



STUDENT HANDBOOK

About the Student Handbook

This Student Handbook is your guide to VIA. In this guide, you will find information on how VIA 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 operates.

Disclaimer

VIA 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 to ascertain whether any updated information is available in respect of the relevant material. VIA, 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.

Throughout this handbook, VIA refers to Cachet Training Pty Limited, trading as VIA Education and VIA Hospitality Institute.

In this handbook, Overseas Student means an international student studying in Australia on a student visa.

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WELCOME

Welcome to VIA, 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.

RTO: VIA 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) (VIA's **RTO No: 45076**).

CRICOS: VIA is a CRICOS-registered provider under the Education Services for Overseas Students (ESOS) Act 2000 to deliver educational services to overseas students on student visas. CRICOS stands for the Commonwealth Register of Institutions and Courses for Overseas Students (VIA's **CRICOS Provider No: 03562G**).

Please take a few moments to read through this handbook to familiarise yourself with VIA's policies and procedures. If you have questions or need support, speak to any of our friendly staff.

Thank you,
TEAM VIA

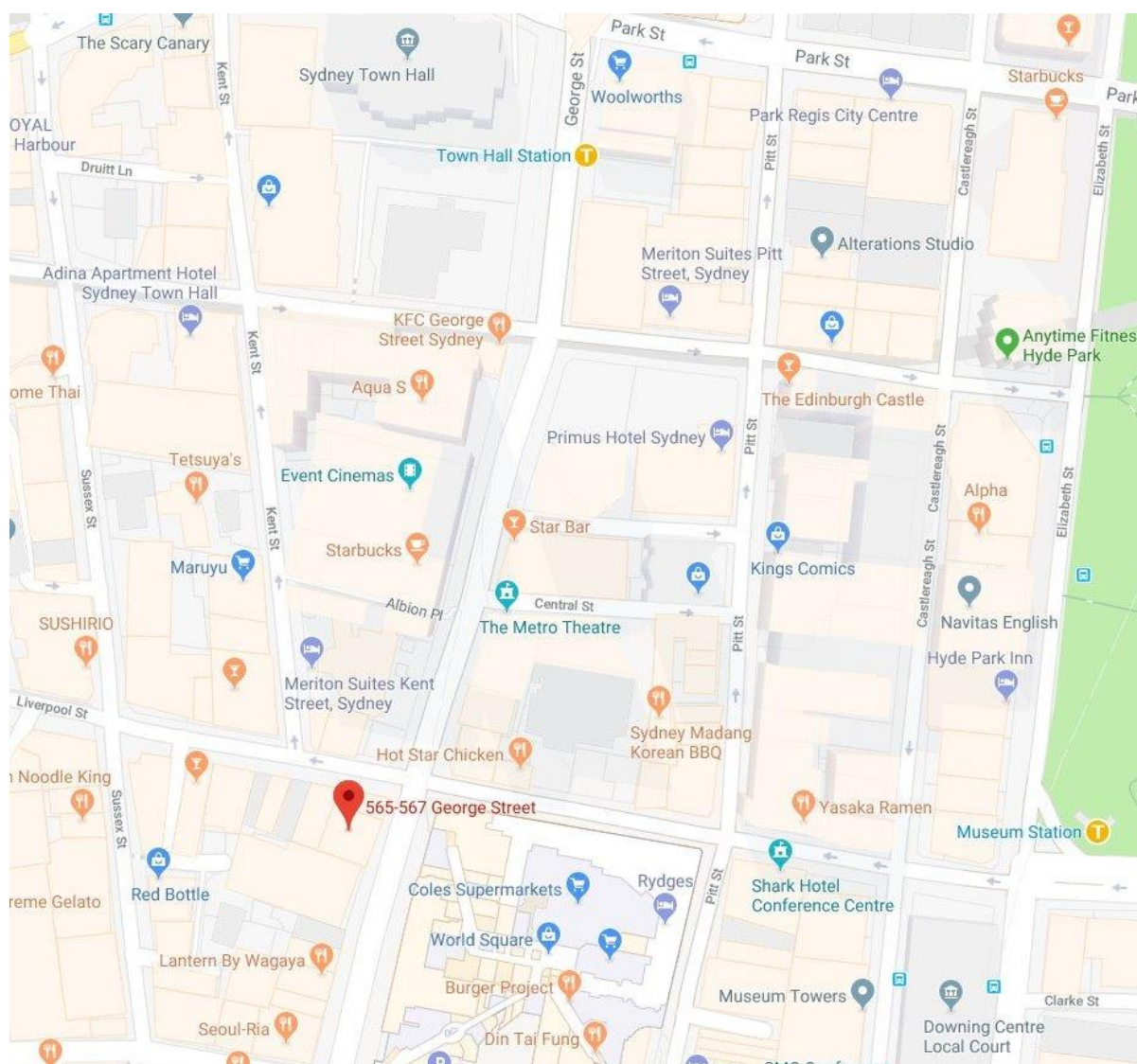
ABOUT VIA

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

We focus on delivering quality education while preparing students for a rewarding career. We engage with industry to ensure course content is current and relevant. Our dedicated trainers and assessors provide up-to-date knowledge and skills to succeed during and after your studies.

