



## STUDENT HANDBOOK

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### About the Student Handbook

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

### Disclaimer

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



## CONTENTS

WELCOME .....	4
CONTACTING VIA EDUCATION.....	5
ABOUT VIA EDUCATION .....	6
IMPORTANT INFORMATION .....	7
Who to speak to if you need assistance?.....	7
Your student ID card.....	8
Overseas Student Health Cover (OSHC).....	8
Critical Incidents .....	8
Evacuation Drills.....	9
Health, Safety and Courtesy on Campus.....	9
Fee Payment Details .....	10
Late Payment Penalty Fee .....	10
Overdue Fees.....	11
Financial Hardship.....	11
Updating your Contact Information .....	11
Privacy .....	11
Deferral, Suspension and Cancellation of Enrolment Policy and Procedure .....	13
Student Transfer Policy and Procedure .....	17
Complaints and Appeals Policy and Procedure .....	21
'No Children in the Campus' Policy.....	26
CAMPUS FACILITIES.....	28
Entering and Leaving the Campus.....	28
Emergency Facilities .....	28
Dining Facilities .....	28
Wi-Fi Access .....	28
Student Kitchen Facilities .....	29
RELEVANT LEGISLATION.....	30
YOUR STUDIES.....	31



Recognition of Prior Learning and Credit Transfer Policy and Procedure .....	31
Assessments .....	33
Course Progress Monitoring Policy and Procedure.....	38
Academic Misconduct Policy .....	45
Certification Issuance Policy and Procedure.....	47
The eLearning Portal .....	48
IT Facilities and Printing Facilities on campus .....	49
Library Facilities .....	49
<b>STUDENT RESPONSIBILITIES .....</b>	<b>50</b>
Attendance .....	50
Punctuality.....	50
Student Visa Requirements .....	50
Discrimination and Harassment.....	51
Health and Safety .....	51
Drugs and Alcohol .....	51
<b>STUDENT SUPPORT.....</b>	<b>52</b>
Accommodation.....	52
Orientation Session .....	52
Counselling .....	52
English and Academic Support.....	53
Healthcare providers .....	53
Other support providers.....	53
<b>LIVING IN SYDNEY .....</b>	<b>55</b>
Public Transport .....	55
Working while studying.....	55
Banks .....	55
Entertainment.....	56



## WELCOME

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

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

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

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

Thank you,  
TEAM VIA



VIA EDUCATION

## CONTACTING VIA EDUCATION

### *Our Location*

Levels 4&5, 565 George St  
SYDNEY NSW 2000

### *Reception Hours*

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

### *Contacting Us*

Telephone:	(02) 9261 5616
Email:	<a href="mailto:info@via.edu.au">info@via.edu.au</a>
Website:	<a href="http://www.via.edu.au">www.via.edu.au</a>

## ABOUT VIA EDUCATION

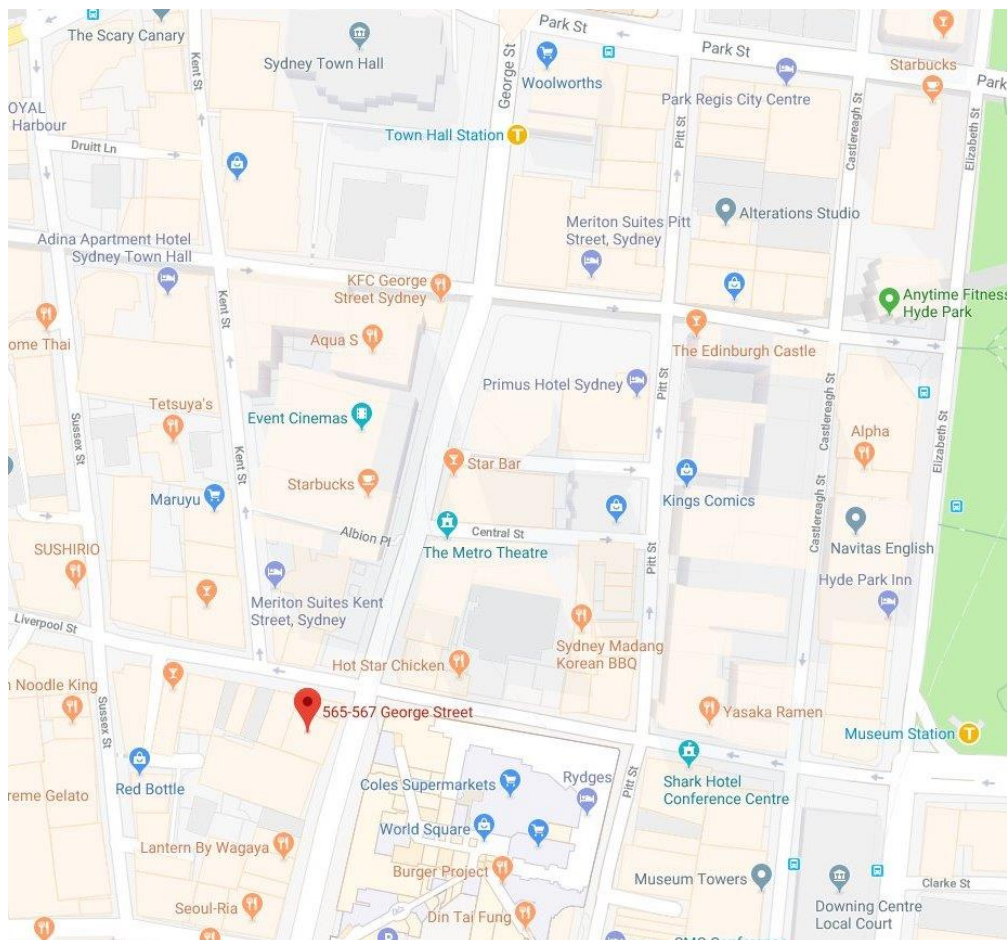
VIA EDUCATION welcomes students worldwide seeking a rewarding educational experience and a taste of the Australian lifestyle.

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

We engage with the industry to ensure our course content is current and meets the needs of evolving workplaces. Our dedicated Trainers and Assessors provide you with up-to-date knowledge and skills to succeed during and after your studies.

### *Our Location*

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



## IMPORTANT INFORMATION

### Who to speak to if you need assistance?

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

At any time, if you have a problem or require support, please see the staff at our Reception Desk. They are the first point of contact and help you to find the best person to support you.

Who can I talk to?	You can contact them:
Trainers and Assessors	<ul style="list-style-type: none"> <li>If you have assessment related enquiries</li> <li>To get feedback on assessment activities</li> <li>To get information on assessment and training schedules</li> <li>To know about training and assessment outcomes</li> <li>If you have attendance related queries</li> </ul>
Student Services Team	<ul style="list-style-type: none"> <li>If you have general enquiries</li> <li>To notify your change of address</li> <li>If you require first aid while on campus</li> <li>If you have qualification/certificate issuance enquiries</li> <li>To apply for leave or course variations</li> <li>For payments and related enquiries</li> <li>If you need to lodge complaint or appeal</li> <li>If you have health cover (OSHC) enquiries</li> </ul>
Academic Support Team	<ul style="list-style-type: none"> <li>If you have course related enquiries</li> <li>If you have timetable enquiries</li> <li>For reassessment related enquiries and support</li> <li>For course progress and re-enrolments related support</li> <li>For resource related enquiries</li> <li>For general academic support</li> </ul>

## **Your student ID card**

Your student ID card will be issued in the first week of your course. Always keep it with you.

### ***Discounts available to students***

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

### ***Replacing a lost or damaged card***

Please ensure you take care of your Student ID card. Should you require a replacement card please see the Student Services Team at our Reception Desk. A fee of \$10 applies to replace a card.

## **Overseas Student Health Cover (OSHC)**

If you are in Australia on a student visa, you must have health cover for your entire visa duration. If your health cover expires during your time in Australia, you must renew it immediately.

If you have requested VIA EDUCATION to arrange your cover at the time of your enrolment, our Student Services Team will send you a message when your membership ID card is ready for collection. Please allow up to two weeks after you commence your course.

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

## **Critical Incidents**

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

### ***On-Campus Incidents***

If the incident happens within VIA EDUCATION's campus premises, staff, students or visitors involved or witnessing a critical incident should immediately contact the emergency services - fire, police or ambulance (000). Student Services Staff members are responsible for receiving work health and safety reports.





### ***Off-Campus Incidents***

Suppose the incident occurs outside VIA EDUCATION's campus premises. In that case, any student or staff involved in the incident must contact the Student Services Team or Managing Director and report the issue immediately. The numbers to contact are: (02) 9261 5616 or 0451 203 495.

