCCC016A	Develop cost effective menus	SE
5SITXOHS001A	Follow health, safety and security procedures	SE
6SITXOHS002A	Follow workplace hygiene procedures	SE
7SITXFSA001A	Implement food safety procedures	SE
8SITHCCC001A	Organise and prepare food	SE
9SITHCCC006A	Prepare appetisers and salads	SE
10SITHCCC013A	Prepare hot and cold desserts	SE
11SITHCCC014A	Prepare pastries, cakes and yeast goods	SE
12SITHCCC008A	Prepare stocks, sauces and soups	SE
13SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes	SE
14SITHCCC028A	Prepare, cook and serve food for menus	SE
15SITHCCC002A	Present Food	SE
16SITXCCS002A	Provide quality customer service	SE
17SITXINV001A	Receive & store stock	SE
18SITHCCC012A	Select prepare and cook meat	SE
19SITHCCC010A	Select prepare and cook poultry	SE
20SITHCCC011A	Select prepare and cook seafood	SE
21SITHCCC005A	Use Basic Methods of cookery	SE
22SITXCOM002A	Work in a socially diverse environment	SE
23SITXCOM001A	Work with colleagues and customers	SE
Semester load 23 units		

Stage Dates	11/01/2010 - 21/03/2010
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1SITXFIN003A	Interpret financial information	C
2SITXCCS003A	Manage quality customer service	C
Stage load 2 units		

Stage Dates	29/03/2010 - 6/06/2010
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1SITXMG002A	Develop & implement operation plans	C
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C = Competent NYC = Not Yet Competent SE = Subject Exemption RNP = Result Not Processed (Refer to Finance Dept)

Contd:-

Name: Joe Blogs
Student ID: 12345

Date: 10-Aug-13
Batch: HCC52

Stage Dates 29/03/2010 - 6/06/2010

2SITXOHS005A	Establish and maintain an OHS system	C
3SITXHRM005A	Lead & manage people	C
4SITXF IN004A	Manage finance within a budget	C
5SITXF IN005A	Prepare & monitor budgets	C

Stage load 5 units

Stage Dates 14/06/2010 - 22/08/2010

1SITXMGT006A	Establish & conduct business relationships	C
2SITXHRM002A	Recruit, select and induct staff	C

Stage load 2 units

C = Competent NYC = Not Yet Competent SE = Subject Exemption RNP = Result Not Processed (Refer to Finance Dept)

Annexure IV

(This refers to para 2.2 of Monitoring Course Progress' Policy)

Sample letter to Students

“Notice of Intention to Report to DIAC for Unsatisfactory Course Progress”

Dear (Students Name) (SID, Batch No)

1. During your enrolment at VIT, at Orientation, you were informed of the student visa condition relating to course progress. You were also informed that as per the requirements of Standard 10 of the National Code 2007, VIT (Victorian Institute of Technology) has chosen to Monitor Course progress of each student for the course in which he or she is currently enrolled. VIT (Victorian Institute of Technology) is required to report on students who do not achieve satisfactory course progress to the DIAC under section 19(1) of ESOS Act.

2. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. You were made aware that; study period is 20 weeks duration for above one year course and 10 weeks for a one year or less course.

3. You were identified at risk of making unsatisfactory progress and hence VIT (Victorian Institute of Technology) implemented an intervention strategy on [date]. However, you have not responded to the intervention strategy and have been assessed as making unsatisfactory course progress in a second consecutive compulsory study period (period from----to ----).

4. In accordance with the government's 'Monitoring Course Progress' Policy, I must now inform you of VIT (Victorian Institute of Technology)'s intention to report you to the Secretary of the DIICCS RTE through PRISMS for unsatisfactory progress in a second consecutive compulsory study period. This action automatically alerts DIAC and may result in cancellation of your Student Visa, subject to the outcome of any appeals process.

5. If you think there are reasons why you should not be reported, you may appeal against VIT (Victorian Institute of Technology)'s decision. According to the Monitoring Course Progress' Policy, you may appeal if you believe one or more of the following have happened:

- a) VIT (Victorian Institute of Technology) has not recorded or marked your grading correctly
- b) There are compassionate or compelling reasons which have contributed to your unsatisfactory progress with supporting documentary evidence
- c) VIT (Victorian Institute of Technology) has not implemented it's intervention strategy and other policies in accordance with its documented policies and procedures
- d) VIT (Victorian Institute of Technology) has not made the relevant policies available to you

6. The procedure for making an appeal is attached or you can request for a copy by emailing info@vit.edu.au. You have 20 working days from _____ (which is 4 days from the date of this letter) to make your appeal. During this time (and if you choose to make an appeal, while your appeal is being considered) you must continue to attend classes and work towards completing course requirements.

7. Note that during this process, a student's enrolment will be maintained until the outcome of the complaint or appeal is known. If you wish to discuss this matter further, please make an appointment with the VET Coordinator. You can bring a friend with you if you wish.

Regards

VET Coordinator

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Cheating and Plagiarism

1. In order to achieve and fulfil all vocational education requirements it is necessary to maintain a policy of honesty and integrity with regard to the presentation and submission of assessment material. VIT (Victorian Institute of Technology) takes any form of cheating as a serious breach and strives to maintain a high standard of honesty within staff and student populations. Any form of plagiarism or cheating will be considered as a serious breach of Institute rules.

2 Definitions

2.1 Plagiarism is defined as attempting to pass off an idea or creation of another person as your own. Material can be written, electronic, graphic, and can be presented orally, visually or graphically. Direct quotes must be cited.

2.2 Cheating can be any of the following:

- a) Copying another person in a test or examination
- b) Allowing another student to access one's assignment or examination/test for the purpose of copying content
- c) Copying another person's assignment work
- d) Submission without adequate attribution

2.3 That is, any material used verbatim from another source must appear in quotation marks with the attribution made in brackets immediately afterwards, or in a footnote. Adequate attribution for printed material will consist of publication, title, author, publisher, date published, page references. Website material consists of author, title and URL.

3. Policy

3.1 Any student found cheating or guilty of plagiarism by staff must be reported immediately to the VET Coordinator. The student should not be allowed back into class until a resolution has been determined by the VET Coordinator.

4. Procedure

4.1 Statement Regarding Academic honesty: While a student is studying at the VIT, he/she shall not engage in any activity that involves attempting to receive a grade for course work assessments by means other than honest effort, for example:

- a) One must not, knowingly, procure, provide, or accept, any materials that contain questions, or answers, to any examination, or assignment, to be given at a subsequent time.
- b) One must not complete, in part, or in total, any examination, or assignment for another person.
- c) One must not, knowingly, allow any examination, or assignment, to be completed, in part, or in total, for himself, or herself, by another person.
- d) One must not plagiarise, or copy, the work of another person and submit it as their own work.
- e) One must not employ unauthorized aids when undertaking course work.
- f) One must not without proper authorization and specific direction, alter any previously graded class assignments, or examinations, and then re-submit them for re-grading.
- g) One must not provide their assignments, in part, or in total, to any other student in current or future classes of the course.
- h) One must not procure, or accept, assignments from current, or prior, classes of the course.
- i) One must not collaborate with other students to develop, complete, or correct, course work assessments, is limited to activities explicitly authorized by the instructor.
- j) One must not use of other students' course work assessments, in part, or in total, to develop, complete, or correct, your course work assessments.

4.2 If any of the students are identified as having plagiarised, in the first instance trainer shall discuss with the student one to one basis. The student will be directed to the VET Coordinator for Counselling.

4.3 Upon counselling with the VET Coordinator, a written warning shall be issued and the work shall be highlighted as "Not Yet Competent" and inadmissible. The VET Coordinator shall allow the student to redeem him or herself and given the opportunity to re-submit or be re-assessed. The costs will be as applicable for re-assessment Policy. .

4.4 A second breach of policy will incur a second counselling and warning and the student will receive an automatic failure in the unit of competence. The student will need to re-enrol for the unit and pay the appropriate fee.

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4.5 A third breach of policy will result in the suspension/cancellation of Student Enrolment.

Re-Assessment Policy

(Reference: DEST clarification on the subject from esosmailbox@deewr.gov.au. dated 24/06/2009)

1. Introduction

1.1 VIT (Victorian Institute of Technology) assesses students across a broad range of activities and tasks to ensure the consistency of the assessment. Before the commencement of Studies, VIT (Victorian Institute of Technology) provides to every student with the Semester wise course loading and the information on pre-requisite units, which are to be completed compulsorily to be deemed "Competent" in the dependant Units.

1.2 VIT evaluates the outcome of the student for each unit of competency as "Competent" or "Not Yet Competent" that they have completed and provides the feedback to the student.

2. Policy

2.1 Only those students who appear in an assessment as per schedule and are assessed as 'NYC' can be admitted for one re-assessment free of charge, after which they have to reenrol for that particular Unit/subject.

2.2 All students will be notified of their results by e-mail once the unit of competency is completed and assessed by their trainer/assessor, verified by the EDP and approved by course coordinator/VET Coordinator (handed in person in the class or communicated by email for the absentees)

2.3 Due compassionate/compelling circumstances (for which evidence is required to be shown), if a student cannot attend classes or assessments, additional classes/assessments would be arranged as part of "Intervention Strategy" by VIT. Students will not incur any additional costs for such measures. Where students are required to re-enroll for Units/subjects, all such cases have to be approved by the CEO.

2.4 If a student is taking repeated re-enrolments in a unit/subject and this has lead to a student's CoE needing to be extended in order for them to complete the course, VIT would review the student's case in order to determine if they are eligible for an extension of their CoE. If VIT (Victorian Institute of Technology) believes that Standard 9, of the National Code 2007, does not cover the circumstances, then VIT will not be obliged to extend the student's CoE.

2.5 If students, miss their assessments in the first place without valid reasons (Compassionate/Compelling Circumstances) they would be permitted to sit for assessments, which would be specially conducted for them at an additional cost. If students fail to gain competency after such re-conducting of assessments, students would have to re-enrol for the units/subjects. **Please note that re-conducting of assessments is different from reassessments.**

2.6 In case of deferment/suspension Re-conducting/Reassessments are subject to unit availability. Should VIT be unable to offer the units the students did not complete, it will be the students responsibility to seek other arrangements to enable them to complete those units required.

2.7 Students will be not allowed to attend scheduled classes or assessments if they have not paid their tuition fees or any other dues they owe to VIT. Such absence would require that the students book for Re-conducting of Assessments.

2.8 Students will also not be allowed to attend scheduled classes or assessments without uniform, safety shoes, toolkit and prescribed resources. Even if students are permitted to attend/ witness classes under special circumstances to gain underpinning knowledge, the assessments would still be deemed as 'NYC' and the student would be required to book for Re-conducting of Assessments.

2.9 Any student found cheating or guilty of plagiarism by staff would be issued a written warning and the work shall be highlighted as "Not Yet Competent" and inadmissible. The Student however, will be allowed to redeem him or herself and given the opportunity to re-submit or be re-assessed at the applicable costs. A second breach of policy will incur a second counselling and warning and the student will receive an automatic failure in the unit of competence. The student will need to re-enrol for the unit and pay the appropriate fee. A third breach of policy will result in the implementation of the Cessation of Studies and Termination of Student Enrolment policy. For more details on VIT (Victorian Institute of Technology)'s policy on "Cheating & Plagiarism", Students are advised to refer to the Student's

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Handbook, website, the Agent or alternatively request for a latest copy by emailing to info@vit.edu.au.

3. Procedure

3.1 **Re-conducting of Assessments:** If a student has not appeared for assessments as scheduled, without a valid reason, He/she would be required to book for such re-conducting of assessments, as per the schedules given by the Course Coordinator/VET coordinator. The dates for booking re-conducting of assessments would be communicated separately.

3.2 **Re-assessments:** If a student has undertaken an assessment and is deemed 'Not Yet Competent' (NYC) in a unit/assessment, he or she will be required to undertake a re-assessment. The dates for booking re-assessments would be communicated separately.

3.3 In case of deferment/suspension Re-conducting/Reassessments are subject to unit availability. Should VIT be unable to offer the units the students did not complete, it will be the students responsibility to seek other arrangements to enable them to complete those units required.

3.4 **Re-enroll:** All students who fail to get a "competent " in a unit either after a free re-assessment or after a 'paid re-conduct', have to re-enroll in that particular subject/unit and attend the classes as advised by the course coordinator/VET coordinator at an additional cost.