Our Location

VIA is in the heart of Sydney, between **Central** and **Town Hall** train stations, and opposite **World Square** retail complex. A short walk to Darling Harbour and surrounded by food and entertainment options.



CONTACTING VIA

Reception Location

- **Level 4, 565 George St, Sydney NSW 2000 (Club Sydney Building)**

Reception Hours

Day	Hours
Monday – Friday	8:30 am – 6:30 pm (during study terms) 9:00 am – 5:30 pm (during term breaks)
Saturday	Closed
Sunday	Closed

Contact Us

- **Telephone:** (02) 9261 5616
- **Email:** info@via.edu.au
- **Website:** www.via.edu.au

IMPORTANT INFORMATION

Key Contacts

Studying in a new country can be challenging. Staff at VIA have often experienced the same. If you have a problem or need support:

- **First point of contact:** Student Services Team at the Reception Desk

Role	Purpose / Enquiries
Trainers and Assessors	Training and assessment queries, feedback on assessments, training schedules, outcomes
Student Services Team	General enquiries, change of address, first aid, certificate issuance, leaves, course variations, payments, complaints/appeals, OSHC, attendance
Academic Support Team	Course enquiries, timetable, reassessment support, course progress/re-enrolment support, resources, general academic support

Student ID cards

- You will get your Student ID card in the first week of your course.
- Always carry it with you.
- Some local shops and businesses give discounts to students.
- Show your Student ID card to get these discounts.
- Please look after your Student ID card.
- If you lose it or it gets damaged, visit the Student Services Team at Reception.
- A replacement card costs \$10.

Overseas Student Health Cover (OSHC)

- If you are in Australia on a student visa, you must have health cover (OSHC) for your whole visa period.
- If your cover runs out, you must renew it straight away.

- If you asked VIA to arrange your health cover when you enrolled, Student Services will send you a message when your OSHC card is ready. This may take up to two weeks after your course starts.
- Always keep your OSHC card with you in case you need medical services.

If you are sick

- If you miss class because you are sick, you must get a medical certificate from your doctor.
- Give the certificate to Student Services at Reception Desk so they can keep a copy on your file.
- Please note: absences for illness still reduce your attendance, unless you are on approved medical leave.

Critical Incidents

- VIA has a duty of care to keep students safe. Planning for emergencies is very important.
- Examples of critical incidents include:
 - A serious injury or accident
 - A student or staff member collapsing or becoming seriously ill
 - Fire, gas leak, or other dangerous situation on campus
 - Physical assault, threat, or robbery
 - Missing students
 - Death of a student or staff member
 - Natural disasters (e.g., flood, storm, earthquake)

Reporting Incidents

- If something serious happens, call emergency services (fire, police, ambulance) on 000 straight away.
- Please contact the Student Services Team by calling (02) 9261 5616 or emailing at info@via.edu.au to inform of the incidents.

Evacuation Drills

- VIA holds regular evacuation drills during the year to help everyone prepare for an emergency.
- Please learn where the emergency exits and floor plans are.

If the emergency alarm sounds

- Leave the building immediately using the nearest emergency exit.
- Do not use the lift.
- Go to the evacuation meeting point shown on the maps around campus.

Paying your Fees

Fee Payment

- Pay by due dates in your Letter of Offer and Written Agreement.
- VIA sends reminders via email; update your contact details if changed.

Late Payment Penalty Fee

- If you do not pay the fees by the due date, a late fee will be added to your account.
- You will also receive an email and SMS with the details.

Progressive late payment fee structure

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 fee capped at	\$250

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



Overdue Fees

- If your fees are more than 2 days late, your enrolment may be cancelled. Until fees are paid, you may also be:
 - excluded from classes and assessments
 - unable to receive documents
 - suspended from the VIA's e-Learning portal.

Financial Hardship

- If you are having trouble paying your fees, please come and speak to us immediately.
- In some cases, we can arrange a short-term payment plan.
- To access this support, you must show evidence of genuine short-term financial hardship caused by compassionate or compelling circumstances beyond your control.