### **Evacuation Drills**

Regular evacuation drills are held throughout the year to prepare for an emergency. Please ensure you familiarise yourself with floor plans and emergency exit locations.

If the building's alarm sounds, exit via the closest emergency exit. Never use the lift during an emergency evacuation.

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

### **Health, Safety and Courtesy on Campus**

Out of respect for your fellow students and staff members, please note the following:

#### ***Dress code***

At all times, students should wear neat attire while on campus. For health and safety reasons, you must always wear footwear.

#### ***Eating and Drinking***

Eating and drinking are only allowed in the student kitchen or outside the campus. You can only bring bottled water to classrooms.

#### ***Smoking***

Smoking is prohibited anywhere in the building or immediately outside the entry door.

#### ***Mobile Phones***

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

## Fee Payment Details

You must pay your course fees by the due dates in your Letter of Offer and Student Agreement. Please refer to the payment methods on the Letter of Offer and Student Agreement or the fee-due reminder emails.

VIA EDUCATION sends you fee due reminders via email when your fees are due. Please let us know if you change your email address or mobile telephone number so we can keep your details current.

## Late Payment Penalty Fee

If VIA EDUCATION doesn't receive the payment by the due date, it will charge a progressive late payment penalty fee. The late payment penalty fee is automatically added to your account if you miss a payment by the due date. You will receive an email and SMS with the late payment penalty fee information.

The progressive late payment fee structure is as below:

Up to 7 days overdue	\$100
8 days to 14 days overdue	another \$50
15 days to 21 days overdue	another \$50
22 days to 28 days overdue	another \$50

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

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



## Overdue Fees

Students with fees over two (2) days overdue risk having their enrolment cancelled.

Students with outstanding fees will be:

- excluded from classes and assessments;
- have their documents withheld; and
- suspended from the computer network and e-Learning portal.

## Financial Hardship

If you are experiencing difficulties paying your fees as they fall due, it is important to come and talk to us in person as soon as possible. We can arrange a payment plan for short-term financial hardship in certain limited circumstances. To access this support, you must provide evidence showing genuine short-term financial hardship caused by compassionate and compelling circumstances beyond your control.

## Updating your Contact Information

VIA EDUCATION must hold your current contact information on file. Your student visa requires you to notify us of the contact details change within seven (7) days.

Please ensure that the mobile telephone number and email address on file are always correct. You must notify VIA EDUCATION of any change in your contact details during your course of study within seven (7) days. To update your details, please see Student Services Team.

We will email you every six (6) months to verify your contact details.

## Privacy

VIA EDUCATION is committed to ensuring the privacy of its stakeholders at all times. The National Privacy Principles (NPPs) contained in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 bind it.

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

VIA EDUCATION must disclose personal information to third parties, such as government and regulatory agencies, to provide students with training and assessment services for legal

and regulatory requirements. You are made aware of this as part of the enrolment process and the Student Agreement you sign.

### ***Data Quality and Security***

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

VIA EDUCATION is committed to protecting the privacy of personal information. It takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.

VIA EDUCATION destroys information when it is no longer needed for its purpose or after the required retention period defined by Commonwealth and State legislation.

VIA EDUCATION will take all reasonable steps to ensure the security of physical files, computers, networks and communications.

### ***Access and correction of personal information***

You have a right to access the personal information we store about you. If you find that the information VIA EDUCATION holds about you needs to be updated, you can request in writing to correct it. If you wish to access your information, then VIA EDUCATION request you that you:

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

Overseas Students' visa condition requires them to notify VIA EDUCATION of their change of contact details within seven days of the change. Students must email their notification or complete the *Change of Contact Details Notification Form*. VIA EDUCATION processes requests within 20 working days.

## Deferral, Suspension and Cancellation of Enrolment Policy and Procedure

### ***Policy Statement***

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

VIA EDUCATION will assess all applications for deferment or suspension within two working days upon receiving the full supporting evidence.

### Deferrals

Students can request to defer their studies due to the following:

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

### Suspensions

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

VIA EDUCATION may suspend student's enrolment for academic misconduct.

In the event of a suspension, there will be no reduction in the tuition fees or change of due dates, and the student must bear any additional costs in completing the enrolled course.

### Cancellations

Students can request to withdraw from a course or package and provide supporting evidence. If the course or package has already started, students must give VIA EDUCATION at least four weeks' notice before their next fee due date. If they don't provide this notice, they'll have to pay a cancellation fee equivalent to four weeks of tuition fees.

Students must also pay any outstanding fees before VIA EDUCATION can finalise withdrawal application.

VIA EDUCATION may cancel a student's enrolment due to:

- criminal activity
- sexual harassment of staff, students or trainers
- verbal or physical abuse of staff, students or trainers
- threatening a student, staff or trainer



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- bullying a staff, student or trainer
- failure to pay fees
- erratic course progress

If a student cancels their course or package, refunds will be handled according to the Refunds Policy.

### Appeals

Students have the right to appeal a decision by VIA EDUCATION to suspend or cancel their enrolment. VIA EDUCATION will only report the change in enrolment in PRISMS upon concluding the internal complaints and appeals process unless extenuating circumstances exist.

### Overseas students

VIA EDUCATION deals with any release requests submitted with the withdrawal application following the *Student Transfer Policy and Procedure*.

VIA EDUCATION will inform the overseas students that deferring, suspending or cancelling enrolment may affect their student visa, and they must seek advice from the Immigration Department on the potential impacts on their student visa

VIA EDUCATION will report the change to the overseas student's enrolment due to deferral, suspension or cancellation in PRISMS following section 19 of *the Education Services for Overseas Students Act 2000* (ESOS Act).

VIA EDUCATION provides this policy in the Student Handbook, which is available to students on its website and explains it to them during the orientation.

VIA EDUCATION will keep all documentary evidence related to the deferral, suspension or cancellation on the student's file.

### **Definitions**

**Compassionate or compelling circumstances** are generally those beyond the overseas student's control and impact the overseas student's course progress or well-being. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the overseas student's studies; or



- A traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident
  - witnessing or being the victim of a serious crime
- Any other matters considered by VIA EDUCATION

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

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

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

### ***Procedure for assessing an application for deferral or suspension***

#### **Student Initiated**

- To request deferral or suspension, students must complete a *Course Deferment/ Suspension (leave of absence) Form* and submit documentary evidence supporting their application.
- The Student Services Team acknowledges the applications on the same day of receiving them.
- The Student Services Team assesses the application as per the *Student Course Variation Guidelines* and with consideration given to the evidence justifying the following circumstances and conditions:
  - The circumstances preventing the student from attending classes for a while.
  - The circumstances that are outside of the student's control.
  - The circumstances that are compassionate and compelling.
  - Evidence supplied by the student is in English or with an English translation.
  - Evidence supports the reason the student has requested.
  - Evidence provided by students may include, but is not limited to:
    - A certificate from a licensed medical practitioner indicating that the student is unable to attend classes between two dates; or
    - a medical or death certificate for a member of the student's immediate family; or

- Other forms of evidence to demonstrate a compassionate or compelling circumstance
- After reviewing the application and supporting evidence, the Student Services Team advises students of the outcome of their application by sending an outcome email. This email informs overseas students that approval of deferral or suspension may affect their student visa, and they must seek advice from the Immigration Department.
- The Student Services Team records the outcomes in *Student Course Variations Register* and uploads documents to the Student Management System.

#### VIA EDUCATION Initiated

- If VIA EDUCATION decides to suspend a student's enrolment, Student Services Team sends an email notifying this. This email informs students to access the complaints and appeals process if they disagree with the decision.
- The Student Services Team assesses VIA EDUCATION-initiated suspensions using the *Staff Use Student Course Variation Form* and as per the *Student Course Variation Guidelines* and advises students of the outcome.
- The Student Contact Officer records the outcomes in *Student Course Variations Register* and uploads documents in the Student Management System.

#### ***Procedure for assessing an application for cancellation (withdrawal)***

##### Student Initiated

- Students requesting course or package cancellation must first speak to the Student Services Team to discuss their situation and support options.
- Overseas students wishing to continue studies but change their status to a non-ESOS student due to the grant of another visa other than the student visa must do so by completing the *Notification of Change of ESOS Status Form*.
- When students decide to cancel their course or package, the Student Services Team gives them the *Student Withdrawal Form* and informs them of the supporting evidence.
- The Student Services Team acknowledges the applications within two (2) working days of receiving them.
- The Student Services Team assesses the applications as per the *Student Course Variation Guidelines* and in consultation with the CEO or their delegate.
- After completing the application assessment and supporting evidence, the Student Services Team advises students of the outcome of their application by sending an outcome email.





