



VOCATIONAL TRAINING INSTITUTE

INTERNATIONAL STUDENT HANDBOOK

RTO NO: 41111 CRICOS NO: 03487C



1. Introduction	6
2. Adjusting to life in Australia	6
Victoria - Melbourne	6
Places to visit in Melbourne	6
Cultural adjustment	7
Language	7
Living costs in Australia	8
Other living expenses	8
Accommodation cost	8
Accommodation Assistance	8
Cost of living	8
Driving	9
Buying a car	9
Cycling	9
Emergency services	9
Sun and water safety	10
Fire safety	10
What to do if there's a fire	10
Bushfires	10
Medical services and student health cover	11
Personal or Social Issues	11
Opening a bank account	12
Arrival assistance	12
Airport to Melbourne City	12
Employment in Australia whilst studying	12
Transport System	12
Public Transport Melbourne	13
Relevant legislation/ regulations	13
3. Courses offered at VTI	14
4. Campus facilities	14
Classrooms	14
Equipment	14
Practical automotive workshop	14
Student lounge	14
Computer labs	15
Learner resource availability	15
5. Services available at VTI	15
Administration	15
Reception	15
Student support services	15
Language literacy and numeracy (LLN) support	16
Nominated student support officer (SSO)	16
6. Orientation program	16
USI – Unique Student Identifier	17

Tuition Protection Service	17
ID cards	17
Health and safety at campus	17
7. Student visa obligations	18
Overseas Student Health Cover (OSHC)	18
Full time study	18
Maintaining attendance and course progress	18
Attendance	18
Course Progress	18
Change of address	19
Changing college	19
Campus transfer	19
8. Student code of conduct	19
Student rights	20
Student responsibilities	20
Breach of conduct	20
9. Academic procedures	21
Approaches to course delivery	21
Timetables	21
Assessments	22
Reasonable adjustment/ special learning needs	22
Special consideration	22
Extension of time/late submission of work	22
Resubmission	23
If you miss an assessment	23
Appealing assessment decisions	23
Recognition of prior learning and credit transfer	24
Plagiarism and cheating	24
Qualification issuance	24
10. Student administration information	25
Use of personal information	25
Your student file	26
Fee payment	26
Refund policy conditions and process	27
Refund conditions	27
How to apply refund	29
Student's right to appeal	30
Travelling overseas	30
Leave for compassionate or compelling circumstances	30
Deferment, suspension and cancellation of study	30
Cancellation of study - student initiated cancellation	31
Provider initiated suspension or cancellation	31
11. Complaints and appeals	31
Stage1: informal complaint resolution	32
Stage 2: formal complaints resolution	32
Internal appeals -formal appeals	33



Assessment appeals	34
Appealing decisions to report breach of academic, misbehaviour or fee payment requirements	34
Appealing deferrals, suspension or cancellation of enrolment decisions	35
Stage 3 – external appeals	35
12. Important contacts at VTI	36
13. Important contact list	37



Dear Student

I would like to welcome you to the Vocational Training Institute (VTI). The information in this student handbook has been developed to aid your integration into Australia and help you in understanding your study requirements. The purpose of this handbook is to introduce you to the services available at VTI.

We are a Registered Training Organisation regulated by Australian Skills Quality Authority (ASQA), RTO No: 41111, CRICOS No. 03487C and we follow and abides by the Standards for the NVR RTOs. We deliver Nationally Recognised Training package qualifications which are taught by qualified industry experts in the business, management, community services and automotive courses.

VTI is equipped with modern style classrooms, library resources, student recreational areas including workshop facilities and computer labs with free access to internet. The learning environment is supportive and encourages independent learning. Our programs are delivered in a personalized learning environment with a student focused approach.

Thank you for choosing VTI for your studies. I hope your experience will be rewarding and will prepare you for the future.



Sincerely yours,
Parminderjit Singh Gill
Chief Executive Officer



1. Introduction

VTI provides educational services to numerous students from diverse backgrounds and walks of life. Our ideally located institute has all the advantages of a new generation, multi-disciplinary school, with accredited courses and quality assurance.

VTI is located at Level 3, 190 Queen St, Melbourne 3000 Victoria, which is easily accessible by public transport. Car parking is also available close to the VTI; however, please take note of signs displaying parking fees and restrictions.

Melbourne Campus

Address: Level 3, 190 Queen St,
Melbourne, VIC 3000

Email: info@vocationalinstitute.com.au

Tel: +613 9017 7817

2. Adjusting to life in Australia

Victoria - Melbourne



Melbourne is the capital of the state of Victoria and set around the shores of Port Phillip Bay with its beautiful beaches and water sports facilities. The city itself is laid out in a large rectangle and boasts a lively and cosmopolitan pulse. Melbourne is world renowned for its cultural influences, restaurants and cafés and is the sporting capital of Australia.

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn.

Melbourne does not have a specific wet season - it can rain at any time of the year.