Updating your Contact Information

- VIA must always have your current contact details on file.
- Student visa rules require you to tell us of any changes within 7 days.
- Please make sure your mobile number and email address are correct at all times.
- To update your details, visit the Student Services Team.
- Every 6 months, VIA will email you to confirm your contact details.

Privacy

Privacy Commitment

- VIA follows Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Personal information is not shared without consent unless required by law.

Data Security

- Information is kept accurate, secure, and destroyed when no longer needed.

Access & Correction

- If you want to access or correct your information held on file, please complete **Change of Details Notification Form**
- Processed within 20 working days.

POLICIES AND PROCEDURES

VIA Student Code of Conduct

Behave with Respect

- Treat staff, trainers, students and visitors with courtesy.
- No bullying, harassment or discrimination.
- Respect different cultures and privacy.
- Follow Classroom Conduct Rules.

Study Honestly

- Submit your own work. No plagiarism, cheating or paid assignments.
- Only use AI tools if your assessor allows it.
- Ask your trainer if you are unsure about referencing.

Attend & Participate

- Attend all scheduled classes and be on time.
- Return promptly after breaks.
- If sick, give a medical certificate to Student Services.

Use Facilities Properly

- Follow the IT & eLearning rules.
- Use campus computers, Wi-Fi and printers for study purpose only.
- Do not access illegal or offensive material.

Health & Safety

- No drugs or alcohol on campus.
- Report on hazards or incidents to Student Services.
- Do not bring children to campus except for very short, supervised visits.
- Maintain good personal hygiene

Dress Code

- Wear clean, neat and modest clothing suitable for a classroom.
- Avoid clothing with offensive, discriminatory or inappropriate images or language.
- Wear shoes at all times for safety reasons.
- Follow uniform requirements for practical classes and work placements.

Consequences for breaching the rules

Possible actions include a verbal or written warning, resubmission of assessment, repeating a unit, suspension or cancellation of enrolment. You will be told the allegation, given a chance to explain your side, and may appeal the decision.

 **Important (overseas students):** poor attendance and course progress and enrolment cancellations can be reported to Immigration and may affect your visa.

VIA Classroom Conduct Rules

Be on time

- Arrive on time to the classes.
- If you come late or leave early, please seek permission from the trainer and do so silently.

Phones

- Silent or off during class.
- Step outside quietly for urgent calls.

Eating & Drinking

- Food and drinks are only allowed in the kitchen area or outside the classroom.
- Only bottled water is permitted in classrooms.

Respect others

- Speak politely. No shouting, threats or insults.
- Do not interrupt the trainer or other students.

Aggressive behaviour

- **Not tolerated:** shouting, threats, intimidation, physical behaviour.
- If you are aggressive you will be asked to leave, and the incident will be recorded. Repeated or serious incidents may result in suspension or cancellation of enrolment.

 **Important:** Aggressive behaviour can affect your enrolment and visa status. VIA must report serious cases to authorities when required.

If a problem happens (Trainer steps)

- Stay calm and use a firm, neutral tone.
- Ask the student politely to stop the behaviour. Example: "Please stop shouting. If you continue I will ask you to leave."
- If the student does not calm down, ask them to leave and contact Student Services. If there is danger call **000**.
- Record the incident and submit a brief report to Student Services.

 **Tip for students:** If you are upset, step outside and speak quietly with the trainer or Student Services.

Course Variations

What does this mean:

- **Deferral:** Delaying the start of your course before it begins.
- **Suspension:** Temporarily pausing your course after it has started.
- **Cancellation:** Ending your enrolment in your course.
- **Change of Course:** Switching to another course.
- **Early Completion:** Finishing your course earlier than expected.

When you can request these:

- **Deferral:** If your visa is delayed, you cannot complete a prerequisite, or you have serious personal or compassionate reasons.
- **Suspension:** For compassionate or compelling circumstances (e.g., serious illness, death of a family member).
- **Cancellation:** When you decide to withdraw from your course. Supporting evidence is required. You must continue your studies until VIA finalises withdrawal.
- **Change of Course:** When you decide to change courses. You can only change courses at the start of a new block or term, depending on class numbers and availability.
- **Early Completion:** When you decide to complete your course early and agreed to undertake increased study load. Early completion is generally allowed up to 4 weeks before the original end date, unless there are exceptional circumstances

How to Request

- **Deferral or Suspension:**
 - Complete the *Course Deferment or Suspension Form*.
 - Provide supporting evidence (e.g., medical certificate).
 - Submit the form to the Student Services Team.
- **Cancellation:**
 - Meet with Student Services to discuss options.
 - Complete the *Student Withdrawal Form* with supporting documents.