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- Approval outcome email informs overseas students of the cancellation of enrolments and impacts on a student visa and their responsibility to seek advice from the Immigration department.
- Rejection outcome email informs students to access the complaints and appeals process if they disagree with the decision.
- The Student Services Team records the outcomes in *Student Course Variations Register* and uploads documents to the Student Management System.

#### VIA EDUCATION Initiated

- If VIA EDUCATION decides to cancel a student's enrolment, Student Services Team sends an email to the students notifying this. This email informs students to access the complaints and appeals process if they disagree with the decision.
- The Student Services Team assesses VIA EDUCATION-initiated cancellations using the *Staff Use Student Course Variation Form* and as per the *Student Course Variation Guidelines* and advises students of the outcome.
- The Student Services Team records the outcomes in *Student Course Variations Register* and uploads documents to the Student Management System.

## **Student Transfer Policy and Procedure**

### ***Overseas Students Transferring to VIA EDUCATION***

VIA EDUCATION will not knowingly enrol an overseas student wishing to transfer from another registered provider before the completion of six months of their principal course of study, except in the circumstances listed below:

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

## ***Overseas Students Transferring from VIA EDUCATION***

### Circumstances where a transfer will be granted

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

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

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

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

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

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

### Circumstances where a transfer request may be refused

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

- i) in circumstances where a student fails to satisfy either (a), (b), or (c) listed above
- ii) where a transfer may jeopardise the student's progression through a package of courses
- iii) where a transfer will be otherwise detrimental to the welfare of a student
- iv) where the student has not accessed full range of support services available to him/her.
- v) where the student is trying to avoid being reported to the Immigration for failure to meet the VIA EDUCATION's course progress requirements.
- vi) Student request is based on employment or migration related issues
- vii) Student is transferring to a similar course or low-level course
- viii) Student's request is a consequence of the adverse influence of another party
- ix) Student is claiming financial hardship as the reason

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

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

### Decision timeframe

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

### Records

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

### **Definitions**

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

**The principal course of study** refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

*source: National Code 2018*

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

VIA EDUCATION uses information the prospective student provides in the Enrolment Form to identify whether the student is transferring from another provider.

The transfer requirements are met if the prospective student provides evidence of the following.

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

VIA EDUCATION uses PRISMS records, student visa copies, and CoEs from the previous provider to verify if the student has completed six months of their principal course or if their principal provider released the student and indicated this in PRISMS.

Suppose the prospective students still need to meet the above points. In that case, VIA EDUCATION stops the enrolment process and informs students of their options, such as requesting a release from their principal provider.

VIA EDUCATION provides prospective students with a 'conditional' offer which clearly states that an offer of a place is conditional upon obtaining release from their principal provider.

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

Students can formally request to transfer to another provider using Student Withdrawal Form. This form, along with the supporting documentation including, but not limited to, a valid offer of enrolment from the new institution, are submitted to the Student Contact Officer, who will assess the transfer request considering the following circumstances:



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

Suppose the answers to the above questions are satisfactory, considering that the transfer is in the student's best interest. In that case, the Student Contact Officer, in consultation with the CEO or their delegate, decides to release the student and indicates this in PRISMS. VIA EDUCATION advises the student to contact the Immigration Department to determine if they need to obtain a new visa. The Student Services Team reports students' termination of studies through PRISMS.

If responses to the above questions need to be clarified, the Student Services Team interviews the student and gains a complete understanding of the circumstances. The Student Services Team will decide to refuse the application based on the circumstances and evidence presented. In this case, the Student Services Team informs the student of the refusal outcome and appeals process in writing.

VIA EDUCATION deals with appeals per the *Complaints and Appeals Policy and Procedure*.

## **Complaints and Appeals Policy and Procedure**

### ***Policy Statement***

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

- Complaints and Appeals Policy is publicly available on its website and is addressed in student agreement and during the orientation program.

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

### **Definitions**

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

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

## ***Complaints and Appeals Resolution Process***

In all cases, issues that are the source of frustration or in dispute should be resolved at the time, as they occur between the persons involved, where possible – ‘Informal Resolution’.

Sometimes, it is not possible to resolve issues informally. In these cases, students should follow a formal process by putting their complaint or appeal in writing – ‘Formal Resolution’.

Suppose the internal resolution process fails to resolve the complaint or appeal. In that case, students can seek to have the decision reviewed externally by an independent party – ‘Independent External Review’.

*Refer to Complaints and Appeals Flow Chart*

### ***Informal Resolution***

- Wherever possible, VIA EDUCATION encourages students to resolve their issues informally by working through any matters of concern that they have with the individual closest to the situation.
- No further action is needed if a student is satisfied with the outcome.
- If a student is unsatisfied with the outcome, they can attempt to resolve the issue formally.

### ***Formal Resolution***

- Students may use the formal resolution if they are:
  - dissatisfied with the outcome at the informal resolution stage;
  - not comfortable resolving the issue informally; or
  - dissatisfied with the decision made by VIA EDUCATION, its staff or trainers and assessors.
- To commence the formal resolution, students must complete the *Complaints and Appeals Form*, available at Reception Desk or by email.
- An Authorised Student Services Officer receives the completed forms and supporting evidence, acknowledges the complaint or appeal within ten working days of the lodgement, and registers details in the Complaints and Appeals Register and in Student Management System as a process record.
- The Authorised Student Services Officer reviews the information on the Complaints and Appeals Form and supporting evidence and refers the matter to the most appropriate management staff member for investigation (or review).



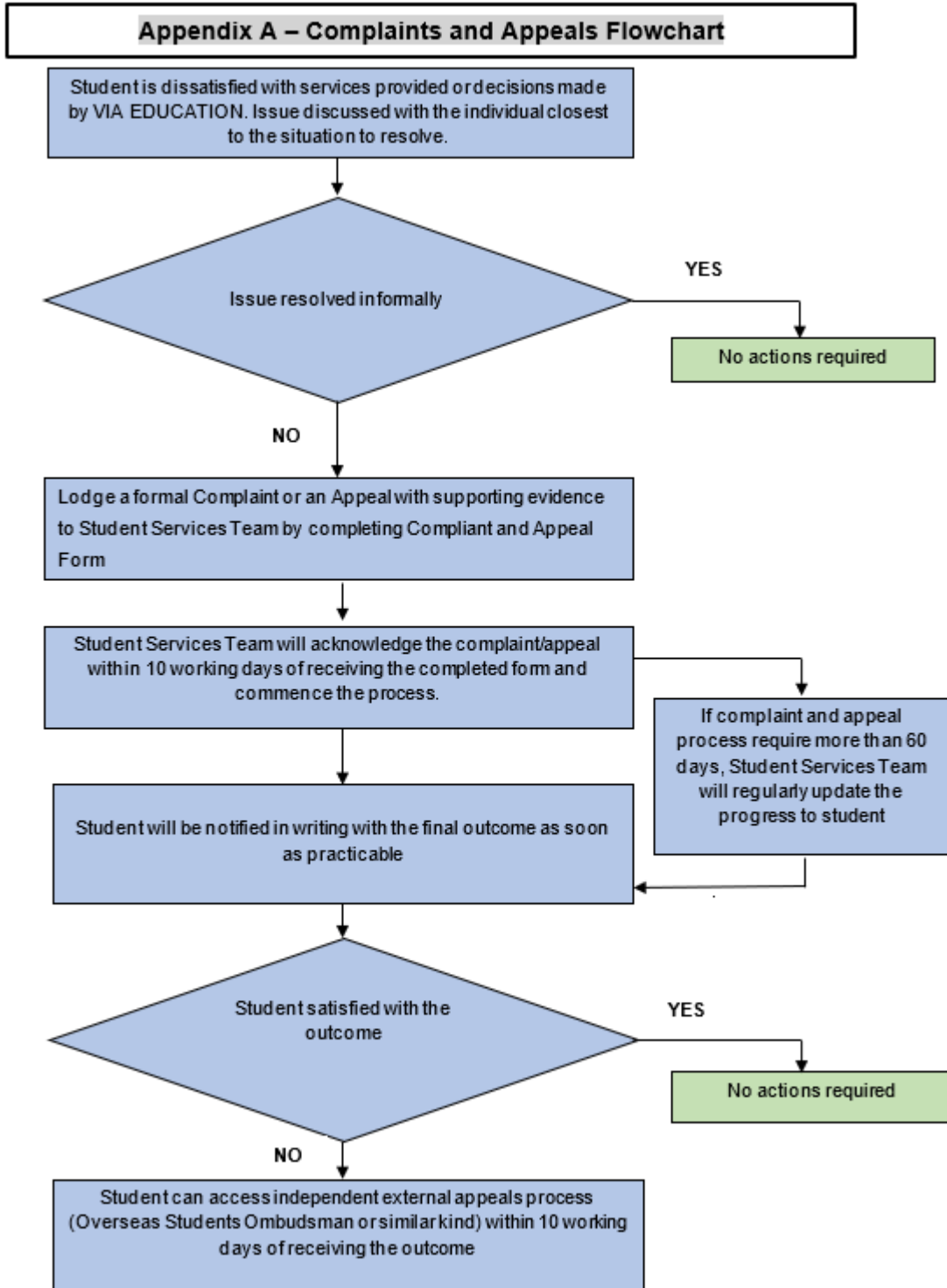
- The investigating management staff member will gather all evidence and conduct interviews as required.
- Suppose the resolution of the complaint or appeal takes more than 60 calendar days (the deadline for finalising the complaints/requests). In that case, the staff member informs the student of the reasons for the delay with regular updates.
- Upon concluding the investigation or review, the investigating management staff member will prepare a written resolution report which includes the outcome, the evidence and other factors considered and their reasoning behind the outcome.
- Upon receipt of the resolution report, the Authorised Student Services Officer will:
  - inform students, within ten working days, about the outcome and their right of external appeal;
  - keep all relevant records in the Complaints and Appeals folder;
  - update the process record in Student Management System;
  - upload the records into Student Management System;
  - record outcome in the Complaints and Appeals Register; and
  - communicate the outcome to relevant staff members where applicable.