3.5 **It is the student's responsibility to book for the above/re-enroll and no separate communication would be made individually.** The cost of such re-conduct of assessments or re-assessments would vary depending on the cost of conducting such units. For example, the cost of conducting the practical units would entail extra expenditure to cover the costs of cookery supplies such as seafood, poultry, meat etc, in addition to all other ingredients, while the cost of conducting a theory unit would be relatively lower. The following procedure would be applicable for re-conducting of Assessments and re-enrolments:

a) **Re-conducting of assessments:**

(iv) Cost of assessment for each method: \$50/-

(v) Cost of assessment for each Practical method: 150/-

(vi) Cost of assessments on demand for each method (If approved by Course Coordinator/VET coordinator, within 7 working days from the date of payment)

o Theory - \$200/-, Practical -\$500/-

b) **Re-enrolments:**

a. Re-enrolment for theory unit AU\$ 300/-

b. Re-enrolment for practical Unit: AU\$ 600/-

Note: Students would be admitted to Re-conducting of assessments/Re enrolments only upon production of the proof of payment.

3.6 Re-assessments, re conducting of assessments and re enrolments, whether free or paid are to be treated as Intervention strategies devised by VIT. Students are reminded that, if they do not respond to the Intervention strategy devised for the individual students, either during or at the end of the study period, and do not achieve the satisfactory course progress, they would be reported to the Department of Immigration And Citizenship (DIAC), depending on the outcome of any appeals process. This may lead to the cancellation of his or her visa.

3.7 Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

3.8. Re-enrollment to Unit/s or Subject/s will be an additional load to the current study period load to enable the student to complete the course with in the expected duration unless special circumstances call for a course extension.

Work Based Training – Policy and Procedure

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1. Purpose

1.1 The purpose of this procedure is to address Part C Section 8 of the revised National Code 2007 for work-based training arrangements

2. Scope

2.1 This policy and procedure applies to all courses/qualifications offered by VIT for which there is an approved workplace based training component.

3. Requirements

3.1 Work-based training will require that the Institute has appropriate arrangements for the supervision and assessment of overseas students

3.2 Work-based training can only be included where it is required to gain the qualification.

3.3 The registered provider must have appropriate arrangements for supervision and assessment in place.

3.4 The work-based training component of a course should not be greater for international students than domestic students.

3.5 The Institute must have mechanisms in place to monitor a student's course progress and attendance, while the student is completing an element of work-based training.

3.6 Where work-based training is approved as part of a course for registration on CRICOS, the work-based training component will be included in the duration of the course. The duration of the course would be determined on the time required to complete the course on a full-time study basis.

3.7 Part 5.4 Division 2 of the Education and Training Reform Act 2006 requires that students on work-based training must have a signed practical placement agreement with each host employer that are placed with.

3.8 Practical placement agreements and records must be kept for a minimum of 30 years in case of insurance claims

4. Definitions

4.1 The ESOS National Code uses the term "work-based training". In Victoria, the term "work-based training" is considered to mean training and/or assessment that will occur in a workplace **other than in a provider's own simulated workplace environment.**

4.2 Relevant documents are:

- a) Policy and procedure for Monitoring Academic Progress
- b) Student practical placement agreement
- c) Information to host employer
- d) Information to workplace coordinator
- e) Student guide to Work based training
- f) Position description for Work place coordinator
- g) RTO facility agreement – work based training
- h) RTO Workplace suitability criteria

5. Method

5.1 Criteria for selection, approval and ongoing risk assessment of work-based sites

5.1.1 VIT will provide potential workplaces with copies of the VIT supervisor's guide, general information relating to practical placement and a practical placement agreement prior to any assessment of the workplace.

5.1.2 The criteria for selection and approval for work-based sites requires an assessment of the capacity to offer to offer a structured program to students in a safe working environment and appropriate equipment. These requirements are outlined in the document titled "Work based training facility selection criteria". Work-based training sites must meet these requirements

5.1.3 Initial assessment of the site is implemented via a site visit, inspection of the site, interviewing of the work place supervisor, providing any assistance and support required by the work place supervisor and establishing that all the requirements of the Work-based Training Criteria – Hospitality SIT07 are met.

5.1.4 Ongoing risk assessment of the site is implemented via a site visit, inspection of the site, interviewing the workplace supervisor and the staff, providing any assistance and support required by the work place supervisor and

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establishing that all the requirements of the Work based training facility selection criteria are met conducted every six months.

Sites that do not meet the criteria will not be used by VIT.

5.2 Workplace Agreements

5.2.1 The VIT will sign agreements with the workplaces to be used for work-based training which set out the roles and responsibilities for each party.

5.2.2 The VIT will sign practical placement agreements with the workplaces for work-based-training for each student which meet the Education and Training Reform Act requirements for practical placement and WorkCover. These agreements will be retained for a period of 30 years after the student has completed training for insurance purposes.

5.2.3 The Work-based Training Coordinator will conduct an orientation program with each workplace prior to acceptance of students. The orientation program will include the following:

- a) RTO responsibilities to train students to acceptable standards, orientate students to the work-based program, support students in the workplace, provide support to the students and monitor attendance and progress
- b) Workplace responsibilities to provide students with work in keeping with the requirements of the log book, to properly complete the log book, to monitor and supervise student work, to record attendance and to allow workplace visits and contact between the Work-based Training Coordinator, the workplace supervisor and the students.
- c) The visa and ESOS compliance requirements

(Workplace venues will be monitored by the RTO to ensure they comply with the agreement. Compliance breaches will result in cancellation of the agreement.)

5.3 Student orientation program

5.3.1 Orientation to the work-based training program will be as follows:

- a) Information will provided about the program in the student prospectus
- b) Students will not be placed on the program until they are assessed by the RTO as “work ready”. In the normal course of events this will not occur until the end of term 3 at the earliest.
- c) A half day orientation session will be conducted with students in the term prior to commencement of the program

A student guide to work-based training and a log book will be distributed during the orientation session

5.4 Workplace Coordinator

5.4.1 The Workplace coordinator is fundamental to the efficient management of practical placements. The coordinator is responsible for establishing and maintaining Workplace programs and assessing the level of training and learner support required. Liaison with other coordinators in the organisation will help to avoid multiple approaches to employers and to ensure a consistent approach.

5.4.2 The Workplace coordinator needs good organisational and communication skills as well as knowledge of industry requirements, and an understanding of the operating procedures, curriculum/syllabus requirements and other issues involved in practical placements.

5.4.3 Practical placement programs are most successful when they are supported by:

- a) a suitable coordinator;
- b) suitable administrative support staff;
- c) the establishment of sound management practices; and
- d) a good record-keeping system.

5.4.4 The role of the Institute appointed Workplace coordinator will be as follows:

- a) The Workplace Coordinator will introduce each student to their workplace and their workplace supervisor in person before the program students commence their work placements.
- b) The Workplace Coordinator will establish and maintain a schedule of student placements for each week of the

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program.

- c) Once the program has commenced the Workplace Coordinator will arrange for each each to be regularly visited to monitor student attendance and performance. Each week at VIT students will be required to provide a log of their work-based training activities for the previous week. The log will include information about the attendance and performance of the student. Each fortnight the attendance information will be collated with their other attendance data and recorded on attendance monitoring system.
- d) The Workplace coordinator will provide mentoring for the Workplace Supervisor on a regular basis. At the completion of each site visit the the Workplace Coordinator will spend time with the Workplace Supervisor to address any issues that may have arisen between visits as well as assisting the supervisor to adequately undertake their role to enable the objectives of the placement to be met.
- e) The Workplace Coordinator will monitor student logs each week to ensure the required mix and level of experience is being undertaken and that the log is being completed correctly.
- f) Where the Workplace Coordinator identifies that a student is not receiving the required mix and level of experience they must implement corrective action to correct the situation. This corrective action could include arranging additional service events, changing the mix of workplaces or conducting a work place visit.
- g) Student's worksites will be contacted by telephone once each week to verify the attendance and participation of the student with the workplace supervisor, discuss each students participation and development during the week and to off the workplace supervisor advice and assistance required for implementation of their role

5.5 Work Cover

5.5.1 The procedures outlined in the document entitled practical Placement information for Workplace Coordinator must be followed in the event of any accident or Work Cover claim during work-based training.

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Guide for VIT Students about Practical Placements

1. Practical Placements – Student Information

1.1 Welcome to the practical placement program. This information contains important details on your rights and responsibilities while you are on practical placement. It will help you get the most out of your placement.

2. What is a practical placement?

2.1 A practical placement is structured workplace learning that helps prepare you for the workforce. It is part of your course and it is designed to help you better understand what you have learned by putting it into practice in the workplace for a specific period of time.

3. What are the advantages?

3.1 As a student, participation in practical placement will give you the opportunity to:

- a) apply knowledge and skills learned from your course in the workplace;
- b) gain skills that are recognised by industry;
- c) get to know employers' expectations;
- d) increase your employment options and employability skills; and
- e) make contact with employers.

4. How is a practical placement found?

4.1 Often, the practical placement coordinator at your registered training organisation will find placements and match you to a host employer. However, some students may find their own placements. If you have a particular employer in mind, talk to your practical placement coordinator about it. In selecting your placement, you need to take into account the following:

- a) the skills that you need to acquire for your course;
- b) the skills that the work place can offer;
- c) any logistical issues, such as travelling to and from the workplace.

5. What responsibilities are involved?

5.1 During the placement, you will be expected to behave like a new employee, following the rules of the workplace and the directions of the workplace supervisor and other employees. You will need to comply with all safety and OH&S policies and procedures, as well as other protocols that are practiced by the host employer.

6. Attitude

6.1 To benefit from the practical placement, the right attitude is very important.

6.2 You will need to:

- a) be willing to learn;
- b) complete the tasks assigned to you by the workplace supervisor;
- c) listen to instructions and ask questions;
- d) be polite, courteous and well-mannered with all staff members;
- e) dress appropriately; and
- f) follow all workplace policies and procedures.

7. Attendance and punctuality

7.1 Employers expect you to be punctual. You will be required to:

- a) start your placement on time each day;
- b) take only the allocated time for lunch and tea breaks, returning promptly to your work; and
- c) contact your workplace supervisor and your practical placement coordinator immediately if you are unable to attend your placement.

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8. Safety

8.1 Your personal safety in the workplace is of utmost importance. You must comply with any occupational health and safety requirements of the host employer, including:

- a) wearing protective clothing and safety equipment;
- b) working in a safe manner;
- c) reporting any hazards or unsafe practices that you observe; and
- d) reporting any accidents to your workplace supervisor and practical placement coordinator immediately.

9. Medical condition

9.1 Let your practical placement coordinator and workplace supervisor know if you suffer from any medical condition or disability that may affect your work performance. For some placements, you may be required to undertake a medical check or police check prior to beginning your placement. Your coordinator will notify you if this is required.

10. What about assessment?

10.1 Assessment is an important part of your practical placement. During your placement your coordinator may conduct a workplace visit. Assessment of the skills you have learned in the workplace counts toward your final results. For some courses, you may be required to maintain a logbook. Your placement coordinator will discuss this with you. Your placement coordinator will also give you information on the way your assessments will be conducted and recorded.

11. What about WorkCover insurance?

11.1 Signing the practical placement agreement referred to above is of great importance because it activates WorkCover insurance for you. The Department has a WorkCover insurance policy with CGU Workers Compensation Victoria that provides insurance coverage for host employers providing work placements should you sustain an injury while on placement. The Department meets the premium costs. It is the responsibility of your registered training organisation to ensure that the practical placement agreement has been correctly completed to activate this insurance.

11.2 If there is no practical placement agreement between your registered training organisation and your host employer and you are injured during a placement, you may not be entitled to receive compensation and legal proceedings.

Note:

1. WorkCover does not cover any employee, including practical placement students, travelling to or from work.
2. The Victorian WorkCover Authority has advised OTTE on how the return to work and occupational rehabilitation provisions in the Accident Compensation Act 1985 apply to you on practical placement.

12. Return to placement

12.1 If you are injured during a placement and are later able to return to the placement, your host employer should provide placement in the same or an equivalent position for the remaining portion of the original agreement. The host employer is not obliged to provide you with permanent paid employment.

12.2 Before you return to placement, your registered training organisation should satisfy itself that the workplace is safe and that you will not be at further risk. If the registered training organisation is not satisfied about the safety of the host employer, then an alternative placement should be organised.

13. Occupational Rehabilitation

13.1 The WorkCover Authority advises that the purpose of rehabilitation programs should be to return the injured student to a position of general employability (either in the field of training or in an alternative area) rather than to the host employer.