- Submit your withdrawal form at least four weeks before your next fee due date to avoid paying a course withdrawal fee (equal to four weeks of tuition).
- **Change of Course or Early Completion:**
 - Complete the *Change of Course Request Form* or email Student Services.
 - Provide supporting documents if required.
 - Approval depends on academic progress, attendance, and course availability.
- **Early completion**
 - Talk about your plan to finish early as soon you have decided.
 - Submit any evidence if required (e.g., proof of readiness).
 - Email the request send it to Student Services.

Important Notes for Students

- All requests are acknowledged within three (3) working days and a decision is made within 10 working days provided all supporting evidence is submitted to enable the decision. The outcomes of the decisions will be communicated to the students via email.
- Visa Impact (Overseas Students): Any course variation may affect your visa. Always check with Immigration before making changes.
- Fees: Suspending or deferring does not stop your fee obligations. You must still pay any outstanding fees.
- Non-Commencement: If you do not start your course without notifying VIA, we will report this as non-commencement to the Immigration department, and this may affect your student visa.
- **VIA Initiated Suspensions:** VIA may initiate suspension of enrolment due to:
 - Student misbehaviour or academic misconduct.
 - Failure to complete the pre-requisite units
- **VIA Initiated Cancellations:** VIA may initiate cancellation of enrolment due to:
 - criminal activity
 - bullying, harassing or threatening staff, students or trainers
 - verbal or physical abuse of staff, students or trainers
 - failure to pay fees
 - erratic course progress

- Appeals: If VIA initiates suspension or cancellation, you have the right to appeal through the Complaints and Appeals process.

Overseas Students Transfers

What is a transfer?

- A transfer is when you move from VIA to another registered education provider, or from another registered provider to VIA, before completing your principal course.
- Overseas student transfers are managed under Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Transfer restriction period

For overseas students studying outside the school sector:

- from 2 October 2026 to 30 June 2027, the transfer restriction period is the first 12 months of your principal course; and
- from 1 July 2027, the transfer restriction period returns to the first six months of your principal course, unless the requirements are further amended.

[Department of Education](#)

If you have completed the applicable transfer restriction period, a Standard 7 release from VIA is generally not required. You must still follow VIA's withdrawal and course variation requirements.

When you can request a transfer from VIA

You may request a transfer during the applicable transfer restriction period if:

- you have a valid Letter of Offer from another registered provider; and
- you provide information and evidence supporting your request.

VIA will assess the request in accordance with Standard 7 and VIA's *Overseas Student Transfer Policy and Procedure*.

A transfer may also be permitted during the restricted period in circumstances specified in Standard 7, including where:

- VIA or the course has ceased to be registered;

- an ESOS sanction prevents you from continuing your course with VIA;
- VIA agrees to your release after assessing your request under its transfer policy and process; or
- your government sponsor considers the transfer to be in your best interests and provides written support.

When VIA may refuse a transfer request

VIA may refuse a transfer request during the applicable transfer restriction period where, after considering your individual circumstances and supporting evidence:

- you have not provided a valid Letter of Offer from another registered provider;
- the transfer may be detrimental to your studies or progress;
- the transfer is not considered to be in your best interests;
- the transfer may jeopardise your progression through an existing course package;
- you have outstanding fees or other financial obligations to VIA under your Written Agreement that have not been resolved or appropriately addressed;
- appropriate support services that may address the reason for your transfer have not yet been accessed or considered;
- your request appears to be intended primarily to avoid VIA's course progress requirements;
- your request is primarily based on employment or migration-related reasons and does not otherwise demonstrate that the transfer is in your best interests;
- the proposed course does not appear consistent with your study pathway, needs or stated study objectives;
- there is evidence that your request may result from inappropriate influence by another person;
- financial hardship is given as the primary reason for the transfer, but the information and evidence provided do not demonstrate compassionate or compelling circumstances or otherwise establish that the transfer is in your best interests; or
- information provided with the transfer request is materially inconsistent with information previously provided and the inconsistency has not been satisfactorily explained.

VIA will assess each request individually and will provide written reasons if a transfer request is refused. You may appeal a refusal under VIA's *Complaints and Appeals Policy and Procedure*.

How to request a transfer from VIA

- Submit a *Student Withdrawal Form* with:
 - a valid Letter of Offer from the new registered provider; and
 - supporting evidence for your request.
- VIA will acknowledge your request within three (3) working days.
- VIA will assess your request against the applicable Standard 7 requirements, your supporting evidence and relevant enrolment information.
- You will be notified in writing of VIA's decision.