### ***Independent External Review***

- If students seek an independent external review of the outcome, they must do so within ten working days of receiving the outcome and notify VIA EDUCATION in writing.
- VIA EDUCATION advises domestic students to contact National Training Complaints Hotline (Contact No: 13 38 73 website: <https://www.education.gov.au/NTCH>), which can assist students and refer their issue to an appropriate agency or the NSW Fair Trading on 13 32 20.
- VIA EDUCATION advises the overseas students to contact Overseas Students Ombudsman at 1300 362 072 (Postal Address: GPO Box 442, Canberra ACT 2601 Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) web: [www.ombudsman.gov.au](http://www.ombudsman.gov.au))
- The Chief Executive Officer, or their delegate, will deal with the external reviews and appeals.
- Upon receiving the outcome from the external review body/agency, the Chief Executive Officer or their delegate, will
  - update the 'External Appeal' section of the form;
  - take all necessary corrective or improvement actions (if any);
  - keep all relevant records in the Complaints and Appeals folder;
  - update the process record in Student Management System;
  - update the Continuous Improvement Register;



- upload the records into Student Management System;
- record outcome in the Complaints and Appeals Register; and
- communicate the outcome to relevant staff members where applicable.



## **'No Children in the Campus' Policy**

### ***Policy Statement***

While recognising the parental responsibilities of parents/carers, VIA EDUCATION must also consider the health and safety of the occupants of its premises. Specifically, VIA EDUCATION considers the following issues when children are on campus.

- Health and safety of the child
- Hazards and disruptions the presence of a child can cause to the operations
- Level of interference with students and staff
- Time required for parent/carer to be on campus
- Type of premises and environment

By considering the above issues and being mindful of the significant risks to children's health and safety, VIA EDUCATION should not allow children onto its premises.

### ***Definitions***

**Child(ren):** Person(s) under the age of 18 years.

**Parent(s)/carer(s):** Persons bringing their child(ren) onto the VIA EDUCATION premises.

### ***What Parents/Carers can do***

If you are a parent/carer with children under five and your spouse cannot care for them, you must make childcare arrangements. Parents/carers cannot bring children to campus to avoid childcare.

To find information on New South Wales childcare centres, refer to the

<https://education.nsw.gov.au/early-childhood-education/information-for-parents-and-carers>

You must enrol them in school if you are a parent/carer with school-aged children. To know more about school enrolments, visit the relevant school in your local area or locate the school in your area at <https://education.nsw.gov.au/school-finder>

### ***Parents/carers bringing children for short duration***

When parents/carers bring their child(ren) to the campus for a short duration, they must take all reasonable steps to safeguard the health and safety of the child(ren) while on campus.

They must also ensure that they supervise their child(ren) and the children's presence is not disrupting the learning of other students and the work of the staff members. VIA EDUCATION cannot supervise the children.



VIA EDUCATION

***Responsibility and liability related to children***

VIA EDUCATION is not responsible or liable for any health and safety issues caused to the children while present on the campus. It is ultimately the responsibility of the parents/carers.

## CAMPUS FACILITIES

### Entering and Leaving the Campus

You can enter the campus via the ground floor of 565 George St, Sydney.

You can access levels 4 & 5 using any of the two lifts available on the ground floor. Exits are available via the two lifts or the main stairwell next to the lifts. The stairs lead directly to the foyer, so please exit via the front of the building onto George Street.

### Emergency Facilities

In an emergency, you mustn't use the lifts to exit. There are two sets of fire stairs for leaving the building. The first, between the two lifts, will allow an emergency exit onto either George St via the foyer or Liverpool St via the rear laneway. You can find the second set of fire stairs next to the entrance of Classroom 5 on Level 5 and through Classroom 6 on Level 4, and it leads directly onto George Street.

Once you have exited the building in an emergency, you must report to your trainer at the building's meeting point on the corner of George and Goulburn Streets to get marked on the roll sheet.

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

### Dining Facilities

There is a variety of food outlets in and around the building. Level 2 has a Chinese restaurant. The building also hosts a sports bar and a separate lounge at Level 3, serviced by the City of Sydney RSL Club.

Please be advised that you must sign in at RSL Reception located on the ground level before you can use the club's facilities unless you are an RSL member.

### Wi-Fi Access

A campus-wide Wi-Fi hotspot is available for all students. It requires a password to connect. Please see Student Services Team at the Reception Desk if you need to use VIA EDUCATION's Wi-Fi network.



VIA EDUCATION

## **Student Kitchen Facilities**

VIA EDUCATION provides a kitchenette facility on both campus levels for your convenience. Please ensure you clean up kitchen resources after use. Please immediately report any accidents or hazards to the Student Services Team at the Reception Desk.

## RELEVANT LEGISLATION

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

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

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

Your Trainer and Assessor may also provide a list of legislations, regulations and standards applicable to your study units.

## YOUR STUDIES

### Recognition of Prior Learning and Credit Transfer Policy and Procedure

#### ***Policy Statement***

VIA EDUCATION offers all students credit transfer (CT) and recognition of prior learning (RPL). It informs intending students of the availability of CT and RPL before enrolment via pre-enrolment information materials.

#### ***Definitions***

**Australian Qualifications Framework (AQF)** means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

**Recognition of Prior Learning (RPL)** means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

*(source: Standards for RTOs 2015)*

**Statement of attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement. *(source: Standards for RTOs 2015)*

**Registrar** has the meaning given in the *Student Identifiers Act 2014* *(source Standards for RTOs 2015)*

#### ***Assessing Credit Transfer Requests***

- Students can apply for credit transfer for their previously completed units from nationally recognised training from a registered training organisation. Evidence of prior studies will include a formal qualification and academic transcript, a statement

of attainment issued by a registered training organisation or authenticated VET transcripts issued by the Registrar.

- VIA EDUCATION verifies certification documents in the following ways:
  - Confirm that the issuing organisation is a Registered Training Organisation and has the qualifications on scope, as evidenced by an entry in the training.gov.au website; or
  - Verify the document by contacting the issuing RTO or using the providers' electronic verification tools if necessary. This verification step will be taken with the student's permission, as indicated in the enrolment agreement.
- Students must complete the *Application for Credit Transfer Form* to commence the credit transfer process.
- The Admissions Team submits completed forms and supporting documents to the Authorised Academic Officer for assessment.
- Upon receiving the credit transfer request, the Authorised Academic Officer:
  - assesses the application within ten (10) working days.
  - notifies students of the fees (if any) required by the issuing registered training organisation for verification.
  - prepares a Credit Transfer Review Outcome for the student's signing.
- Upon receiving the signed credit transfer outcome letter from the student, the Authorised Academic Officer:
  - Updates the credit transfer outcome records in the student management system.
  - Retains the signed copies of the outcome letters in student files and the student management system (for a minimum of two years after the student ceases to be an accepted student).
  - Informs the Admissions Team to modify the enrolment duration.