14. How is a WorkCover claim lodged?

14.1 If you are injured during a placement, the procedure below should be followed for lodging a WorkCover claim:

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- a) the **student** completes and signs a **Worker's Claim for Compensation** form with the assistance of the host employer and/or registered training organisation (if required);
- b) the **employer** completes and signs the **Worker's Claim for Compensation** form as required;
- c) the **employer** completes the **Employer Claim Report** in full, signs and dates the form and forwards both the Worker's Claim for Compensation form and Employer Claim Report, together with any accompanying medical certificates or accounts, to the registered training organisation; and
- d) the **registered training organisation countersigns both forms** and clearly marks them TAFE practical placement. The **Employer Number** should be entered as **1624618** and the **Workplace Number** entered as **9573347**. The registered training organisation has to provide a **certified copy of the practical placement agreement** to confirm that the student is employed under an agreement in accordance with the Education and Training Reform Act 2006.
- e) The registered training organisation then forwards the originals of all forms except the practical placement agreement which is retained by the registered training organisation. Instead a certified copy of the practical placement is forwarded to:

CGU Workers Compensation Victoria
PO Box 2090S
Melbourne 3001
Phone: (03) 8603 1165
Fax: (03) 8804 9426

14.2 Despite these procedures, nothing prevents any of the parties in law from lodging claims directly with CGU.

14.3 Your registered training organisation VIT must forward these forms to CGU **within 10 days** of receiving the forms from the host employer. Copies of all forms and records should be permanently filed in case legal or insurance proceedings arise.

14.4 The Worker's Claim for Compensation and the Employer Claim Report forms are available from any post office. Host employers are also encouraged to keep copies that are readily available.

Note: The above is necessary to establish any entitlement to compensation that you may have under the Department's insurance policy.

15. What if you have a problem with your placement?

15.1 Problems with your placement should be resolved as early as possible. Your practical placement coordinator and employer have agreed dispute resolution procedures. Do not hesitate to contact your placement coordinator if you experience any difficulties or problems while on your practical placement.

16. Most importantly, you should enjoy your practical placement. It is a great opportunity for you to experience real working life, while you gain valuable skills and experience to help you gain employment in the future.

Continuous Improvement of Training and Assessment

1. The RTO collects analyses and acts on relevant data for continuous improvement of training and assessment.

2. How

2.1 We collect data on our training and assessment services through a variety of sources including:

- a) Course evaluation sheets
- b) Employer satisfaction feedback
- c) Discussion with employers and industry
- d) Staff / trainer feedback and meetings
- e) Review of any complaints received

2.1 All related staff has received training in the collection of data and know that it is to be collected. Monthly, each staff sends any of the above collected data to the Course Coordinator. The Course Coordinator then collates all collected feedback data. This Data also records any improvements taken and is reviewed at our annual management review meetings.

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3. Who

3.1 All training staffs are responsible for the collection of data on client services. The Course Coordinator is responsible for analysis of collected data and ensuring that it is reviewed and acted on.

4. Amendments

4.1 All amendments arising from analysed data is recorded and reflected in the corresponding documents.

5. Review Details

5.1 Initial review is by the Course Coordinator when summarising collected data. Any identified improvements can be discussed, recorded and acted on at any time. The summarised data is also formally reviewed at our annual management review meetings where all RTO management and trainers are encouraged to attend.

Related Forms:

Continuous improvement and Industry consultation Form

Compassionate and Compelling Circumstances

1. Policy

VIT (Victorian Institute of Technology) understands that during the course of a student's enrolment, circumstances may arise that can affect a students course progress and general well being. As such, VIT has developed a compassionate and compelling policy. In order for VIT to determine whether compassionate or compelling circumstances exist, students are required to supply documented evidence to support their case. Once all evidence is assessed a decision will be made at the discretion of VIT.

2. Definition

2.1 Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include:

- a) Serious illness or injury (where a medical certificate states that the student was unable to attend classes)
- b) Bereavement of close family members such as parents or grandparents (as evidenced by a death certificate)
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- d) A traumatic experience which could include:
 - (i) Involvement in, or witnessing of a serious accident
 - (ii) Witnessing or being the victim of a serious crime (As supported by a police report and/or psychologist report)
- e) VIT is unable to offer a pre-requisite unit
- f) Inability to begin studying on the course commencement date due to delay in receiving a student visa.

3. Guidelines

3.1 Evidence supplied will be assessed and deemed valid by VIT according to the following guidelines:

- a) Medical Certificates must:
 - (i) Be issued by a registered doctor
 - (ii) State that the student was medically unfit to attend classes
 - (iii) State the duration of absence
 - (iv) State the doctors contact details
- b) Death certificates must:
 - (i) Be certified
 - (ii) Translated into English

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- c) Police Reports must:
 - (i) State the police contact details
- d) Psychology Reports must:
 - a) Be issued by a registered psychologist
 - b) Suggest that the student was medically unfit to attend classes
 - c) State the psychologist contact details
- e) Evidence to verify visa refusal must be a letter from the Australian Government

3.2 Failure to supply documented evidence will result in compassionate or compelling circumstances being deemed as non-existent.

4. Deferring, suspending or canceling the enrolment for Not Yet Commenced Offshore-Enrolled Students who has been granted a student VISA:

4.1 Deferring, suspending or canceling the enrolment can only be done under compassionate & compelling circumstances or if there is any delay in VISA processing, where the situation is beyond your control. Students must contact the Marketing and Admissions department immediately and submit the defer request with proper evidence of the compassionate or compelling circumstances.

4.2 Your application will be assessed by the Manager of Marketing and Admissions and you will be informed the outcome by email within 5 working days

Critical Incident Policy

1. The VIT (Victorian Institute of Technology) recognises that, in the event of a critical incident occurring, it has responsibility to support those involved with the service at the time of the critical incident.

2. In accordance with legislative requirements VIT (Victorian Institute of Technology) will maintain a Folder for Critical Incidents.

3. Definition

3.1 A critical incident is an event that is out of the ordinary and is perceived by an individual as threatening and traumatic. Examples may include:

- a) Death
- b) Threat to life or property, either naturally occurring or intentional
- c) Fire, requiring a response from the CFA
- d) Assault causing major threat or physical harm to another person
- e) Damage to property that could lead to an individual being seriously harmed
- f) Risk of harm to self

4. Staff will report every critical incident and any persons involved will have the option of participating in debriefing. VIT will ensure that all critical incidents are documented and filed.

5. **Debriefing**

5.1 Debriefing is a formal process following a critical incident that benefits those involved in the incident. Debriefing is usually a single consultation that may or may not lead to referral for further counselling or action.

5.2 All members of staff, clients, students, volunteers and visitors while involved with VIT and others who may from time to time be present during a critical incident will be offered the opportunity for support and counselling from an accredited psychologist or social worker.

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5.3 Debriefing is optional and may be requested by either/or any individual involved in the incident or the manager. Any person involved in an incident may request own gender support.

6. Critical Incident Procedures

6.1 The Staff/Trainer on duty at the time of the incident at that particular location shall become the Incident Contact Person. The Incident Contact Person shall:

- a) Ensure all persons are safe from further harm
- b) Notify relevant bodies and contact the Manager Administration or, in his absence, the Manager on duty
- c) If appropriate contact the individual's family.

6.2 The Incident Contact Person will be responsible for recording the critical incident and ensuring all relevant documentation is completed. Debriefing should occur within 12 hours of the incident. The Student Administration will:

- a) Ensure support is provided for those undertaking debriefing, both before and after each session
- b) Provide follow-up liaison with relevant bodies and make appointments for external support if considered necessary
- c) Meet with all staff and clients to advise them of the incident, outcomes and support strategies in place.

6.3 The Critical Incident Report form

6.31 The report will be a full detail of the incident and shall include:

- a) Date and time of the incident
- b) Those present at the time of the incident
- c) The damage, if any, that was incurred as a result of the incident
- d) A record of any eyewitness accounts to the incident and any events leading up to the incident or resulting from the incident
- e) Any relevant bodies contacted
- f) The follow-up processes that were initiated at the time of the incident or soon after

6.4 In the event of a critical incident occurring whilst a staff member is involved in any off-site activity on behalf of VIT (Victorian Institute of Technology), the staff member must still complete a Critical Incident Report.

6.5 All reports will be submitted to the Chief Executive Officer.

Homestay Placement Policy

1. Policy

1.1 Victorian Institute of Technology provides (optional) homestay arrangements for students to benefit from the experience of living in an English-speaking household. Homestay provides a safe, warm and friendly environment for international students studying in Australia, as well as provides an opportunity for students to learn about Australian culture and lifestyle.

2. Guidelines

2.1 All homestay placements are made through an approved homestay agent whose guidelines ensure the following criteria are met by their homestay families:

- a) Victorian Police Check
- b) Current Working with Children Certificate
- c) Appropriate supervision
- d) Awareness of the needs of international students and demonstrated processes to support and assist them
- e) Acceptable moral and social values

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- f) Experience with people from different cultures
- g) Ability to provide a stable environment
- h) Accommodation is of high quality and accessible to the college
- i) Ensure that in the event of illness the student receives medical attention
- j) Provision of appropriate leisure time activities

2.2 The homestay placement provider must have the following in place:

- a) Guidelines and criteria for the selection of their host families
- b) A contract that outlines the terms and conditions with their host families(copy appended).

2.3 The Student Services Officer liaises closely with the student and the homestay host to monitor and assess the suitability of the placement.

2.4 The Student Services Officer is the official contact person between the student and the host family. Upon arrival, the student is made aware of the role and responsibility of the Student Services Officer as the official contact person and that any issues or feedback is to be directed to him/her.

3. Procedure

3.1 Students applying for homestay must submit the Homestay and Airport Pickup Form, completed and signed a minimum of 21 days before arrival to a VIT admissions officer. Relevant fees are to be paid by bank draft to VIT (Victorian Institute of Technology) and are to accompany the Homestay and Airport Pickup Form.

3.2 A minimum of two weeks stay is required (non-refundable). All homestay weekly accommodation fees (\$200 to \$400 per week) is to be paid directly to the homestay host family.

Medical Certificates Policy

Introduction

1. As per VIT (Victorian Institute of Technology)'s Classroom Operation and Student Behaviour Policy, Monitoring Academic Progress policy, students must maintain satisfactory attendance to achieve satisfactory academic progress. In the event of illness where a student is unable to attend his or her scheduled classes, he or she may wish to see a doctor in order to have his or her symptoms diagnosed and to obtain a Medical Certificate to cover the period of absence.

Policy

2 A Medical Certificate must:

- a) State that it is a Medical Certificate
- b) Be issued by a registered Doctor
- c) State that the student was medically unfit to attend classes
- d) State the duration of absence
- e) State the Doctor's / Surgery's contact details
- f) Be signed by the Doctor

3. The Victorian Medical Board has allowed Doctors to issue letters in instances where they detail student's symptoms as reported by the student but do not find any existing clinical evidence. Only letters where the doctor has clearly stated that he or she has found evidence that an illness exists will be accepted. The certificate should clearly state the opinion of the Doctor and cannot state that "The student, so and so...said that he was unwell from....to" . This will not be treated as medical evidence. **Such letters are not classed as Compassionate and Compelling Circumstances will not be accepted by VIT.**

4 The Victorian Medical Board generally does not permit Doctor to backdate Medical Certificates unless there is evidence that a medical condition existed before the date of an examination.

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5 Consultation with a Doctor must be at the time of illness and a Medical Certificate must be provided to VIT Reception / Student Services within one week of absence.

6 VIT staff that receives Medical Certificates is to take a copy and verify it by stating "Original Sighted", initial and date the copy and provide it to the Electronic Data Processor (EDP) for data processing. All medical certificate submitted by the students would be verified by EDP/ Student Administration/VET coordinator with the issuing Medical Doctor.

7. Submission of fraudulent medical certificates is a criminal offence under the Federal laws and attracts severe penalties. VIT will report all such cases to the Police. Medical certificates not submitted as per VIT Medical Certificates Policy will not be accepted.

Occupational Health and Safety

1. The Occupational Health and Safety Act 2004 is built on five key principles:

- a) All people – workers and the general public—should have the highest level of protection against risks to health and safety;
- b) Those who manage or control things that create health and safety risks in the workplace are responsible for eliminating or reducing those risks.
- c) Employers should be proactive in promoting health and safety in the workplace;
- d) Information and ideas about risks and how to control them should be shared between employees and employers; and
- e) Employees are entitled to be represented in relation to health and safety issues.

2. VIT has an Occupational Health and Safety (OHS) Committee comprising representatives from training staff, general staff and students to consider issues regarding OHS. The OHS Committee is also responsible for VIT's Emergency Procedures.

3. VIT is committed to protecting the health and safety of all persons in the workplace including employees, contractors and other visitors. VIT demonstrates this commitment through its health and safety management system that is integrated with all organisational activities related to products, services and people.

4. VIT employees, contractors and visitors have a duty of care including; the responsibility to work safely, to take all reasonable care for their own health and safety, and to consider the health and safety of other people who may be affected by their actions.