If approved:

- VIA will record the release and required information in PRISMS;
- there is no charge for the release; and
- you should check with the Department of Home Affairs whether the change affects your Student visa.

If refused:

- VIA will give you the reasons for the decision; and
- you may appeal the decision under VIA's *Feedback, Complaints and Appeals Policy and Procedure*.

Transferring to VIA from another provider:

If you are transferring to VIA from another registered provider before the applicable transfer restriction period has passed, VIA can only finalise your enrolment where the applicable Standard 7 requirements are satisfied.

This may include evidence that:

- your previous provider or course has ceased to be registered;
- an ESOS sanction prevents you from continuing with your previous provider;
- your previous provider has agreed to your release and recorded it in PRISMS; or
- your government sponsor has provided the required written support.

VIA may request your CoE history, release information and other supporting evidence before finalising your enrolment.

Student visa information

Changing provider or course may affect your Student visa.

VIA can provide information about your enrolment and course arrangements but cannot determine your individual visa eligibility. You should check the current requirements with the Department of Home Affairs or obtain appropriate registered migration advice before making decisions about your visa.

Important notes

- Transfer approval does not guarantee a refund. Refunds are managed separately under VIA's *Refunds Policy and Procedure*.
- Transfer requirements and Student visa requirements are separate. Approval of a transfer or issue of a VIA CoE does not guarantee that you can obtain another Student visa.

Complaints and Appeals

Appeal is a request to review a decision made by VIA, including assessment outcomes or complaints resolution.

Complaint is an expression of dissatisfaction with any aspect of VIA's services, staff, trainers/assessors, third parties, or operations.

Informal Resolution

- Try to resolve the issue directly with the person involved.
- If resolved = No further action needed.
- If not resolved = Proceed to formal complaint.

Formal Complaint or Appeal

- Submit the *Complaints and Appeals Form* (available at reception or by email).
- Attach any supporting evidence.
- Submit to the Student Services Coordinator (for non-academic matters) or the Training Coordinator (academic matters).

Acknowledgement

- You will receive a written acknowledgment within 3 working days of its lodgment.

- Your complaint/appeal is recorded and sent to a manager for investigation.

Investigation and outcome

The manager:

- Commences investigation within 10 working days of it being made
- Reviews evidence and interviews involved parties.
- Reaches a decision within 20 working days of acknowledging the complaint (or longer for complex cases) and prepares an Outcome Report or provides the outcome via email.
- You will receive:
 - Outcome report (or email) within 2 working days of the decision.
 - Information about your right to an external review if not satisfied.

External Review (if not satisfied with internal resolution)

You may contact:

- Domestic students: National Training Complaints Hotline (13 38 73 - <https://www.dewr.gov.au/national-training-complaints-hotline>)
- Overseas students: Overseas Students Ombudsman (1300 362 072 - <https://www.ombudsman.gov.au/complaints/international-student-complaints>)
- VIA will cooperate fully with the external review process.

Children on Campus

For the safety of everyone on campus, children under 18 are generally not allowed on VIA premises. This helps prevent accidents, disruptions, and interference with learning and staff work.

Parents/Carers:

- If you have children under five, you must make childcare arrangements.
- School-aged children must be enrolled at a school. You can find information here: NSW School Finder (<https://schoolfinder.education.nsw.gov.au/>)
- For childcare options, visit: NSW Early Childhood Education (<https://education.nsw.gov.au/early-childhood-education/information-for-parents-and-carers>)

Bringing Children for a Short Time:

- You must supervise your child at all times.
- Make sure your child's presence does not disrupt classes or staff work.
- VIA staff will not supervise children.

Responsibility:

- Parents/carers are fully responsible for the safety and wellbeing of their children while on campus.
- VIA is not liable for any accidents or incidents involving children.

Credit Transfer

What it is:

Credit Transfer (CT) allows you to get credit for units or modules you have already completed at another Registered Training Organisation (RTO), so you don't have to repeat the same learning.

Who it applies to:

All students enrolled in a nationally recognised course at VIA.

Key points for students:

- You must provide proof of your completed units (AQF certificate or statement of attainment).
- CT is only granted for identical units to those in your VIA course.
- Overseas students should note that CT may affect their course duration and visa conditions.
- Once approved, you don't need to repeat the units.

How to apply:

- Get the *Credit Transfer Application Form* from Student Services.
- Attach certified copies of your AQF certification documents or transcripts.
- Submit the form and supporting documents to Student Services.