### ***Assessing Recognition of Prior Learning Requests***

- Students can apply for recognition of prior learning using the *Application for Enrolment* if they believe they have existing skills and knowledge related to one or more units of the course they wish to enrol.
- Students must provide the originals of any supporting documentation they rely on as evidence.
- Upon receiving the supporting evidence, the Authorised Academic Officer:
  - Makes copies of the original documents;
  - Verifies the evidence documents;



- Notifies students of the fees (if any) required by the issuing registered training organisation for verification; and
  - Provides the supporting documents to a qualified assessor.
- The Assessor reviews the evidence provided and arranges an interview with the student. At this time, the Assessor explains to the student if they need to submit evidence or complete any assessment activities.
- Upon reviewing further evidence, the Assessor submits the RPL Review Outcome to the Authorised Academic Officer.
- Upon receiving the signed acceptance of the RPL outcome from the student, the Authorised Academic Officer:
  - Updates the credit transfer outcome records in the student management system;
  - Retains the signed copies of the outcome letters in student files and the student management system (for a minimum of two years after the student ceases to be an accepted student); and
  - Informs the Admissions Team to modify the enrolment duration.

## Assessments

### *Policy Statement*

VIA EDUCATION will ensure that:

- Its course outlines inform the methods of assessments.
- It has appropriate assessment tools and instruments to manage the assessment process.
- Its assessments, including Recognition of Prior Learning, meet the requirements of the relevant training package and are conducted following clause 1.8 of the Standards for RTOs 2015.
- All assessment tools and instruments have a benchmark/marking guide to provide consistency for trainers and assessors making judgements for assessment outcomes.

Trainers and assessors provide information about assessment requirements and due dates during the first session of each unit.

Students must complete assessments by the set due dates.

The PEO (or their delegate) is responsible for approving requests for extensions beyond the due dates.

## **Definitions**

### **Australian Qualifications Framework (AQF) – Assessment Definition**

Assessment is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.

### **Standards for Registered Training Organisations 2015 - Assessment Definition**

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

**Assessment system** is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment and the Rules of Evidence.

**Assessors** are persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16 of the *Standards for RTOs 2015*.

**Trainers** are persons who provide training in accordance with Clause 1.13, 1.14 and 1.16 of the *Standards for RTOs 2015*.

**Competency** means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Unit of competency** means the specification of the standards of performance required in the workplace as defined in a training package.

**Recognition of Prior Learning (RPL)** means an assessment process that assesses the competency/ies of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and

c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Source: Standards for RTOs 2015

### Assessment Methods

VIA EDUCATION uses the following methods of assessment

Method	Explanation
Questioning (Short answer questions)	Students will be assessed through the questioning method using short answer questions that assess the unit's knowledge requirements.
Observation (Demonstration/ Roleplay / Presentation)	Students will be assessed through observation methods by the assessor when they: <ul style="list-style-type: none"> <li>• Demonstrate practical or work-related tasks in a simulated or actual work environment.</li> <li>• Participate in roleplays in a simulated work environment to adopt and act out the role of characters or parts that may have personalities, motivations, and backgrounds different from their own.</li> <li>• Deliver presentations to their peer group.</li> </ul>
Product or process (Portfolio)	Students will be assessed through the evaluation by the assessors of the portfolio of evidence produced either independently or collaboratively.

### Assessment Documents

The following documents are used in assessment process:

Assessment Manual	This document contains information and instructions relating to assessment tasks. Students use this document to complete assessment tasks.
Appendices and Templates	These are supporting documents with information on assessment context and scenario and include templates typically used in workplaces.
Marking Guide	This guide includes benchmark responses and guidelines for assessment tasks. Assessors use this guide during the assessment process.

UoC Outcome Record & Marking Checklist	Assessors use these recording tools to record assessment decisions.
Unit Assessment Mapping	This document shows the assessment tasks' mapping to the unit of competency requirements.

***Absents, extensions and late submissions***

Students absent from assessments or failing to submit required evidence by the due date will receive a 'Not Competent' result.

Students must submit their assessment work via the e-Learning platform by the assessment submission cut-off date. Only the PEO (or their delegate) can grant extensions to assessment submissions beyond the cut-off dates.

If any student requests for late submission beyond the approved extension, the assessor must refer the request to the PEO (or their delegate).

***Reasonable Adjustments***

VIA EDUCATION will make reasonable adjustments necessary to ensure students can participate and have equal opportunity to complete assessments.

VIA EDUCATION provides information on reasonable adjustments to Trainers and Assessors through training and assessment strategy documents and during induction.

Trainers and Assessors use the Marking Checklists to record any reasonable assessment to strategies or tasks.

***Assessment Results***

Students must complete all the required assessment tasks satisfactorily to receive a 'Competent' result for the assessed unit.

Students will receive 'Not Competent' for the following actions:

- Demonstrated unsatisfactory performance in any of the assessment tasks.
- Failed to submit required assessment evidence by the required due date.
- Engaged in the acts of cheating or plagiarising.
- Absent from assessments.

### ***Feedback to Students***

Trainers and Assessors provide regular feedback to students on their performance throughout the assessment process and record it in interim feedback reports.

### ***Recordkeeping of Assessment Outcomes and Evidence***

Trainers and Assessors use Marking Checklists and UoC Outcome Record sheets to record the assessment and unit outcomes.

Trainers and Assessors submit completed assessment evidence along with the feedback reports and recording sheets to the PEO (or their delegate) for checking and recording results in the Student Management System.

VIA EDUCATION retains the assessment outcomes and evidence per ASQA's Guide - Retention requirements for completed student assessment items and relevant legislative requirements.

### ***Notifying students of an unsuccessful (not competent) outcome***

The PEO (or their delegate) sends out the 'Not Competent' notification emails to students after the results entry process. The email will inform students to meet with the Academic Team to discuss their options: appeal or re-assessment.

### ***Appealing against Assessment Results***

Students have the right to appeal the outcome following the Complaints and Appeals Policy and Procedure.

### ***Reassessment Process***

The Academic Team provides information on the reassessment process to students if they request it.

The first reassessment attempt is free of charge for students if their attendance for the requested unit is 50% or more.

## Course Progress Monitoring Policy and Procedure

### ***Policy Statement***

VIA EDUCATION, as required by the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018), must monitor the course progress of each course overseas students enrolled in to ensure they are able to complete the course within the expected duration specified on their Confirmation of Enrolment (CoE).

VIA EDUCATION uses this policy to identify, notify and assist overseas students at risk of not meeting course requirements.

VIA EDUCATION provides this policy to overseas students before enrolment via Student Handbook and discusses this policy during the student orientation session.

### ***Definitions***

**A compulsory study period** is when a student must enrol unless granted a deferment or suspension. The duration of the compulsory study period is proportionate to the length of the course. It is 9 study weeks for courses that are 52 weeks or less in duration and 18 study weeks for courses that are more than 52 weeks.

**Unsatisfactory course progress** is when student is deemed 'Not Competent' in more than 50% of the course requirements (units) in a compulsory study period.

**Study block** is a discrete period of study with duration of up to five study weeks.

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

**Attendance** is maintaining 20 scheduled course contact hours per week during compulsory study periods.

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

**Compassionate or compelling circumstances** are generally those beyond the overseas student's control and impact the overseas student's course progress or well-being. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- Bereavement of close family members such as parents or grandparents



- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the overseas student's studies; or
- A traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident
  - witnessing or being the victim of a serious crime
- Any other matters considered by VIA EDUCATION

**Intervention Strategies** may include one or more of the following:

- Providing reassessment opportunities for students within set deadlines, including tutorial classes if required.
- Advising students about attendance requirements if the issue is about nonattendance.
- Assessing the impact of unsatisfactory course progress on students' ability to complete the course within the CoE duration and advising the student to extend the enrolment if necessary.
- Advising students on English language support and referrals if the issue concerns English language proficiency.
- Advising students about personal counselling referrals if the issue concerns personal issues and, if necessary, suspending the course due to compassionate or compelling circumstances.
- Assessing the suitability of the course and advising students on a suitable alternative course that better meets students' needs and capabilities.

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

- VIA EDUCATION provides this policy to students before enrolment via Student Handbook (available on VIA EDUCATION's website).
- Each overseas student's written agreement contains a link to Student Handbook. Students must acknowledge and sign the written agreement.
- Student Services Team discuss the following key points during student orientation:
  - course timetables, compulsory study periods and assessment due dates
  - requirements for achieving satisfactory course progress
  - steps students can take to maintain satisfactory progress
  - Academic Misconduct Policy and its impact on course progress
  - processes for assessing course progress requirements and identifying overseas students at risk of unsatisfactory course progress
  - details of the intervention strategies to assist at-risk students
  - processes for determining the point at which the overseas student has failed to meet satisfactory course progress
- After completing the orientation, students must acknowledge and sign the *Student Orientation Form*.

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

- The Academic Team generates a Not Competent Unit Results Report from Student Management System (SMS) once results are entered and verified at the end of each study block.
- The Academic Team sends students a Not Competent Outcome Notification email if they have a Not Competent outcome. This email asks students to meet with the Academic Team to discuss their results and options (reassessments or appeals).
- Suppose a student requests a reassessment; the Academic Team follows the process described in the Assessment Policy and Procedure.
- Suppose a student requests to appeal the assessment decision; the Academic Team follows the process as per the *Complaints and Appeals Policy and Procedure*.