5. VIT will take all reasonable and practical steps to improve work safety conditions and will strive to uphold its core values of safety, knowledge, integrity and leadership in order to achieve its goal of zero harm. VIT committed to:

- a) Complying with all applicable health and safety laws, regulations, standards.
- b) Providing safe plant and equipment, for controlled work in the VIT Kitchens, workshops or computer labs.
- c) Implementing risk and hazard management systems which are; relevant and suitable for the organisation's risk exposure as well as identify, promote and continuously improve health and safety performance.
- d) Ensuring all managers remain directly responsible and accountable for the health, safety and welfare of their employees and provide adequate resources to assist managers in this cause.
- e) Provision of appropriate Health and Safety Training to all relevant persons.
- f) Maintaining relevant policies, procedures, systems, information, training, recognition programs, and organisational structures to support and communicate effective health and safety practices throughout Institute.
- g) Utilising appropriate internal and/or external expertise when required in all related activities.
- h) Effectively disseminating health and safety information to all employees as part of each business unit's consultative process including forums and publications.
- i) Maintaining a positive safety culture through encouraging active participation, consultation and cooperation of all employees, contractors and visitors in promoting and developing measures to improve health and safety at work.
- j) Actively responding to and investigating all incidents, and ensuring injured employees/students are returned to suitable work at the earliest possible opportunity through equitable claims management and rehabilitation practices.

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6. Chemical spill procedure for the kitchens

6.1 In the event of a chemical spill the following immediate actions are required to be taken.

- a) Clear the affected area.
- b) Check for any persons involved.
- c) Assess if any persons involved require medical attention.
- d) Apply first aid if necessary or call an ambulance.
- e) Cover the spill with flour to absorb the spill.
- f) Wear appropriate personal protection equipment or clothing before attempting to clean the spill.
- g) Clean up the spill with a shovel or broom and dust pan.
- h) Place the hazardous material in heavy duty garbage bags.
- i) Place the bags in the wheelie bin for disposal.
- j) Fill out accident report form if any persons were injured or required medical attention of any kind.

7. The flow chart "Framework for resolution of occupational health and safety issues" is placed as Annexure to this policy.

Privacy Policy

1. VIT (Victorian Institute of Technology) has adopted the Australian government's National Privacy Principles as the basis for its policy on information collection, storage and access.

2. Why we collect information?

2.1 VIT collects personal information for the conduct of its business. That information may be obtained directly from staff and students, from corporate customers, or through a third party who we believe has informed you that your details may be provided to us. VIT will only store personal details if they are relevant to our business. We do not normally obtain or store information that is deemed by the Privacy Act to be sensitive information.

2.2 We store personal information predominantly to ensure that we can maintain contact with our staff, students, customers and suppliers. This contact may be verbal, electronic or written. The reason for the contact may be to inform, request assistance or to maintain a relationship.

3. How do we collect the information?

3.1 Where practical, VIT will only collect information directly from you. If we collect it from another source, we will do what is reasonably possible to inform you that we have collected the information.

4. How do we store personal information?

4.1 Your information is held either in paper-based records or in electronic form in computer databases. VIT takes proper precautions to ensure the security of that information.

4.2 If information is no longer needed, VIT will either delete it from our systems or de-identify it, so that it cannot be attributed personally. If a credit card is used to pay fees, details of that credit card are only retained for the purpose of that particular transaction.

5. When do we use this information?

5.1 Information collected will only be used when necessary for the conduct of our business and our relationship with our staff, students, customers and suppliers. Information gathered by VIT in one instance may be used in another instance unless it is expressly denied.

6. To whom will we disclose your information?

6.1 We do not normally disclose your personal information to anyone. If we intend to do so, we will contact you before we do. We do not disclose credit card details to anyone.

6.2 For Students: There are some circumstances in which personal information about students may be shared between the VIT and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. Information about students will be treated as confidential, but may be made available to Commonwealth and

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State agencies, as required by regulations/law. The personal contact details of the students may also be shared with the Debt recovery agencies for recovery of dues the student owes to VIT in case of default of tuition fee payments. Student may access their personal information at any time by writing to the PEO of the VIT and by providing appropriate evidence of identity in accordance with our privacy policy.

6.2.1 VIT is required to inform the Department of Immigration and Citizenship (DIAC) about:

- a) Changes to a student's enrolment
- b) Any breach by the student of a student visa condition including unsatisfactory course progress

7. How can you check the information we hold?

7.1 VIT takes all reasonable steps to ensure that information held is accurate and will put into effect any changes designed to improve accuracy that are requested. If staff wish to view information stored please contact the EDP office. VIT will allow personal information ONLY to be extracted and made available for viewing at a VIT office (Note: This will not include any passwords or security relevant information). VIT will not mail or e-mail personal information but will notify staff in a timely manner when it is available for viewing.

8. What about our web site?

8.1 If through a channel of contact you are forwarded to another site or organization VIT is not responsible for the privacy practices or content of that site or organization. Any activity while at our web site may be monitored. More information on privacy legislation is available from the Federal Privacy Commissioner at www.privacy.gov.au.

9. Can I get more information about my personal information?

9.1 You can contact VIT at any of the following:

- a) Email: info@vit.edu.au
- b) Facsimile: 03 9670 7849
- c) Post: VIT (Victorian Institute of Technology), 123 Queen St, Melbourne, Victoria 3121, Australia

Transfer between Registered Providers Policy

(Reference: Standard 7 of National Code 2007)

1 Purpose

1.1 The purpose of this policy is to ensure that international students wishing to transfer between registered training providers do so in accordance with the guidelines of the National Code 2007

2 Background

2.1 In accordance with the National Code 2007, registered providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study except for the circumstances outlined below. Registered providers from whom the student is seeking to transfer are responsible for assessing the student request to transfer within this restricted period. It is expected that the student request will be granted where the transfer will not be to the detriment of the student.

3 Policy

3.1 VIT is committed to abide by and implement a transfer policy in accordance with the National Code 2007. The National Code restricts the movement of students to an alternative provider up to and including the first six months of the student's principal course, except in exceptional circumstances as listed below:

- a) the original registered provider has ceased to be registered
- b) the original registered provider has provided a written letter of release
- c) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- d) any government sponsor of the student considers the change to be in the students best interest and has provided written support of that charge

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4. Procedure

4.1 All current students of VIT requesting a transfer to another registered provider prior to the expiry of the required 6 months of their principal course, must be referred to the Student Administration or, in his/her absence a senior member of staff.

5. Requests for transfers within the first 6 months of the principal course

5.1 Students wishing to transfer to another provider:

- a) Must have a valid enrolment offer from another provider
- b) Must submit a request in writing to VIT

5.2 The Student Administration at VIT will consider each request and provide a written response to the student within 5 working days.

6. Grounds for declining Requests for transfers

6.1 Application for transfer during the first six months may be refused by VIT on the following grounds:

- a) The transfer may jeopardize the student progression through a package of courses
- b) The student is intending to avoid being reported to DIAC for failing to meet VIT's academic progress requirements.
- c) Valid letter of offer, (which includes name of course and complete details of the provider, including CRICOS code), has not been received by the student.
- d) The student has outstanding fees to be paid to VIT for the current study period. The current study period is the study period in which the student applies for a letter of release. If this occurs during holiday time, the application for release will be counted as being during the previous study period".
- e) Reasons for requesting transfer primarily relate to enhancing permanent resident opportunities, reduction in attendance requirements at the new institute or current timetable interferes with work arrangements
- f) Transfer perceived as detrimental to student's welfare and wellbeing eg the new institute
 - a. has 2x10 hour days of study,
 - b. requires considerable extra travel
 - c. requires attendance at hours outside of 0800-1000 in locations remote from built up areas or public transport
 - d. has offered a superseded Training Package qualification.

7. Processing requests for transfers

- a) Under Student Visa Regulations (Condition 8206), it is not possible for students to transfer to another education institution prior to completing the first six months of the principal course without the approval of the Institute.
- b) Requests for transfer must be made to the Student Administration and should follow the guidelines of the Institute's Policy on Transfer between registered providers.
- c) Generally subject to Para 6, all requests for release will be approved where it is considered in the best interests of the student academically or personally.
- d) The Student Administration will interview all students applying for transfer within the first six months of their principal course and assess the request and respond in writing within 5 working days.
- e) VIT would be within its rights to refuse to give a 'letter of Release', if a student has unpaid course fees for the current study period.
- f) If the request is refused the student has 20 working days to appeal via VIT's Complaints and Appeals process. This matter will be advised to students in any letter of refusal.
- g) If the institute approves a transfer, any money refunded will be in accordance with the Institute's Refund Policy
- h) If a student transfers or cancels his or her enrolment, and if he or she has not maintained satisfactory course progress up to the time of the transfer or cancellation, the process of reporting the student to the Department of Immigration and Citizenship)(DIAC) will continue even though the student is no longer officially enrolled with VIT.
- i) A sample letter for a 'Refusal letter' for transfer request is placed at Annexure II to this policy.

8 Students transferring from other registered providers

8.1 A letter of offer may be provided to a student who is requesting to transfer to VIT from another registered provider. In discussion with the student, staff should ascertain if the student has a valid visa and the commencement date of the principal course in order to determine if the student is subject to a 'no transfer' clause. Should a notification appear while creating the CoE, for a 'release letter', PRISMS helpdesk may be contacted for seeking clarification. Alternatively, the student may also be asked to sign a statutory declaration indicating that they have completed 6 months of their principal course and do not require a letter of release.

8.2 If applicable staff must inform student of the requirement to obtain a letter of release from their current provider before an e CoE can be issued. Exceptions to this requirement are where

- a) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course.
- b) Any government sponsor of the student considers the change to be in the best interest and has provided written support for the change.

8.3 In all cases students transferring from an existing provider to VIT will be required to complete an application form, provide necessary evidence of academic and English capabilities, be given a letter of offer, sign an acceptance agreement, and pay required fees prior to the eCoE being issued.

9. Responsibilities

- a) It is the responsibility of the Student Administration to receive and process requests for transfer. Requests for transfer may only be granted with the approval of the CEO
- b) It is the responsibility of the Marketing Officer and Admissions Officer to advise students wishing to transfer to VIT from other registered providers, on the requirements of obtaining a letter of release where necessary

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Complaints and Appeals Policy

1. Purpose

1.1 This procedure outlines the processes for customer complaints and disputes resolution together with processes for appeals. The process is at no or minimal cost to the student. No cost for any internal appeals process.

2. Relevant standards from SNR and ESOS National Code 2007

- a) **SNR 16.7:** The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.
- b) **ESOS National Code 2007 Standard 8:** Registered providers' complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

3. Policy

3.1 The Institute has a Student Complaints and Appeals Procedure by which, it ensures that students will be granted immediate access to the Institute's complaints and appeals process. The procedure applies to all complaints, and arising appeals, for students of the Institute irrespective of the basis. The Institute will ensure that:

- a) All disputes, complaints and appeals will be handled professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution
- b) All parties will have a clear understanding of the steps involved in the procedure, prior to, and during the carrying out of the procedure
- c) Prospective students are provided with a copy of the policy before making a contract to enrol, and again at course commencement
- d) Relevant staff members are familiar with the policy

4. Definitions

- a) **Complaint** - A complaint presented by an individual, or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups.
- b) **Discrimination** - is defined as:
 - a. Direct Discrimination - any decision or action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because a personal characteristic irrelevant to the situation is applied as a barrier
 - b. Indirect Discrimination - attitudes and assumptions which are incorporated into rules, policies and practices, that appear to be neutral or to treat everyone equally, but may in fact disadvantage one group

5. **Status or Private Life** - The Victorian Equal Opportunity Act 2010 stipulates that no person shall experience discrimination on the grounds of that person's status or private life. 'Status' refers to a person's sex, marital status, race, impairment, being a parent, childless or a de facto spouse. 'Private Life' refers to the holding or not holding of any lawful religious or political beliefs and engaging or refusing to engage in any lawful religious or political activities. The Act applies to education and employment.