What happens next:

- VIA checks your documents against its course units and verifies authenticity.

- Any changes affecting your course duration (for overseas students) are considered.
- You will be notified in writing of the outcome.
- If approved, your unit records and timetables are updated.

Assessments

Before your assessment:

- Assessors will explain what is expected, the assessment conditions, and deadlines.
- Assessment tools are checked by VIA staff to make sure they meet course requirements.

Submitting your assessment:

- Submit your work by the due date on the eLearning platform.
- If you submit your assessment early, the assessor will check it and give you feedback
- You can act on assessor feedback and resubmit if needed.
- You won't have the opportunity to resubmit the assessment work after the deadline.
- Extensions may be granted for illness (with a medical certificate), compassionate reasons, or technical issues.

Assessment marking:

- Your assessment work will be marked as Satisfactory (S) or Not Satisfactory (NS) with final outcome for unit given as either Competent (C) or Not Competent (NC).
- Feedback will be provided if reassessment is required.
- Results are recorded in VIA's Student Management System (SMS).
- If marked NC, you will be notified via email.

Reassessment and appeals:

- If you receive a Not Competent Notification email, you may request reassessment or submit an appeal within 20 working days of receiving the notification email.
- Reassessments are conducted fairly and in a timely manner.
- Appeals follow VIA's Complaints and Appeals Policy.
- You must pay for each reassessment. If you attend 50% or more of the classes in a unit, you do not have to pay for reassessment.
- You must finish all reassessments during your course. VIA usually does not allow reassessments after your course ends.

Overseas Students Course Progress Monitoring

What is Course Progress?

- Satisfactory progress: Completing units of competency as required during each compulsory study period.
- Unsatisfactory progress: Failing more than 50% of units in a compulsory study period.
- Course progress breach: Unsatisfactory progress in two consecutive compulsory study periods.

Compulsory study period:

- For courses with a total duration of 52 weeks or less, the compulsory study period is 9 study weeks.
- For courses exceeding 52 weeks in total duration, the compulsory study period is 18 study weeks.

Monitoring:

- VIA reviews your results at the end of each study block.
- Students who have unsatisfactory course progress will be identified.

Intervention:

- You will receive an *Unsatisfactory Course Progress Warning* email.
- A support plan will be created, including assessment, academic counselling, tutorials, English language support, or personal counselling.

- You must sign and follow the plan.

Ongoing Monitoring:

- VIA tracks your progress and updates the plan if needed.
- You are expected to maintain contact with your Training Coordinator.

Course Progress Breach

- If progress does not improve, VIA issues an *Intention to Report Course Progress Breach Warning*
- You have 20 working days to appeal this decision if:
 - Your results were recorded incorrectly.
 - You have compassionate or compelling circumstances.
 - VIA did not implement intervention strategies correctly.

Appeals

- Appeals are managed according to VIA's *Complaints and Appeals Policy*.
- If the appeal is unsuccessful or not submitted, VIA reports the breach to Immigration via PRISMS.

Completion within CoE Duration

- VIA monitors your progress to ensure you can finish your course on time.
- If required, reassessments will be offered, and your course completion date may be extended.
- Any changes to your CoE or course duration will be communicated in writing.

Academic Misconduct

What is Academic Misconduct?

Academic misconduct includes:

- **Plagiarism:** Using someone else's words, ideas, or work without acknowledgment.
- **Cheating:** Using unauthorised aids, copying answers, or receiving improper help.
- **Contract cheating:** Hiring someone or purchasing work to submit as your own.
- **Misuse of AI tools:** Using AI (e.g., ChatGPT) to complete tasks where not allowed.
- **Falsifying data or evidence:** Making up information, sources, or results.

Your Responsibilities

- Submit original work and follow all assessment instructions.
- Acknowledge all external sources where required.
- Only use AI tools if explicitly allowed by your assessor or assessment instructions.

Consequences of Academic Misconduct

Depending on the severity, consequences may include:

- Verbal or written warning
- Resubmission of the assessment
- Repeating the unit
- Suspension or cancellation of enrolment
- **For overseas students:** Notification to the Immigration department, which may affect your visa

You may access the complaints and appeals process if you disagree with a decision.

Certification Issuance

Purpose

VIA will issue your AQF certification documents (testamur and transcript of results, or statement of attainment) accurately and promptly once you have successfully completed your course. These documents officially recognise your achievements.

What are AQF Certification Documents?

- **Testamur:** Confirms completion of a full qualification.
- **Statement of Attainment:** Confirms completion of one or more units of a qualification.
- **Transcript of Results:** Lists all units completed, accompanying your testamur.