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

- The Academic Team generates a Not Competent Unit Results Report from Student Management System (SMS) once results are entered and verified at the end of each study block and analyses data from this report to identify students who maintained unsatisfactory course progress in one or more compulsory study periods concluded up to that point.
- The Academic Team sends an *Unsatisfactory Course Progress Warning* email to students who maintained unsatisfactory course progress in one compulsory study period concluded up to that point. This email invites students to attend a formal intervention meeting with the Academic Team.
- The Academic Team creates an intervention process in SMS to monitor the process from this point on.
- During the formal intervention meeting, the Academic Team Member reviews consider the following:
  - Students' enrolment records, class participation records, completed assessments, warning letters issued, deferral/suspension records and staff file notes.
  - Compassionate or compelling circumstances impacting students' course progress and any support required.
  - Impact of approved deferrals or suspensions on students' course progress.
  - Appropriate intervention strategies to assist the student in maintaining satisfactory course progress.



- Extension of course duration due to any or all the above matters.
- The Academic Team Member records the intervention details and the action plan in the *Course Progress Intervention Strategy Agreement*. Students must sign the agreement to indicate that they understand and agree with the intervention strategies proposed.
- At this point, the Academic Team Member also reminds the student of the consequences of not following the intervention strategies and the impact of maintaining unsatisfactory course progress in two (2) consecutive study periods.
- From this point, the student must adhere to the intervention strategies and associated action plan. If they fail, the Academic Team Member sends an *Intention to Cancel Enrolment due to Erratic Course Progress* email notification.
- The Academic Team regularly reviews the pending intervention cases until the student achieves satisfactory course progress.

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

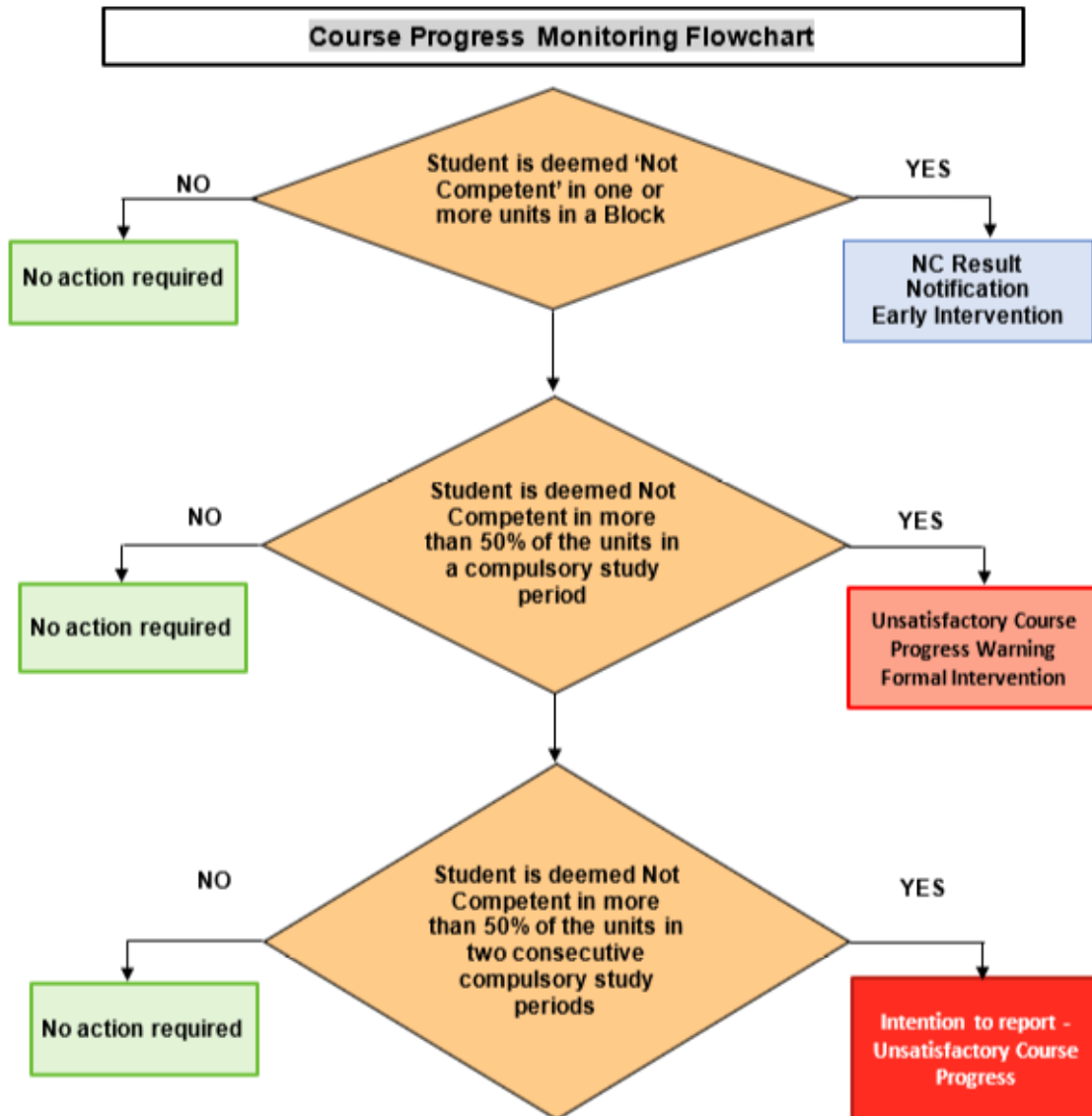
- The Academic Team generates a Not Competent Unit Results Report from Student Management System (SMS) once results are entered and verified at the end of each study block and analyses data from this report to identify students who maintained unsatisfactory course progress in one or more compulsory study periods concluded up to that point.
- The Academic Team sends a *Notice of Intention to Report (ITR) Unsatisfactory Course Progress* email to students who maintained unsatisfactory course progress in two consecutive study periods concluded up to that point are sent. This email informs students of the reasons for the decision and the appeals process if they choose to appeal the decision. Students have 20 working days from the date of the email in which to access the appeals process.
- The Academic Team creates a process record in SMS and registers it in the *ITR Register* to monitor the process from this point on.
- The Academic Team follows the process as per the *Complaints and Appeals Policy and Procedure* if the student appeals.
- Grounds for appeal
  - VIA EDUCATION's failure to record unit outcomes accurately, or
  - Compassionate or compelling circumstances, or
  - VIA EDUCATION has not implemented its intervention strategy and other policies according to its documented policies and procedures made available to the student.

- VIA EDUCATION maintains overseas students' enrolment by only reporting their course progress breach in PRISMS following section 19(2) of the ESOS Act 2000 if:
  - The internal and external complaints processes support VIA EDUCATION's decision, or
  - The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
  - The overseas student has chosen not to access the external complaints and appeals process, or
  - The overseas student withdraws from the internal or external appeals processes by notifying VIA EDUCATION in writing.
- The Academic Team completes a *Staff Use Student Course Variation Form* and forwards this to the Student Services Team to proceed with the reporting of the student's course progress breach to the Department of Education via PRISMS. The Academic Team updates the outcome in the ITR Register.
- Suppose the appeals process involves the student seeking an independent external review of VIA EDUCATION's decision. In that case, the reporting and rectification responsibility rests with the Chief Executive Officer or their delegate.
- Following the reporting, the Academic Team updates the ITR Register and pending processes in SMS and uploads all relevant documents in SMS.

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

- Monitoring of course progress also involves monitoring each student's course completion within the expected duration as specified on the student's CoE.
- VIA EDUCATION does not deliver a course exclusively by online or distance learning to an overseas student.
- VIA EDUCATION ensures that any online or distance delivery component of the course delivered to an overseas student is consistent with the requirements of the National Code 2018.
- VIA EDUCATION ensures the above requirements by:
  - Setting a standard pathway course timetables that ensure full-time study (20 scheduled course contact hours per week)
  - Delivering and assessing all units within a fixed timeframe
  - Delivering no more than the required portion of the course using online or distance delivery

- Ensuring overseas students, in each compulsory study period, study at least one unit that is not by distance or online unless the student is completing the last unit of their course
- Using an SMS that can identify students not assigned to a class in each study block
- Only permitting students to reduce their study load in minimal circumstances.
- Not permitting an overseas student to extend their CoE period except in the following circumstances:
  - compassionate or compelling circumstances based on supporting evidence provided by the overseas student
  - implementation of the intervention strategy for not meeting course progress requirements
  - approval of deferral or suspension of the overseas student's enrolment
- The Academic Team sends a *Course Finish and Outstanding Units Notification* email at least one month before the course completion date informing students of any outstanding units.
- Suppose VIA EDUCATION extends the course completion date for a student through the intervention process. In that case, it advises students to contact the Immigration Department to seek advice on any potential impacts on their visa, including the need to obtain a new student visa.