- a) **Complainant** - Person who lodges a complaint
- b) **Respondent** – Person/ Institute who it is alleged undertook the behavior which resulted in the complaint

6. Compliance Evidence

6.1 For a provider to show it is complying with SNR 16.7 and ESOS National Code 2007 - Standard 8, it may need some of the following as evidence:

- a) a documented complaint handling and appeals policy freely accessible to students
- b) full records of all complaints and appeals and their outcomes
- c) Records of corrective and preventative action. Corrective action may include restoring a student's academic record after an appeal has resulted in a decision in the student's favor. Preventative action may include introducing a policy that provides more timely feedback to students
- d) evidence of an internal appeals handling process and appeals process that satisfies the requirements listed at

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Standard 8.1

- e) evidence that the provider has made the student aware of the provider's obligation to maintain the student's enrolment while the appeal is ongoing
- f) A statement of findings in relation to each complaint or appeal that demonstrates the reasons behind the decisions made at each stage of the appeal. Evidence that the statement is issued to the student and a copy retained on the student's file and
- g) Advice given to students of the independent bodies available to them. Evidence of where a student has accessed an independent body and the outcome of the appeal

7. Procedure (International Students)

7.1 Informal resolution

- a) Stage One: Students are encouraged to resolve the concern or difficulty directly with the staff member(s) and/or student(s) concerned. Any parties who have a complaint in the first instance are encouraged to approach the respondent with the object of informal resolution. However, it is recognized that this is not always appropriate, e.g. in cases of sexual harassment. If the complaint is not able to be resolved at this stage, the individual with the complaint has the right to consult, in confidence, any one of the following persons or bodies listed below:
 - a. Course Coordinator where the complaint involves a member of staff
 - b. The Manager Student Administration
 - c. The VET Coordinator
 - d. The PEO
 - e. A person designated by the PEO on behalf of the Institute as a complaints adviser

7.2 Formal resolution - internal

- a) Stage Two: Where a complaint cannot be resolved informally as per 7.1 (a) above, the student may submit a formal complaint in writing to the VET Coordinator or the Manager Student Administration as appropriate within 10 working days. It should be noted that, at this stage, a formal serious complaint is being lodged. All reasonable measures will be taken to finalise the process as soon as practicable or within 10 working days. The student will be advised that there will be minimal or no cost to themselves. A formal complaints/appeals pro-forma is available from the Student Services Officer. All complaints/appeals must be responded to and acknowledged in writing. The Manager Student Administration will arrange a meeting consisting of VET Coordinator, Manager Student Administration and the PEO or his designate to facilitate determination of a resolution within 10 working days of receipt of the complaint. The complainant will be given an opportunity to attend an interview and to formally present his or her case which may include the respondent. A nominee of the student may be included at any stage of formal resolution processes if the student so chooses with the nominee, being appointed by the student. At the end of the hearing the student will be given a written statement of the outcomes, including reasons for the decision within 3 working days of the decision being made.

The Institute will maintain the student's enrolment throughout the internal appeals process.

- b) Where the internal complaints committee decision is in favor of the Institute, the student is informed of the outcome in writing and is informed of the options available to him/her to seek external mediation through the Overseas Students Ombudsman. The student should commence/lodge the external mediation process with the Overseas Students Ombudsman within 10 working days of the Institute's decision.
- c) If the outcome of the internal appeals process results in a decision favoring the student, the Institute will immediately implement any corrective action, decision or measures required and advise the student of the outcome.
- d) The student is also informed in the written internal appeal response, that a student may access and receive the outcome of only one external appeals process before the Institute may report the student to DIAC with regards to unsatisfactory course progress (Standards 10 of ESOS National Code 2007). If the appeal is unsuccessful, the Institute will cancel the enrolment by reporting to DIAC. If the appeal by the student is successful, the Institute will abide the recommendation of the external appeals committee and will not report the student to DIAC.
- e) The student will be advised in the written internal appeal response that they can lodge an external appeal with

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the Overseas Students Ombudsman within 10 working days of the Institute's decision. He/she will be guided through the process for external appeal.

7.3 Formal resolution - external

- a) **Stage Three:** The Institute will cooperate with the Overseas Students Ombudsman in providing all documentation related to the appeal. Should an appeal relate to a decision of the Institute to cancel a student's enrolment, and that appeal is rejected even by the Overseas Students Ombudsman, the Institute will advise DIAC regarding the cancellation of enrolment and the student's visa may be cancelled.

7.4 The student may also contact the DIICCSRTE (Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education) through the ESOS mailbox: esosmailbox@deewr.gov.au if he or she is dissatisfied with the Institute's complaints and appeals process.

8 Procedure (Domestic Students)

8.1 Informal resolution

- a) **Stage One:** Students are encouraged to resolve the concern or difficulty directly with the staff member(s) and/or student(s) concerned. Any parties who have a complaint in the first instance are encouraged to approach the respondent with the object of informal resolution. However, it is recognized that this is not always appropriate, e.g. in cases of sexual harassment. If the complaint is not able to be resolved at this stage, the individual with the complaint has the right to consult, in confidence, any one of the following persons or bodies listed below:

- a. Course Coordinator where the complaint involves a member of staff
- b. The Manager Student Administration
- c. The VET Coordinator
- d. The CEO
- e. A person designated by the CEO on behalf of the Institute as a complaints adviser

8.2 Formal resolution - internal

- a) **Stage Two:** Where a complaint cannot be resolved informally as per 8.1 (a) above, the student may submit a formal complaint in writing to the VET Coordinator or the Manager Student Administration as appropriate within 10 working days. It should be noted that, at this stage, a formal serious complaint is being lodged. All reasonable measures will be taken to finalise the process as soon as practicable or within 10 working days. The student will be advised that there will be minimal or no cost to themselves. A formal complaints/appeals pro-forma is available from the Student Services Officer. All complaints/appeals must be responded to and acknowledged in writing. The Manager Student Administration will arrange a meeting consisting of VET Coordinator, Manager Student Administration and the CEO or his designate to facilitate determination of a resolution within 10 working days of receipt of the complaint. The complainant will be given an opportunity to attend an interview and to formally present his or her case which may include the respondent. A nominee of the student may be included at any stage of formal resolution processes if the student so chooses with the nominee, being appointed by the student. At the end of the hearing the student will be given a written statement of the outcomes, including reasons for the decision within 3 working days of the decision being made.

The Institute will maintain the student's enrolment throughout the internal appeals process.

- b) Where the internal complaints committee decision is in favor of the Institute, the student is informed of the outcome in writing and is informed of the options available to him/her to seek external mediation through the Victorian Civil and Administrative Tribunal (VCAT). The student should commence/lodge the external mediation process with the Victorian Civil and Administrative Tribunal (VCAT) within 10 working days of the Institute's decision.
- c) If the outcome of the internal appeals process results in a decision favoring the student, the Institute will immediately implement any corrective action, decision or measures required and advise the student of the outcome.
- d) The student is also informed in the written internal appeal response, that a student may access and receive the outcome of only one external appeals process. If the appeal is unsuccessful, the Institute will cancel the enrolment of the student. If the appeal by the student is successful, the Institute will abide the

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recommendation of the external appeals committee and will not cancel the enrolment of the student.

- e) The student will be advised in the written internal appeal response that they can lodge an external appeal with the Victorian Civil and Administrative Tribunal (VCAT) within 10 working days of the Institute's decision. He/she will be guided through the process for external appeal.

8.3 Formal resolution - external

- a) Stage Three: The Institute will cooperate with the Victorian Civil and Administrative Tribunal (VCAT) in providing all documentation related to the appeal. Should an appeal relate to a decision of the Institute to cancel a student's enrolment, and that appeal is rejected even by the Victorian Civil and Administrative Tribunal (VCAT), the Institute will advise the student regarding the cancellation of enrolment.

8.4 The student may also contact the ASQA (Australian Skills Quality Authority) by email: complaintsteam@asqa.gov.au if he or she is dissatisfied with the Institute's complaints and appeals process.

9. Details relevant to the Complaints and Appeals Procedure

9.1 Students may raise any matters of concern relating to teaching/training delivery and assessment, certification, compliance, student amenities, discrimination, harassment and any other issues that may arise.

9.2 The Institute will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

9.3 Nothing contained in this Complaints and Appeals procedure prevents a student from exercising their rights to other legal remedies or obtaining advice from other authorities or agencies:

- a) Victorian Civil and Administrative Tribunal (VCAT) on <http://www.vcat.vic.gov.au>
- b) Law Institute of Victoria on or www.liv.asn.au for referral to a solicitor
Ph: (03) 9607 9311, Fax: (03) 9602 5270, Email: lawinst@liv.asn.au
- c) Consumer Affairs Victoria on 1300 55 8181, 03 9670 5088 or 03 9629 6898
www.complaintline.com.au
- d) The Australian Government's DIICSRTE (Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education) at
www.innovation.gov.au, Ph: 1300 615 262 Email: aei@innovation.gov.au
- e) Victorian Equal Opportunity and Human Rights Commission on Ph: 1300 891 848 or
<http://www.humanrightscommission.vic.gov.au> or Email: enquiries@veohrc.vic.gov.au
- f) Australian Skills Quality Authority (ASQA) 1300 292 153, Email:
complaintsteam@asqa.gov.au, <http://www.asqa.gov.au>

9.4 Freedom of information and Privacy issues must be considered and adhered to at all times and throughout the process. The original written complaint together with a copy of the acknowledgement and any responses or correspondence related to the complaint is retained in the student's file.

Records: Complaints and Appeals Application Form

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<p>or</p> <p>Manager Student Administration</p> <p>(For Personal or General concerns)</p> <p>After Interview/meeting the Student</p>	
	Signature:
	Date:
Student Signature	Date

Stage II (Formal Resolution through Internal Appeals Committee)

(To be filled by the Student)

Date of submission:/...../.....

(Use this form if the Complaint/Appeal is not resolved informally)

PERSONAL DETAILS	Students Name	Student Id
	Course	Batch No
	Student Support Person:	
State Nature (Tick mark relevant field)	Complaint	Appeal
	Academic	Personal/General
Complaint/Appeal (add additional sheets where required)	_____	

	Student Signature: Date:...../...../.....	
Records	Part I (Student Complaints and Appeals Process) should be attached to this form	

Note:

- The student can be accompanied by a 'Support Person' while hearing the case in the Internal Complaints/Appeals Committee.
- Note that during this process, a student's enrolment will be maintained until the outcome of the complaint or appeal is known, except for exceptional cases. Please provide a written statement of the outcome including reasons and details for the decision to the student within 3 working days.
- The procedure does not remove the right of the international student to take action under Australia's consumer protection laws. The student may also contact DIICSRTE through the ESOS mailbox: esosmailbox@DEEWR.gov.au if he or she is dissatisfied with the Institute's complaints and appeals process.
- The procedure does not remove the right of the domestic student to take action under Australia's consumer protection laws. The student may also contact ASQA (Australian Skills Quality Authority) by email: complaintsteam@asqa.gov.au if he or she is dissatisfied with the Institute's complaints and appeals process.

Deliberations of Internal Complaints Committee

Date convened:/...../.....

Manager Student Administration	Name:
VET Coordinator	Name:
Deliberations/Decisions of CEO	

	CEO Signature: Date:

Note: Where the internal Complaints/Appeals is unsuccessful, the student should be advised of the external Complaints and Appeals procedure. If the student seeks external appeals he/she should be guided through the process. He/she is required to lodge an Appeal with the Overseas Students Ombudsman if he/she is an overseas student & VCAT if he/she is a domestic student, for the external mediation within 10 working days of the Institute's decision. Note that an international student may access and receive the outcome of only one external appeals process before the Institute may report the student to DIAC with regards to non-compliance for academic progress issues (Standard 10 – ESOS National Code 2007).

<p>Actions by the Convener:</p> <hr/> <hr/> <hr/>
<p>Actions by Manager Student Administration:</p> <hr/> <hr/> <hr/>

Stage III (Formal Resolution, through External Appeals Committee)
Deliberations of External Complaints/Appeals Committee

Date convened:/...../.....

Student Name	Student Id:
Member(s) in Attendance including their Organisation Details	
Deliberations/Outcome of the Appeal	
	Signature of the External Appeals Committee
	Date:

	(Name)

Note: The Institute would be guided by the outcome of the deliberations of the External Appeals outcome and would take appropriate measures either to cancel the student’s enrollment or Institute’s remedial measures and for the continuation of the student’s enrolment.