Eligibility for Your Certification

- You will receive your certificate or statement of attainment when:
 - You have successfully completed all required units of your course.
 - All course fees have been paid.
 - Your Unique Student Identifier (USI) has been verified.

Issuance Timeline

- Certificates and statements will be issued within 30 calendar days of course completion (once eligibility is confirmed).
- You can request urgent issuance by paying the urgent processing fee.

Collecting Your Certificate

- You will be notified when your certificate is ready.
- You (or an authorised representative) must sign to acknowledge receipt.
- If you authorise someone else to collect your certificate, you must complete a *Certificate Pickup Authorisation Form*.

Replacement Certificates

- If your certificate is lost, damaged, or needs reissuing, contact Student Services.
- Replacement documents will be clearly marked as “Replacement” with the new issue date.
- Fees apply for this service

Important Tips for Students

- Check your name, qualification title, and units are correct on your certificate.
- Keep your certificate and statement safe—they are legal proof of your qualifications.
- Contact Student Services immediately if you notice any errors.

Attendance

- You must attend all classes to keep good progress in your course.
- If you miss classes, you may miss important lessons and assessments.
- You must complete all training and learning activities before assessment.

For Student Visa Holders

You must:

- Maintain 20 course contact hours per week and complete all training and assessments.
- Complete assessments on time to make satisfactory progress.
- Maintain full-time enrolment to maintain your student visa.

If you need approved leave (for illness or special circumstances), contact Student Services.

Note: Even with a medical certificate, your attendance will fall unless you are on approved leave.

Discrimination and Harassment

In Australia, the law protects you from unfair treatment based on:

- Gender, pregnancy, or marriage
- Race, religion, or disability
- Age or sexuality

If you feel discriminated against or harassed:

1. Report it through the Complaints and Appeals process.

2. VIA will treat your complaint as confidential.
3. If unhappy with VIA's decision, you can contact the Anti-Discrimination Board of NSW.

Health and Safety

- VIA follows the Work Health and Safety Act 2011.
- Everyone (students, staff, trainers) must help keep the campus safe and healthy.
- VIA provides first aid facilities in its campus. If you require assistance, please contact the Reception Desk.

Drugs and Alcohol

- No drugs or alcohol are allowed on campus.
- Students under the influence will be asked to leave.
- A counselling session will be held with a senior staff member.
- Repeated misconduct may lead to cancellation of your enrolment.

CAMPUS FACILITIES AND RESOURCES

Entering and Leaving the Campus

- Enter the campus via ground floor, 565 George St, Sydney.
- Access Levels 4 & 5 using the two lifts on the ground floor.
- Exits are via lifts or the main stairwell next to the lifts, which leads to the foyer and George Street.

Emergency Exits

- Do not use lifts during an emergency.
- There are two sets of fire stairs:
 1. Between the lifts – exit to George St (foyer) or Liverpool St (rear laneway).
 2. Next to Classroom 5 (Level 5) and through Classroom 6 (Level 4) – exit to George Street.
- After exiting, report to your trainer at the building's meeting point on the corner of George and Goulburn Streets.
- Emergency floor plans are located around the campus and at the end of this handbook.

Dining Facilities

- Level 2: Chinese restaurant.
- World Square Shopping Centre: Wide variety of options.

Wi-Fi Access

- Campus-wide Wi-Fi is available for students.
- See Student Services at Reception for the password.

Student Kitchen Facilities

- Kitchenettes are available on both campus levels.
- Clean up after use and report accidents or hazards to Student Services.

The eLearning Portal

VIA gives every student access to the eLearning Portal.

Here you can find:

- Learning resources (learner guides and presentations)
- Assessment materials (assessment manual, templates and appendices)
- Any other useful materials required for the unit

How to Access

Use a computer, laptop, tablet, or mobile phone (big enough to read text).

Open your internet browser.

- Go to: <https://elearning.via.edu.au/login/index.php>
- Click “Login with College Email.”

Enter:

- Username: Your Student ID
- Password: The password given to you at orientation

Need Help?

- Email the Academic Support Team: acsupport@via.edu.au or
- Ask the Student Services Staff at Reception Desk.

Tip: Check the portal often. All your study materials are kept there.

IT Facilities and Printing Facilities on campus

VIA provides few computers in each class on campus.

You can use them for:

- Internet access
- Learning resources
- Study support

VIA does not accept printed assessments. You don't need to print them. If you must print something, please ask Student Services at the Reception Desk.

Library Facilities

VIA gives you all the learning materials required for the units.

You can also use the City of Sydney libraries for extra study materials.