## Academic Misconduct Policy

### ***Policy Statement***

Academic misconduct occurs when a student reproduces someone else's words, ideas, or findings and presents them as their own without proper acknowledgment; or when a student completes the assessments by cheating or acting dishonestly.

The consequences of being caught plagiarising or cheating may include the following:

- Repeating an assessment task
- Repeating the entire unit
- Suspension from course
- Possible cancellation of a course

Cancelling a course for overseas students means that Immigration may also cancel their student visa.

VIA EDUCATION provides this information in Student Handbook, assessment tools and during the orientation.

### ***Definitions***

#### **Academic Misconduct**

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

### **Process to deal with the academic misconduct**

Students who are found cheating or guilty of plagiarism in any assessment will be deemed 'Not Competent' for the relevant unit on confirmation of the case. The student files keep a record of all confirmed cheating or plagiarism cases.

Students found cheating will receive a formal written warning that a second breach will result in the enrolment suspension or cancellation.

Trainers and Assessors will explain the terms 'plagiarism' and 'cheating' during the classes.

Trainers and Assessors will notify the PEO (or their delegate) of the suspected case of plagiarism or cheating.

The PEO (or their delegate) will:

- Review students' completed work
- Counsel the student
- Decide the consequences of proven acts of plagiarising or cheating.

Students can access the VIA EDUCATION's *Complaints and Appeal Policy and Procedure* to appeal the decision at no cost to themselves.

### **Referencing in Assessments**

The purpose of referencing is to give credit to the author or artist of the work and an acknowledgement by the person using it that they made no contribution to it.

The purpose of referencing for assessment purposes is that the assessor can distinguish a student's work from others and is able to mark assessments appropriately.

Students can use the APA Style of Referencing where references are required and include these at the end of their reports in the 'Reference List' or similar section.

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

The style and examples of most popular sources are given below

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

Single Author

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

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

Multiple Authors

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

*Example:* Smith, A., Grant, B. (2006). *How to Communicate*. Sydney: Tom's Word Press.



VIA EDUCATION

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

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

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

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

### **Websites**

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

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

### **Legislations**

*Title of the Act Year* (Jurisdiction abbreviation)

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

Built-in features of Microsoft Word or other word processing programs can also be used.

## **Certification Issuance Policy and Procedure**

### ***Policy Statement***

VIA EDUCATION issues:

- A testamur and a transcript of results to students who have completed all units in a qualification
- A statement of attainment to a student who has completed one or more units (but not a full qualification)
- Certification documentation within 30 calendar days of the course finish date, provided the student has no outstanding fees
- Certification documents to the student and not to any other party unless authorised by the student.

### ***Definitions***

**Certification documents** are the official documents that confirms that an Australian Qualifications Framework (AQF) qualification (testamur and record/transcript of results) or statement of attainment has been issued to an individual.

A **testamur** is official certification document, issued by VIA EDUCATION as an authorised issuing organisation, that confirms that a qualification has been awarded to an individual

A **transcript of results** is a printed record of the units accompanying the testamur.

A **statement of attainment** is issued when the requirements for a full qualification have not been met, but that one or more units of competency from an accredited qualification have been achieved.

An **interim transcript of results** can be issued upon request, at any time during the course and is a progressive record of the units a student has studied to date, and it includes both competent and not competent units.

### ***Issuance Procedure***

The Authorised Academic Officer generates the *Finishers Report* from the Student Management System for each finishing period (usually at the end of a study block) and initiates the issuance process for finishing students.

Students requesting a replacement or re-issue of a certificate must complete the *Certificate Replacement-Reissuance Request Form*.

Students must acknowledge the pickup by signing the Certificate Request Form or the Certificate Replacement-Reissuance Request Form.

Students who cannot pick up their certificates can authorise someone to pick them up. In this case, students must complete a Certificate Pickup Authorisation Form.

All training and assessment will be conducted by Cachet Training Pty Ltd trading as VIA EDUCATION, who is responsible for the quality of the training and assessment in compliance with Standards for Registered Training Organisations 2015 and for the issuance of Australian Qualification Framework (AQF) certification documentation.

### **The eLearning Portal**

VIA EDUCATION provides each enrolled student access to its e-Learning portal with learning and assessment resources to assist students with their studies.

You will find electronic copies of the learning and assessment materials for each unit you study.

Your Trainer and Assessor may distribute additional learning materials as you progress through the unit.



### ***How to access the VIA e-Learning portal***

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

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

<https://elearning.via.edu.au/login/index.php> and click on the “Login with College Email” button.

You must enter your student ID as the username and password provided at the orientation.

If you have difficulties accessing the portal, please email Academic Support Team at [acsupport@via.edu.au](mailto:acsupport@via.edu.au) or see the Student Services Staff at the Reception Desk for assistance.

### **IT Facilities and Printing Facilities on campus**

VIA EDUCATION provides computers and Chromebooks to students to access the Internet and additional learning resources to help them with their studies. Before being granted access to campus IT and printing facilities, you must accept and acknowledge your acceptance to abide by our IT Facilities and Internet Usage Policy. The policy will be made available to you at the orientation session.

### **Library Facilities**

Whilst we provide learning materials such as learner guides, PowerPoint presentations, and video materials, you may get access to additional library material to help with the studies.

The City of Sydney has library branches across Sydney

<https://www.cityofsydney.nsw.gov.au/libraries/>

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

## STUDENT RESPONSIBILITIES

### Attendance

You must attend all your scheduled classes to maintain satisfactory course progress. You will miss important information and assessment events if you do not attend classes regularly.

You must complete training and learning activities before the assessment to achieve the required competencies.

Overseas students on student visas must:

- Study full-time (20 scheduled course contact hours per week) and complete all training, learning and assessment activities to complete their course successfully within the course duration specified in your Confirmation of Enrolment (CoE).
- Participate in all scheduled classes following the course timetables and complete all required assessments to make satisfactory course progress in complying with the student visa conditions.
- Maintain full-time enrolment to comply with the student visa conditions to avoid cancellation of student visa by the Immigration Department.

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

### Punctuality

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

### Student Visa Requirements

Overseas students on student visas must comply with the student visa requirements. As an education provider, VIA EDUCATION must report students failing to comply with their student visa conditions to the Immigration Department.

## **Discrimination and Harassment**

The Australian laws protect you from discrimination and harassment based on your gender, pregnancy, marital, race or religion, disability, age or sexuality. If you feel someone within VIA EDUCATION has discriminated against you, please report it using our Complaints and Appeals process. All investigations will be treated as confidential unless you request otherwise.

You may contact the Anti-Discrimination Board of New South Wales if you are unhappy with the resolution provided by VIA EDUCATION.

## **Health and Safety**

VIA EDUCATION is committed to implementing the Work Health and Safety Act 2011. Everyone in the VIA EDUCATION community, including all students, staff, trainers and assessors, is responsible for ensuring a safe and healthy environment.

## **Drugs and Alcohol**

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

VIA EDUCATION will ask students suspected of or displaying signs of being under the influence of alcohol or drugs to leave the premises. A counselling session will occur between the student and a senior staff member. Repeated misconduct may result in the cancellation of the student's enrolment.

## STUDENT SUPPORT

VIA EDUCATION provides various support services to ensure your time with us is as enjoyable and rewarding as possible.

### Accommodation

There are three main types of accommodation for international students in Sydney.

- Purpose-built student accommodation
- Private rentals or shared accommodation
- Homestay

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

For more information on accommodation, please visit the Study NSW website - <https://www.study.nsw.gov.au/live/types-of-accommodation>

### Orientation Session

You must attend the student orientation session to receive critical information and complete registration. You will receive an orientation email at least a week before the session.

### Counselling

VIA EDUCATION can support you on a wide range of issues, including:

- Accommodation and homestay
- Academic progress and further study opportunities
- Meeting your visa requirements
- Finding legal, health and medical services
- External counselling services for mediation and mental health issues
- Please see our Student Services Team at the Reception Desk to book an appointment.

## English and Academic Support

If you find your studies too difficult or need help with English in the classroom, it is important to let us know as soon as possible so we can help you. Please make an appointment at the Reception Desk to speak with one of our staff members about your options.

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

Please let us know after your orientation session if you have any special needs that will help during your time with us. Alternatively, please speak with our Student Support Team by making an appointment at the Reception Desk.