Actions by the Institute (Manager Student Administration):

Signature: _____ Name: _____ Date: _____

Deferment, Suspension or Cancellation of Study during Enrolment

(Reference: Standard 13 of the National code 2007)

1. Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.
2. Students may also have their enrolment deferred or suspended due to misbehaviour, which can also be grounds for cancellation of studies.
3. In any case where the suspension or cancellation of the students enrolment is not initiated by the student, VIT will notify the student in writing of the intention to suspend or cancel and that he or she has 20 working days to access the VIT Complaints and Appeals policy. He/she can access the Complaints and Appeals policy of VIT by requesting for a copy by e-mail info@vit.edu.au
4. If a student is not satisfied with the decision of VIT in all the cases of Deferment, Suspension or Cancellation of Study during Enrolment, Student has the right to appeal a decision by the VIT (Victorian Institute of technology). He/she can access the Complaints and Appeals policy of VIT by requesting for a copy by e-mail info@vit.edu.au.
5. Students may defer commencement of a course or suspend or cancel of their enrolment during their course in the following limited circumstances:
 - a) On the grounds of compassionate or compelling circumstances (have to be supported by documentary evidence in all cases and will be at the discretion of the Institute).
 - b) Unavailability of a course
 - c) Student visa delay.
- 5.1 VIT may defer commencement of a course when a course is not offered.
6. VIT may suspend student's enrolment(during the period of suspension, re-assessment policy applies for any assessments missed) in the following instances subject to the outcomes of any Complaints and Appeals policy and an administrative action will be initiated by cancelling a student's enrolment and COE:
 - a) If a student violates any VIT Policies & Procedures, Rules and Regulations.
 - b) If a student is Frequently late or absent, for reasons within his/her control
 - c) For Late payment of fees and any other charges
 - d) If student destroys or damages VIT property/resources
 - e) If a student engages in unlawful behavior or misconduct, or conduct contrary to the best Interests of VIT, which include but does not limit to use of offensive language, threaten any staff or co-students, disturb the work in progress or co-students.
 - f) If a student misrepresent or omit pertinent facts in his/her application
 - g) If a student disobeys of any lawful instruction of the trainers and staff
 - h) If a student turns up for classes without prescribed textbooks, course material, learning materials, and trade course tool kits and proper uniform even after a warning by the trainee.
 - i) If a student breaches Occupational Health and Safety (OH&S) regulations, policies, procedures and instructions
 - j) If a student disturbs, Harasses, victimizes or bully's other students
 - k) When a student misbehaves outlined in Student code of Conduct
 - l) As part of an intervention strategy for unsatisfactory course progress.
7. VIT may cancel a student's enrolment in the following instances:
 - a) Failure to commence the course on scheduled commencement date by failing to attend the orientation session without contacting the VIT will result in the enrolment being cancelled and the Department of Immigration and Citizenship notified accordingly, within 14 days from the course commencement date.
 - b) When a student demonstrates misconduct as outlined in the Enrolment Acceptance declaration.
 - c) When a student has unsatisfactory or erratic course progress, for example, unsatisfactory course progress in non-consecutive study periods.
 - d) When a student doesn't pay the fees on time
8. Students can defer their course only under Compassionate or compelling circumstances. These are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include:
 - a) Serious illness or injury (where a medical certificate states that the student was unable to attend Classes)
 - b) Bereavement of close family members such as parents or grandparents (as evidenced by a death certificate)
 - c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - d) A traumatic experience which could include:

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- a. Involvement in, or witnessing of a serious accident
- b. Witnessing or being the victim of a serious crime (As supported by a police report and/or psychologist report)

- e) VIT is unable to offer a pre-requisite unit
- f) Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- g) Any other reason if found valid at the discretion of VIT

8.1 Students will be required to provide evidence of the compassionate or compelling circumstances

8.2 Prior to applying to defer their program students must ensure that they have paid any outstanding fees and have returned all VIT property.

8.3 Prior to approving student's deferral request, the student must make arrangements with finance to continue fee payments during deferment.

8.4 VIT shall inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

8.5 Suspension, deferment may result in extra costs as per the re-assessment Policy.

8.6 In case of deferment/suspension the missed units are subject to availability. Should VIT be unable to offer the units the students did not complete due to deferment, it will be the students responsibility to seek other arrangements to enable them to complete those units required. In this circumstance students will not be entitled to a refund of fees paid.

9. Student's requests and supporting documents will be submitted to a Student Services officer, or in his/her absence a nominated staff member.

9.1 It is the responsibility of the Student Services Officer, or in his/her absence a nominated staff member, to assess the requests, provide the student with a written notification of the outcome and update systems accordingly.

9.2 The following documents should be stored in the students file

- Deferment of Studies Application form
- Supporting documentation
- VIT decision notification to student

ACCESS AND EQUITY POLICY

1. Governing Standards

1.1 Laws and guidelines related but not limited to Access and Equity are available from the related Acts below:
Commonwealth legislation

- a) Disability Discrimination Act 1992
- b) Disability Standards for Education (2005)
- c) Human Rights and Equal Opportunity Commission Act 1986
- d) Age Discrimination Act 2004
- e) Racial Discrimination Act 1975
- f) Sex Discrimination Act 1984

2. Purpose

2.1 The purpose of this Access and Equity Policy is to provide a set of principles which underpin the provision of education services by VIT (Victorian Institute of technology) and a learning environment which is free from discrimination, harassment and victimization

3. Access

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3.1 It is on the responsibility of each individual to research and familiarise themselves with these Acts and Legislations. Each State and Territory has relevant Acts that relate to discrimination, disability and/or equal opportunity; employees may wish to review these as well.

- a) Communication – VIT will use all necessary strategies to inform appropriate employees and students of the services available, their entitlements, and how they can obtain them VIT will also consult with their employees regularly about the adequacy, design and standard of services.
- b) Responsiveness – VIT will be sensitive to the needs and requirements of employees from diverse linguistic and cultural backgrounds and be responsive as far as practical to the particular circumstances of individuals.
- c) Effectiveness – As an educational Institute, VIT will be focused on meeting the needs of employees and students from all backgrounds.
- d) Efficiency – As an educational Institute, VIT will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of all employees.
- e) Accountability – As an educational Institute, VIT will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its employees and Students.

4 Related procedures and Policies

4.1 This Policy should be read in conjunction with all other policies of VIT applicable to the Staff or Students.

5. Equity

5.1 In accordance with the Age Discrimination Act 2004, Racial Discrimination Act 1975, Human Rights and Equal Opportunity Commission Act 1986 and the Sexual Discrimination Act 1985, VIT is committed to protecting the rights of each individual to ensure no individual participant will be discriminated against (and access to courses will not be limited) on the basis of:

- a) Gender
- b) Sexual orientation
- c) Race
- d) Religious or political conviction
- e) Disability (learning)
- f) Age
- g) Training services are delivered in a non-discriminatory, open and respectful manner

5.2 An individual may be excluded from a particular course/ services if:

- a) It is based on a genuine occupational qualification that requires a specific ability that the student may not have
- b) Where a person has a criminal history which impacts on the requirements of the course/ service being provided
- c) A student requires delivery in a language other than that being offered by VIT in accordance with the relevant Training Package
- d) Delivery of the course imposes undue financial burden on VIT

6. Related procedures and Policies

6.1 This Policy should be read in conjunction with all other policies of VIT applicable to the Staff or Students.

7. Resources

7.1 This Policy also has a number of Resources that relate to this Policy they are;

- Course Flyers

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- Enrolment Forms
- Student Handbook
- Application, Enrolment and Selection Policy and Procedure

Retention of Records Policy

1. Policy

1.1 Our student records management database software covers our in-house needs and AVETMISS reporting requirements. The program is CLARITY 2000, Online Student & Course Management System. Student records are backed up and archived off-site for security. They can be provided in both electronic and print formats in the event that we cease operation as a registered training organisation

1.2 All records required for the operation of an RTO are retained by VIT for periods consistent with the requirements of the ESOS and SNR standards and other legislation or regulation such as OH&S, taxation, work cover etc. All Government Funded Training Program (GFTP) assessments are to be copied/scanned and retained as per Skills Victoria's requirements.

1.3 As far as possible records are maintained in an electronic form - which means that some original hard copy information is scanned. Any electronic copy is stored on an ongoing basis.

1.4 VIT has designed separate templates for both Certificates and Statements of Attainment. These templates are based on and comply with the template designs in the current AQF Implementation Handbook. The templates are password protected to prevent other staff from making any changes or additions and making the templates non-compliant. Our RTO provider number is clearly shown on each Certificate and Statement of Attainment issued. We also use the NRT logo in accordance with current conditions of use and maintain a copy of NRT logo specifications on file.

2. Record keeping

2.1 Records maintained by the Institute are:

- a) Student enrolments
- b) Student acceptance agreements
- c) Staff profiles detailing qualifications and industry experience
- d) Fees paid and refunds given
- e) Agents Files
- f) Student Results
- g) All other documentation necessary to develop, implement and maintain our quality system.

2.2 Records of results, qualifications and Statements of Attainment for students currently enrolled and students that have ceased studies are stored via electronic data in individual student files. Electronic files are kept up to date and backed up regularly, with the backup copy being securely kept off site.

3. Retention

3.1 All records are stored for retention, archiving and retrieval in accordance with ESOS Act 2000 and SNR standards. In particular the description of records listed in the succeeding paragraphs are maintained.

3.2 Student enrolment records

3.2.1 Information consistent with SNR requirements are securely stored in an electronic form whilst the student is enrolled and for 30 years after ceasing enrolment; such information includes

- a) Family name and first name
- b) Residential postcode
- c) Date of birth
- d) Enrolment/commencement date
- e) Code and title of course
- f) Codes and titles of modules/units of competency
- g) Modules/units of competency assessment results
- h) Credentials and date issued
- i) (ESOS regulations require that the last known residential address of the student to be retained for two years post cessation of studies.)

3.2.2 All hard copy files of student's enrolments are retained and then destroyed after 2 years of the student ceasing enrolment. (For international students the date for cessation is the end date of the COE or the date of

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notification of cancellation to PRISMS). All GFTP enrolment documents are retained as per Higher Education and Skills Group (formerly Skills Victoria)'s requirements.

3.2.3 Student acceptance agreement: Consistent with the requirements of ESOS regulations all signed copies of student acceptance agreements are maintained for a minimum period of two years post the cessation of the student's enrolment.

3.2.4 Assessment records

- a) Documented academic records and management procedures
- b) All final results of assessments on a unit of competency basis are securely stored in an electronic form consistent with SNR requirements whilst the student is enrolled and for 30 years after ceasing enrolment.
- c) Individual assessment material completed or submitted by students is not retained by the institute and will be forwarded for recycling as part of our participation in reducing the carbon emissions after 2 weeks from the date of the unit feedback is sent by e mail if no complaint is received.
- d) Unit of competency files, which include a sample of an individual student's assessments are stored in hard/electronic copy and maintained for a period of 12 months.
- e) All GFTP assessments to be copied/scanned and retained as per Skills Victoria's requirements
- f) Assessments procedures and tasks provided to students are maintained as part of the continuous improvement and version control processes of the institute. Namely the following information on assessment are continuously available (subject to continuous improvement processes) for assessments
- g) For each unit of competency (or cluster of competencies)
 - a. Clear advice to students as to how the unit(s) is/are being assessed.
 - b. Assessment tasks for the unit(s) that are consistent with and meet the requirements of the unit(s) of competency
 - c. A mapping of skills, knowledge and critical aspects of evidence and employability skills against assessment tasks
 - d. An indication of how industry was involved in the development of the assessment approaches.
 - e. A clear set of assessment criteria/model answers for each assessment task.
 - f. An overall assessment record for the unit(s) of competence to show achievement of the participant against each of the specified assessment tasks is emailed to each student, and student's are asked to contact the VET Co-ordinator with any discrepancies.
 - g. A documented assessment validation approach
 - h. Information for assessors on the process of assessment used by the institute

3.3 **Training and assessing Staff records**

3.3.1 Information consistent with SNR requirements is securely stored in an electronic form and/or hard copy form whilst the staff member is employed by the Institute; such information includes:

- a) Personal details including full name and contact details.
- b) Employment contract/letter of offer- signed by both parties.
- c) Position description.
- d) Skills matrix- signed by staff member as being true and accurate.
- e) Copies of Training and assessment qualifications (including name of qualification, awarding institution, date of issue) – all verified.
- f) Copies of Vocational qualifications (including name of qualification, awarding institution, date of issue)–all verified.
- g) CV – signed by staff member as being true and accurate
- h) Evidence of contact with referees.
- i) Induction program (including an awareness of institutes obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations)– signed by both parties
- j) Evidence of professional development

3.3.2 All hard copy records of assessment and training staff are retained and destroyed 12 months of the cessation of employment.

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3.3.3 After cessation of employment the institute maintains, in an ongoing way for a minimum period of 7 years, an electronic summary of the employment of the staff member indicating

- a) Personal details including full name
- b) Period of employment
- c) Role undertaken including units delivered and assessed.
- d) Details of Training and assessment qualifications (including name of qualification, awarding institution, date of issue)
- e) Details of Vocational qualifications (including name of qualification, awarding institution, date of issue)
- f) Record of professional development

3.3.4 Any information relating to the staff members' involvement in making or being a subject of any complaints and appeals, reportable accidents, work cover or superannuation claims and ill health etc should also be retained for a period of 7 years.

3.4 **Agent's records**

3.4.1 Information consistent with ESOS requirements is securely stored in an electronic form and/or hard copy form whilst the agent is engaged by the Institute; such information includes

- a) Agent agreement
- b) Results arising from evaluation and continuous improvement/quality assurance processes.
- c) Agent profile/information
- d) Any corrective action information/letters
- e) Samples of communication with agents
- f) Reports of visits to agents
- g) Annual report by marketing manager on agent performance

3.4.2 All hard copy records of agents are retained and destroyed 12 months after the cessation of contract.

3.4.3 After cessation of employment the institute maintains, in an ongoing way for a minimum period of 2 years, an electronic summary of the engagement of the agent indicating:

- a) Name of Agent
- b) Period of engagement
- c) Comment on performance during the period

3.5 **Fees paid and refunds given**

3.5.1 Information consistent with the requirements of the Australian Taxation Office and/or ESOS Act and Tuition Assurance Fund is maintained and retained by the institute. All fees paid and refunds given to students are retained for a minimum period of 7 years from date of transaction.

3.6 **Accidents or critical incidents**

3.6.1 All files relating to accidents causing reportable injury to staff or students and any files relating to the occurrence or management of critical incidents are retained for a period of 7 years from the date of the injury or critical incident.