There are many library branches across Sydney:

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

Good news for overseas students:

- Membership is free
- You can borrow books and resources while you live in NSW

LEGISLATIVE REQUIREMENTS

VIA operates under a number of Australian laws and regulations. You can read the full text of each law at www.legislation.gov.au.

Key laws include:

- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000 & Regulations 2001
- Standards for Registered Training Organisations (RTOs) 2015
- National Code of Practice for Providers to Overseas Students 2018
- Student Identifiers Act 2014
- Data Provision Requirements 2012
- Competition and Consumer Act 2010 & 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

Note: Your trainer or assessor may also provide a list of laws and regulations that relate specifically to your study units.

STUDENT SUPPORT

VIA provides many support services to help make your study experience enjoyable and successful.

Accommodation

There are three main types of accommodation in Sydney for overseas students:

- Purpose-built student accommodation
- Private rentals or shared accommodation
- Homestay (living with an Australian family)

VIA can help you arrange Homestay. Please let us know when you enrol.

More information: [Study NSW – Accommodation](#)

Orientation Session

- You must attend the student orientation session.
- You will receive an email about the session at least one week before.
- Orientation gives you important information about VIA and its policies.
- You can meet with the student services staff and ask questions.

Counselling

VIA can support you with:

- Accommodation and Homestay
- Academic progress and study opportunities
- Student visa requirements
- Finding legal, health and medical services
- External counselling for mental health and mediation

Book an appointment to see the Student Services Coordinator at the Reception Desk.

English and Academic Support

- If you are finding your studies or English difficult, please tell us quickly.
- Support may include:
 - Suspending your current course so you can study an intensive English course.
 - Re-attempting assessments.
 - Re-enrolling in classes you found difficult.
 - Getting one-on-one help in tutorial sessions.
 - Academic counselling with the support team to understand course requirements, assessments, and due dates.
- If you have special learning needs, tell us at orientation or speak to the Student Support Team.

Healthcare

- Student visa holders must have Overseas Student Health Cover (OSHC) for the whole stay in Australia.
- For non-emergencies: visit a General Practitioner (GP) doctor at a medical centre.
- For emergencies: go directly to a hospital or call 000.

Other Support Contacts

- **Emergencies:** Call 000 (police, fire, ambulance).
- **Lifeline (mental health, crisis support):** 13 11 14
- **Legal Aid NSW (free legal help):** 1300 888 529
- **Fair Work Ombudsman (work rights, pay, conditions):** 13 13 94 or www.fairwork.gov.au

LIVING IN SYDNEY

Public Transport

- You can travel by train, metro, light rail, bus, and ferry using an Opal Card (www.opal.com.au).
- Overseas students do not receive transport discounts.
- To plan trips or check transport information, visit www.transportnsw.info.

Nearest Stations to VIA:

- Train: **Town Hall** and **Central Station**
- Bus: **Town Hall** and **Railway Square**
- If you don't use an Opal Card, you can use your credit card or buy a ticket at the station before boarding.

Working While Studying

- Student visa holders can work up to 48 hours per fortnight during study periods, and unlimited hours during holidays. (Visa condition 8105)
- More information: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>

Tax File Number (TFN)

- You need a TFN to work in Australia.
- Apply through the Australian Taxation Office (ATO): www.ato.gov.au

Banks

You should open a bank account soon after arrival. You will need your passport and other identification.

Major banks in Australia:

- Commonwealth Bank of Australia
- Westpac Banking Corporation
- NAB (National Australia Bank)
- ANZ (Australia and New Zealand Bank)

Entertainment

Shopping

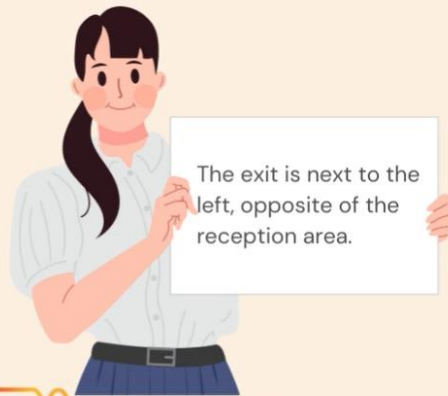
- **World Square** – Large shopping centre with many food options.
- **Market City** – Shops, food court, and Paddy's Markets (discount shopping, open on certain days).

Events and Activities

- City of Sydney website: www.cityofsydney.nsw.gov.au/places
- Events guide: whatson.cityofsydney.nsw.gov.au

Level 4 Emergency Exits

Emergency Exit



The exit is next to the left, opposite of the reception area.



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

Assembly Areas