## Healthcare providers

If you are on a student visa, you must hold an approved Overseas Student Health Cover (OSHC) policy for the entire duration of your stay in Australia.

In Australia, you usually visit a General Practitioner (GP) for most non-life-threatening medical conditions. GPs are doctors who work in medical centres across Sydney. Some medical centres offer 24-hour support.

You should go directly to a hospital for assessment and treatment in emergencies.

## Other support providers

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

### ***Emergencies***

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

### ***Lifeline***

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



### **Legal**

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

### **Workplace**

For information about pay and work conditions for international students see <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>.

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

## LIVING IN SYDNEY

### Public Transport

You can use the Opal card, a special ticketing card, on trains, metro, light rail, buses and ferries. For more information, see [www.opal.com.au](http://www.opal.com.au)

Please note that no discounts on public transport are available to international students.

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

#### ***Trains***

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

#### ***Buses***

The bus stops closest to VIA EDUCATION are Townhall and Railway Square.

### Working while studying

If you are on a student visa, you may be entitled to work up to 48 hours per fortnight (effective 1 July 2023) once you commence your course and unlimited hours during scheduled course holidays. For further information, contact the Immigration department <https://immi.homeaffairs.gov.au/>.

#### ***Tax File Number***

You must have a Tax File Number (TFN) from the Australian Taxation Office (ATO) to work in Australia. For further information, see [www.ato.gov.au](http://www.ato.gov.au)

### Banks

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

Australia's four major banks are:

- Commonwealth Bank of Australia
- Westpac Banking Corporation
- NAB (National Australia Bank)



VIA EDUCATION

- ANZ (Australia and New Zealand Bank)

There are other smaller banks that are available as well.

## **Entertainment**

### ***Shopping***

VIA EDUCATION is within walking distance of World Square and Market City. World Square is a large shopping and commercial complex with many eateries and takeaway food options. Market City, located in Sydney's famous Chinatown district, has a range of retail shops and a large food court. Paddy's Markets at Haymarket opens in the basement of the Market City complex on some days of the week and during weekends.

### ***Events***

Sydney City is a busy metropolis with so many venues and events that it may take help to know where to start! An excellent place for finding out what's available around VIA

EDUCATION is the City of Sydney website at <https://www.cityofsydney.nsw.gov.au/places>

For evens and what's happening in Sydney, please visit

<https://whatson.cityofsydney.nsw.gov.au/>



# Level 4 Emergency Exits

Emergency Exit



Training Kitchen



The exit is at the back of classroom 6.

Emergency Exit

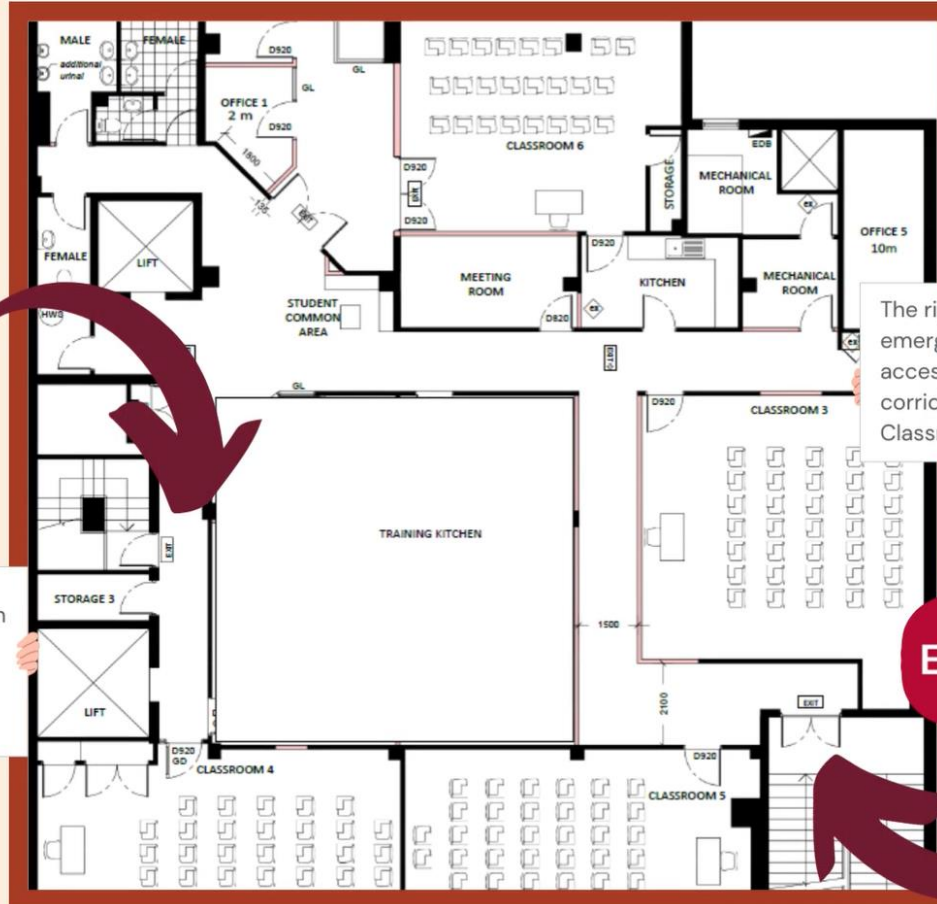


# Level 5 Emergency Exits

Emergency Exit



The emergency exit on the left is next to the lifts across from the training kitchen.



The right-side emergency exit is accessible via the corridor and is next to Classroom 5.

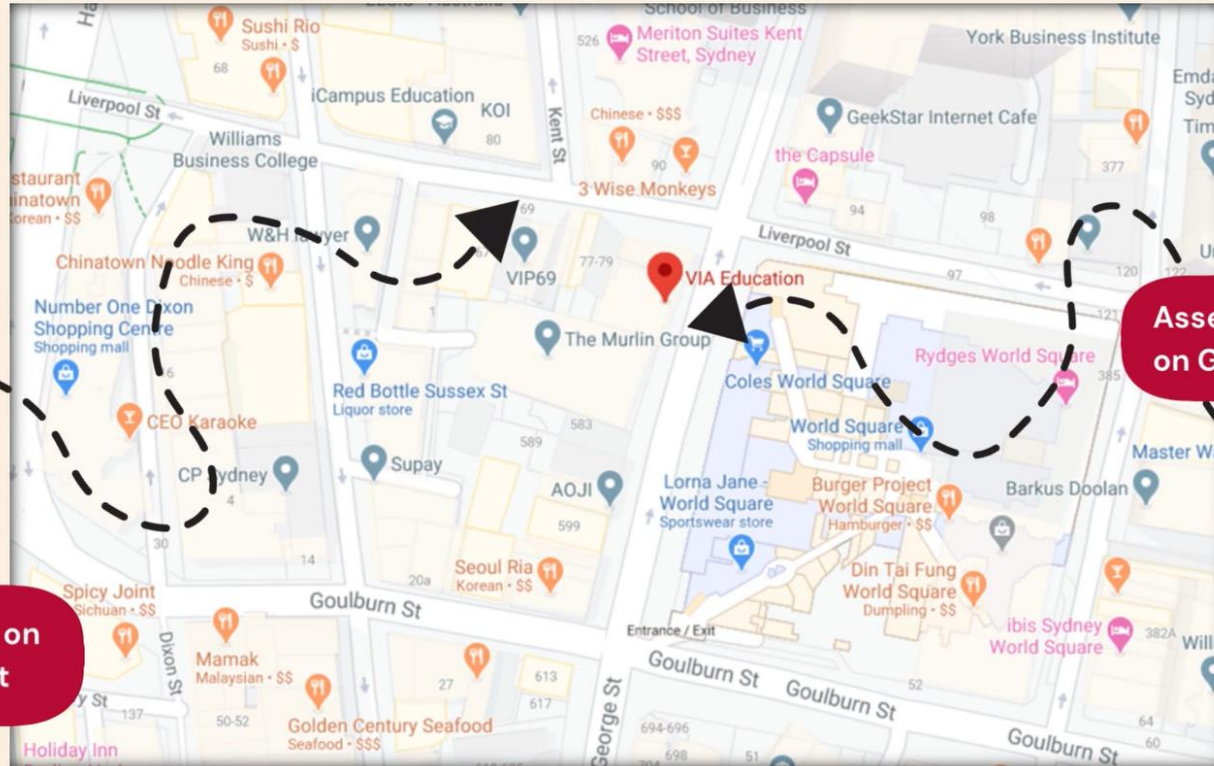


Emergency Exit



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# Assembly Areas



Assembly Area on Liverpool Street

Assembly Area on George Street