3.7 **Complaints and appeals**

3.7.1 All files relating to complaints and appeals (other than appeals relating to assessment results) should be retained for a period of 7 years

3.8 **All other documentation necessary to develop, implement and maintain the institute's quality system.**

3.8.1 The institute maintains information on the following aspects of its operations in an electronic form. Such information includes but not limited to:

- a) Agendas and Minutes of meetings
- b) Policies and procedures and associated Performance
- c) Marketing materials and activities
- d) Continuous improvement schedules and activities
- e) Facilities and equipment inventory
- f) Learning resources
- g) Capital works/leases
- h) Templates of Award Certificates and Statements of Attainment
- i) Applications/submissions to regulatory authorities including ASQA

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- j) Communication with regulatory authorities
- k) All hard copy records relating to the above information are maintained for a minimum period of 2 years for the purposes of continuous improvement and audit.
- l) All electronic records relating to the above are retained and available on an ongoing basis with version control and/or subject to continuous improvement activities.

4. *Student Academic Records Management Procedures*

4.1 *Flow chart of assessment completion and outcome recording process is attached as Annexure I to this Policy*

*Annexure I
(Refers to para 4 of Retention
of records Policy)*

Student Academic Records Management Procedures

Flow chart of assessment completion and outcome recording process

Trainer gives written information/instructions to each student on how each unit will be conducted and assessed. Trainer then communicates a clear explanation of the information/instructions given.

Student completes assessment and submits to trainer together with assessment cover sheet. All sections of coversheet **must** be filled in and then trainer issues the student with the receipt of submission (bottom section of coversheet). Students are advised to retain a copy of their work for their own records

Trainer records result on assessment cover sheet and also softcopy excel results sheet for unit, both are submitted to EDP for verification and recording of student result via electronic data system.

EDP verifies student's work/result and retains sample of a student's work in each method of assessment for each unit of competency. This sample is then copied/scanned to keep on file as a sample for continuous improvement and/or audit.
All Government Funded Training Program (GFTP) assessments to be copied/scanned and retained as per Skills Victoria's requirements.

EDP will upload the electronic results sheet to the Electronic data program. Results will be available to be viewed on the database.

EDP sends out outcome/feedback of unit to student by electronic mail.

Any student complaints or discrepancies can be forwarded to the VET Co-coordinator for rectification as per VIT's Complaints and Appeals procedure.

As a member of Climate Alliance Limited all student's assessments will be forwarded for recycling as part of our participation in reducing the carbon emissions after 2 weeks from the date of the unit feedback is sent by e mail if no complaint is received.

My Student Survival Page

EMERGENCY 000 or **112 from my mobile (to override key locks)**

Government Departments

DIAC – Department of Immigration & Citizenship
131 881 www.immi.gov.au

ATP – Australian Taxation Office
Tax File Number: **132 861** www.ato.gov.au

Health Cover

AHM (Australian Health Management)
134 246
www.ahm.com.au/osch

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International Student Visa conditions

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

The following table describes the mandatory conditions that are attached to **all** Student visas in the following subclasses.

No.	Subclasses	Description
8105	All Mandatory only where Student visa granted on or after 26 April 2008 Discretionary where Student visa granted before 26 April 2008	<p>You cannot work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course). Note: No work limits apply during recognised periods of vacation offered by your education provider.</p> <p>You cannot undertake work until you have commenced your course in Australia. *A week begins on a Monday and ends on the following Sunday.</p>
8202	All	<p>You must remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). Note: a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). See: CRICOS website</p> <p>You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider. You must maintain adequate arrangements for health insurance during your stay in Australia.</p>
8501	All	<p>Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).</p>
8516	All	<p>You must continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.</p>
8517	All	<p>You must maintain adequate schooling arrangements for your school-age dependents who joined you Australia on a student dependent visa for more than 3 months.</p> <p>If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.</p> <p>To maintain adequate arrangements for welfare you must stay in Australia with:</p>
8532	All (except 576)	<ul style="list-style-type: none"> • your parent or legal custodian or • a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or • Accommodation, support and general welfare arrangements that have been approved by your education provider. <p>Note: You must not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.</p>

8533	All	<p>You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change. You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.</p> <p>You are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> • 570 • 572 • 573 • 574 • 575
8534	Assessment Level 3 and 4 applicants only, where the course duration is 10 months or less.	<ul style="list-style-type: none"> • a Student visa with Permission to Work Note: if you apply for and are granted Permission to Work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8534 • a further Student Guardian visa or • a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>You are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> • a Student visa with permission to work Note: if you apply for and are granted permission to work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8535 • a Student visa that is supported by the sponsoring government agency or • a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorized by your visa.</p>
8535	576	<ul style="list-style-type: none"> • a Student visa with permission to work Note: if you apply for and are granted permission to work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8535 • a Student visa that is supported by the sponsoring government agency or • a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorized by your visa.</p>

Discretionary Conditions

The following table describes the discretionary conditions relating to each subclass that **may** be attached to a Student visa.

No.	Subclasses	Description
8101	All	<p>You cannot work in Australia. Note: You may apply for a new Student visa with Permission to Work when you have arrived in Australia and commenced your course. See: Working While Studying</p>
8203	<ul style="list-style-type: none"> • 573 • 574 • 576 	<p>You must not change your course, or your thesis or research topic, unless the department has granted approval.</p> <p>You must not undertake or change a course, or a thesis or research topic for a:</p> <ul style="list-style-type: none"> • graduate certificate • graduate diploma • masters degree • doctorate or • a bridging course required as a prerequisite to a course of study or research for a master degree or a doctorate. <p>unless the department has granted approval.</p>
8204	<ul style="list-style-type: none"> • 570 • 571 • 572 • 575 	<p>You must not undertake or change a course, or a thesis or research topic for a:</p> <ul style="list-style-type: none"> • graduate certificate • graduate diploma • masters degree • doctorate or • a bridging course required as a prerequisite to a course of study or research for a master degree or a doctorate. <p>unless the department has granted approval.</p>

8303	All	You must not become involved in any activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.
8523	All	Your family unit members must not leave Australia later than you. You are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none"> a Student visa with Permission to Work Note: if you apply for and are granted Permission to Work, this will change only the work conditions on your student visa, all other conditions will remain the same including 8534
8534	All (except 576)	<ul style="list-style-type: none"> a Graduate-Skilled (subclass 497) visa a further Student Guardian visa or a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa. You are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> a Student visa with permission to work Note: if you apply for and are granted permission to work, this will change only the work conditions on your student visa, all other conditions will remain the same including 8535
8535	All (except 576)	<ul style="list-style-type: none"> a Student visa that is supported by the sponsoring government agency or a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>

My Important People & Places

SECTION 5

Social and Cultural

www.vit.edu.au

CRICOS provider number: 02044E

Section 5: Social and Cultural

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Adjusting to Life in Australia:



While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

➤ Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

➤ Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

➤ Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

➤ Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

➤ Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

➤ Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

➤ Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

➤ Finally, relax and enjoy the journey!

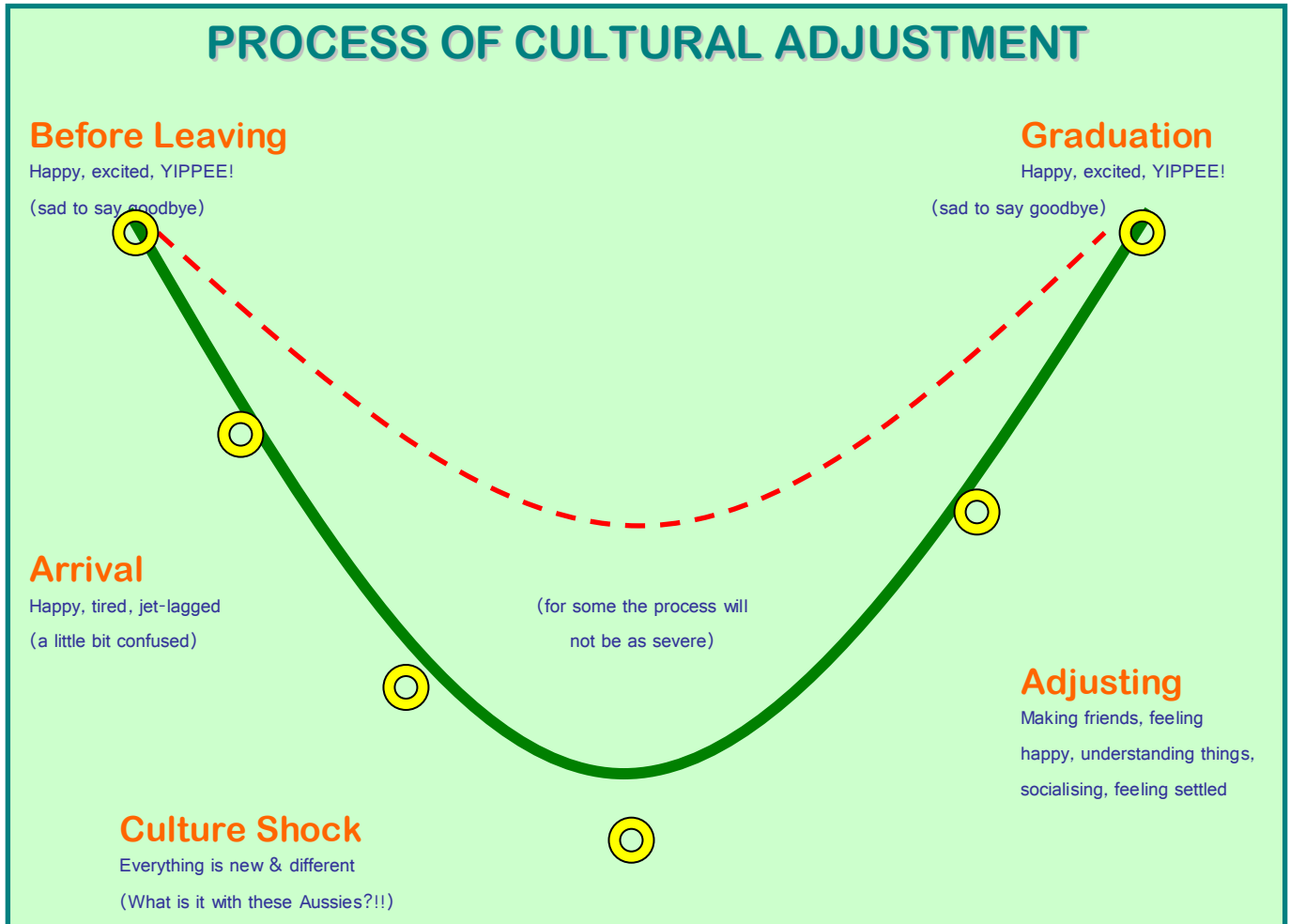
(Source: Macquarie University)

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Culture Shock:



Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.



Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

- Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
- Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
- Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new

language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Australian Culture:



Social Customs

Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.



You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards. Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches. People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.



Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, '**Excuse me**' to get a person's attention and '**sorry**' if we bump into them. We also say, 'Excuse me' or '**pardon me**' if we burp or belch in public or a person's home.

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You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.



For more information on Australian slang visit: www.cultureandrecreation.gov.au/articles/slang

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Responding to an Invitation

- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *repondez s'il vous plait* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Citizenship)

Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

Public Holidays & Special Celebrations:



Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

Australia Day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.



Easter

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Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

Easter Traditions

- Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable



foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.



- Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day



Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service

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usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "TWO-UP". A game of chance played by the ANZACS where money is wagered on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

Queen's Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a "Cup Sweep" where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.



Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

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In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.



Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race:** the "Sydney-to-Hobart" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)



Sports & Recreation:



City Baths

Melbourne City Baths is your total health, fitness and wellbeing centre. In this unique, heritage-listed building, the Baths offers a wide and diverse range of services and facilities, from the largest swimming pool in the CBD to its state-of-the-art gymnasium and cardio studio. It also includes a comprehensive range of group fitness and wellness programs to suit all fitness levels and interests.

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Location

City Baths
438 Swanston Street,
Melbourne VIC 3000
Tel.:9663 5888
mcb@melbourne.vic.gov.au
www.melbournecitybaths.com.

Etihad Stadium

Etihad Stadium (previously known as Telstra Dome) is one of Australia's leading multi purpose venues designed to cater for major sporting and entertainment events hosting up to 55,000 seated patrons. The stadium is situated in the heart of Melbourne's Docklands precinct, just minutes away from the CBD.

Etihad Stadium is the only football stadium in the Southern Hemisphere with a fully retractable roof, taking only 8 minutes to close. Etihad Stadium not only plays host to AFL matches but has also to many international entertainment acts and sporting events including, U2, Robbie Williams, Barbara Streisand and Bon Jovi, The State of Origin, ICC World XI Cricket Series, The Melbourne Victory Grand Final as well as hosting the International Rugby 7's at the 2006 Commonwealth Games.

Location

Etihad Stadium
130-148 Harbour Esplanade
Docklands VIC 3008
Tel.:8625 7700
enquiries@telstradome.com.au
www.telstradome.com.au

Flemington Racecourse

Flemington is the best-known and oldest continuing metropolitan racecourse in Australia. It is the most significant racing heritage site in the country and in 2006 it was placed on the National Heritage List. The first race meeting held here was on the rough river flats beside the Maribyrnong River in March 1840 when Melbourne as a town was barely five years old. Flemington has also been a great centre for horse training.

Location

500 Epsom Road
Flemington VIC 3031
customerservice@vrc.net.au
www.flemington.com.au

MCG

Since the Melbourne Cricket Club moved to the ground in 1853, the MCG has established a marvellous history, hosting international cricket including the first-ever Test and the 1992 World Cup final, countless VFL/AFL Grand Finals, and the 1956 Olympic Games.

Location

Mcg 120 Brunton Avenue
Jolimont VIC 3002

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Tel.:9657 8888

contactus@mcg.org.au

www.mcg.org.au

Rod Laver Arena

Since 1988, Rod Laver Arena has been best known as the venue for the Australian Open tennis finals; however it is also where almost every famous entertainer in the world has performed. The stadium's versatile nature has seen everything from rodeos, motocross, swimming championships and basketball to children's shows.

Location

Rod Laver Arena, Melbourne Park

Batman Avenue

Melbourne VIC 3004

Tel.:9286 1600

enquiries@mopt.vic.gov.au

www.mopt.com.au

Melbourne Park

Description

Melbourne Park (originally called the National Tennis Centre) is best known as the venue for the Australian Open tennis Grand Slam tournament, held here since its construction in 1988. The area incorporates Rod Laver Arena, Vodafone Arena, Margaret Court Arena, over 20 outside courts and the Melbourne Park Function Centre.

Melbourne Park's venues host all manner of sport and entertainment, functions and exhibitions. Major tenants include Tennis Australia and NBL team South Dragons.

Location

Melbourne Park

Batman Avenue

Melbourne VIC 3004

Tel.:9286 1600

enquiries@mopt.vic.gov.au

www.mopt.com.au

Entertainment:



Melbourne Zoo

Be filled with wonder as you explore the award-winning Melbourne Zoo. With more than 300 species of animals from all over the world, you won't believe that you're only 4km from the CBD. Stroll with the lush tropical surrounds of the Asian and African Rainforests and be amazed by the rich wildlife that plays an important role in education, research and conservation.

Walk the award-winning Trail of the Elephants and see our Asian elephants, watch the orang-utans swing through their exciting new sanctuary and visit the gorillas in their rainforest. See Australia's unique wildlife – penguins, koalas, kangaroos, platypus and wombats, plus much, much more.

Location

Melbourne Zoological Gardens

Elliott Avenue

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Parkville VIC 3052
Tel.:9285 9300
mz@zoo.org.au
www.zoo.org.au

Eureka Skydeck 88

Nothing you have ever experienced will prepare you for the inspiring views from the highest viewing platform in the Southern Hemisphere at Melbourne's Eureka Tower, currently the world's tallest residential building. Two dedicated lifts propel visitors to Level 88 in under 40 seconds and only Skydeck 88 can give you the world's only "Edge Experience" – a switchable glass cube which slides out from the building – with you inside!

Apart from the unforgettable panorama, Skydeck 88 entertains the entire family with a host of activities and fascinating facts.

Location

7 Riverside Quay
Southbank VIC 3006
Tel.:9693 8888
info@eurekaskydeck.com.au
www.eurekaskydeck.com.au

Docklands

Why not discover a fresh perspective of the city at Melbourne Docklands, just minutes from the city centre. Situated on the sparkling Victoria Harbour, Docklands is fast becoming one of the world's most exciting urban domains with a dynamic mix of residential, commercial, retail and leisure activities.

A thriving hub for locals and visitors, the ever changing Docklands is a picturesque playground filled with award-winning restaurants, stylish bars, relaxing cafes and promenades, spectacular urban art, historical wharves, marinas and parkland.

Hunt down bargains at DFO Spencer Street, go open air shopping at Harbour Town, Waterfront City, or take in the local shopping strip vibe of Merchant Street, Victoria Harbour.

And then, when your feet (or wallet) can take no more, wind down at a café in front of a sparkling marina.

Federation Square

Federation Square is Melbourne's meeting place and unique cultural precinct, and is one of the most visited tourist attractions in Victoria - receiving over 40 million visits to date.

Federation Square is home to The Ian Potter Centre: NGV Australia; ACMI; Champions – The Australian Racing Museum; and the National Design Centre, as well as a wide range of restaurants, cafés, bars and shops. The Melbourne Visitor Centre is also located at Federation Square, providing a one-stop shop for information on Melbourne for local, interstate and international visitors alike.

Location

Federation Square
2-20 Swanston Street
Melbourne VIC 3000
Tel.:9655 1900

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info@fedsquare.com

www.fedsquare.com

Melbourne Museum

Melbourne Museum explores life in Victoria, from our natural environment to our culture and history. Located in Carlton Gardens opposite the historic Royal Exhibition Building, the award-winning Melbourne Museum houses a permanent collection in eight galleries, including one just for children.

Highlights include a complete skeleton of a blue whale, the Bunjilaka Aboriginal Cultural Centre, a living rainforest, the racehorse Phar Lap and an IMAX theatre on site.

Location

Melbourne Museum

11 Nicholson Street

Carlton VIC 3053

Tel.:13 11 02

www.museumvictoria.com.au/MelbourneMuseum/

Her Majesty's Theatre

Her Majesty's Theatre, affectionately known as 'The Maj', is one of Australia's leading theatres, combining comfortable seating, exceptional sightlines and the industry's greatest productions. Modern facilities and its rich, historic setting and beautiful Art Deco interiors make The Maj a venue of choice.

Location

219 Exhibition Street

Melbourne VIC 3000

Tel.:8643 3300

jesse@hmt.com.au

www.hmt.com.au

Eating Out:

Melbourne hosts a wide variety of restaurants, these being some of the most visited restaurants.

R.Bar

The R.Bar features an exclusive menu consisting of traditional northern Italian cuisine, which features only the freshest ingredients. A young and vibrant bar is situated below the restaurant, so it is always possible to have that cocktail, or, perhaps a hearty breakfast. The establishment caters for special functions, all of which are individually tailored to suite your style.

67 Beach St

Port Melbourne VIC 3207

Brunetti

Brunetti began trading in 1985 as an authentic Italian Pasticceria located in Carlton, Melbourne. Since then, the business has grown into one of Melbourne's iconic cafes, and has branched off into the heart of Melbourne's CBD, the City Square.

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214 Flinders Lane
Melbourne VIC 3000

The Point

Dining day or night, the view from The Point Restaurant is one of the best Melbourne has to offer. The space is stylish and modern, combining award winning cuisine by Bocuse d'or competitor, Executive Chef Scott Pickett and an impressive wine list. The Point showcases Australia's finest beef from Victoria, Cape Grim Tasmania and the Clare Valley South Australia, delivering our guests with a contemporary approach to classic dishes

Aquatic Dr Melbourne Grand Prix Circuit, VIC 3206 - (03) 9682 5566

Gaylord Indian Restaurant

Offering tandoori food with all the ingredients in the right places, the familiar dishes of this inner-city Indian bear a distinct resemblance to the suburban variety most of us are used to, but far surpass it in quality. Northern Indian cuisine is given the respect it deserves, by people who understand the complexity of the spices and scents and know how to get the best out of the traditional tandoori oven. The worn, cosy environment and great-value meals are enough to inspire the sort of loyalty normally reserved for the aforementioned local takeout.

4 Tattersalls La
Melbourne 3000 VIC
Phone: (03) 9663 3980

Verge

Sitting on a corner overlooking Fitzroy Gardens, the Denton Corker Marshal designed Verge inhabits a dramatic, uncluttered space with a downstairs bar, a second level dining room and the top floor restaurant. Dallas Cuddy is in command of the kitchen and in the tradition of the previous chef (and continuing co-owner) Karen White, his food is exquisitely light and clean. He has also added a strong Japanese influence to the dishes - a result of his past experience at London's Nobu. Simon Denton runs the floor like a master tactician and, as one of Australia's best sommeliers, will recommend the perfect liquid accompaniment for your meal.

Flinders Lane
Melbourne 3000 VIC

Religion & Faith:



Christianity

St Mary Star of the Sea Catholic Church

33 Howard Street
West Melbourne, VIC 3003, (03)9328 3203
Coptic Catholic Church

103 Wellington St
Flemington, VIC 3031
(03) 9376 8773

Hawthorn West Baptist Church

36 Barton Street
Hawthorn, VIC 3122
(03) 9818 8964

Faith Baptist Church

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111 Anderson Road
Fawkner, VIC 3060
(03) 9018 9538

Islam

Islamic council of Victoria

66 Jeffcott St,
West Melbourne, VIC 3003
(03) 9328 2067

Islamic Society of Victoria

90 Cramer Street
Preston, VIC 3072
(03) 9470 2424

Newport Mosque

1 Walker St
Newport, VIC 3015
(03) 9391 0449

Judaism

Melbourne City Synagogues

488 Albert Street
East Melbourne, VIC 3002

Synagogues St Kilda Hebrew Congregation

12 Charnwood Grove
St Kilda, VIC 3182
(03)9537 1433

Elwood Synagogue

39 Dickens Street
Elwood, VIC 3184
(03) 9531 1547

Hinduism

Kundrathu Kamaran Temple

139 Gray Court
Rockbank, VIC
(03) 9747 1135

Shirdi Sai Sansthan

32 Halley Avenue (corner of Toorak Road and Eddy Street)
Camberwell, VIC
(03) 9762 8232

Melbourne Murugan Temple

17-19 Knight Avenue
Sunshine, VIC 3020
(03) 9310 9026

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Buddhism

Buddhist Society of Victoria

71-73 Darling Street
East Malvern, VIC
Quang Ming Buddhist Temple

18 Burke Street
Maribyrnong, VIC

Sikhism

Sikh Temple Melbourne

127 Whitehorse Road,
Blackburn, VIC 3130
(03) 9894 1800
Gurdwara Sahib

116 Tyler Street
East Preston, VIC 3072

Jainism

Melbourne Shwetambar Jain Sangh

3 Rice Street
Moorabbin, VIC 3189
(03) 9555 2439

Home Fire Safety:



International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.



Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.



Electricity

The safe use of electricity assists in preventing house fires.

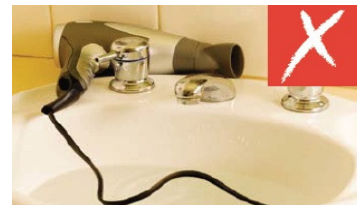
- **Improper use of power boards and double adaptors can lead to fires.**

- A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.



- **Be careful to keep electrical appliances away from water.**

A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.



- **Computers, monitors and TVs can overheat and cause fires even when not in use.**

They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.



- **Light globes can become very hot.**

It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.



Heaters

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.



Candles, Oil Burners and Cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
 - DO NOT use water to put out an oil fire.
 - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.
-



Plan Your Escape

In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call **000**.

(Source: Metropolitan Fire Brigade, Melbourne. www.mfb.vic.gov.au)

Sun Safety:



Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears



5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety:



Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe

F Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.



L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

G Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

S Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember – **NEVER**

Never swim at unpatrolled beaches

Never swim at night

Never swim under the influence of alcohol

Never run and dive into the water

Never swim directly after a meal



The Surf Environment

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water



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- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

Surf Skills

Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.



(Source: Surf Lifesaving Australia)

Bush & Outback Safety

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.
In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

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- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.



Advice for Motorists Caught in Bush Fires



Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

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In the Outback



Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.



- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- **If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.**
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

(Source: Visit Victoria. com)



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Storm Safety:



Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.



You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.



The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

Dangerous Animals & Plants:



Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- **Take care to avoid marine stingers.**
- Do not enter water where crocodiles may live.

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Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. **For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.**

General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings:

- Seek or apply basic first aid.
- Wash with soap and water and apply an antiseptic if available. Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection.

www.health.qld.gov.au/poisonsinformationcentre/bits_stings

(Source Queensland Health)

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[Central Queensland University](#)

[Charles Darwin University](#)

[Curtin University of Technology](#)

[Griffith University](#)

[Education and Training International WA](#)

[La Trobe University](#)

[Macquarie University](#)

[Monash University](#)

[Education Queensland International](#)

[Queensland University of Technology](#)

[Southbank Institute of Technology](#)

[Study Queensland](#)

[Study Victoria](#)

[TAFE NSW](#)

[TAFE Queensland](#)

[TAFE South Australia](#)

[University of Adelaide](#)

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