Places to visit in Melbourne

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include:

Melbourne Zoo: Experience the wonders of wildlife at the award-winning Melbourne Zoo.

Melbourne Aquarium: Wiggle with an octopus and see sharks being fed at the Melbourne Aquarium.

Melbourne Museum: Enjoy impressive and informative, world-class exhibitions.

Southgate Arts and Leisure Precinct: Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high quality shopping, bars and restaurants. During a stroll down the promenade you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

City Circle Tram: See central Melbourne aboard the free and convenient City Circle Tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

Further from Melbourne but still within a day trip's reach are:

Healesville Sanctuary: A unique Australian animal park offering a rare insight into Australia's unusual flora and fauna.

The Great Ocean Road: A magnificent 250 km drive along Victoria's south western coast offering spectacular ocean views and rugged coastline.

Sovereign Hill, Ballarat: Step back into time and discover where gold was found in Victoria. Visitors can experience life as it was in the 1850s during the Gold Rush.

Phillip Island: This beautiful island is well known for being the location of Australia's fairy penguins.

If you would like more information about places to visit, Melbourne Visitor Hub located at 90-130 Swanston Street Corner Little Collins and, Swanston St, Melbourne VIC 3000. It is open 7 days a week from 9 am to 6 pm. and you can find information about Melbourne and Victoria. You may also check the following websites:

- <http://www.visitvictoria.com>
- <http://www.visitmelbourne.com>

Cultural adjustment

Moving to a new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some "culture difference". People, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember - it is only temporary!

Homesickness may be experienced as a feeling of nervousness, fear, loneliness, unhappiness or any unpleasant feelings that affect us, when we are living in a different place that is new to us or in a culture very different from our own home country or family culture.

It happens to everyone including people born in Australia who move away from family and friends in order to study and work. For most people, it is mild and doesn't last long.

For some, it is stronger and makes them want to go straight home. Allow yourself some time to become acclimatised to your new surroundings and make the most of this great opportunity to learn lots of new things about the world and develop as an individual.

Keep in regular contact with family and friends in your own country and tell them all about your new experiences. Try to make friends in Australia and do as many 'new' activities as possible. Be positive about your new activities. Joining a local sports club, special interest, social or spiritual group can help introduce you to people.

SSOs and Trainers at VTI can help you deal with any problems you may experience.

Drop in for a chat or make an appointment to speak to your Trainer or the SSO, if you do get sad or lonely.



Language

It may take a week or two to get used to the Australian pronunciation of the English language. Even those of you who have studied English for some years may think that Australian English is a completely new language. Some Australian people tend to speak very quickly and run words together.

Many Australians also use a lot of 'slang'. If you are not sure what something means don't be afraid to ask. You will learn some interesting expressions! "Carn, give it a shot!" (Come on, have a go!)

Some common examples of Australian slang:

- Good day/Hello: G'day
- Well done: Good on ya
- Afternoon: Arvo

- Australian: Aussie
- Wait a moment: Hang on
- Breakfast: Brekkie

- Bring a plate of food to share: Bring a plate
- Bring your own (drink): BYO

Living costs in Australia

Australia is a modern, welcoming and affordable country, which enjoys one of the highest standards of living in the world. The cost of living in Melbourne varies greatly, depending on your personal needs and tastes. Exchange rate fluctuations may also affect your budgeting. **The following information is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle.**

Accommodation cost

- Hostels and Guesthouses
- \$90 to \$150 per week
- Shared Rental
- \$95 to \$215 per week
- Rental

Other living expenses

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week

Accommodation Assistance

VTI does not have its own accommodation facilities for overseas students; however, we refer accommodation providers upon receiving request from the students. You are advised to send an email to info@vocationalinstitiute.com.au.

Cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

Please Note: The above estimates are in Australian dollars (AUD\$) and these estimates are subject to change.

For more information about living and accommodation expenses in Australia please see the following links:

As of May 2024, the 12-month living costs are;

- For students or guardians - \$29,710
- For partners coming with you - \$10,394
- For a child coming with you - \$4,449

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Driving

Cars are the most common form of transport. In Australia, cars driven on the Right-hand side of the road and seatbelts must be worn in the car. The driver must have either an Australian Driver's Licence or must bring an International Driving Permit from your country. Please refer to VIC roads for Melbourne information <https://www.vicroads.vic.gov.au/>. Drink-driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink driving laws may result in loss of licence and heavy fines. Drive safely!

Buying a car

You can browse the classified ads in car sales, gumtree, market place etc. to get an idea of car prices. If you choose to buy a car, ensure that it is sold with a current Roadworthy Certificate (RWC). You may also consider getting it checked out with a qualified mechanic. The Royal Automobile Club Victoria (RACV) can assist with this as well as other advice about the costs of running a car. For more information, go to <https://www.racv.com.au/>.

Car insurance is essential if you are thinking of owning a car in Australia. A student who buys a car is very strongly advised to purchase comprehensive insurance to cover you and other drivers in the event of an accident.

Cycling

Keep fit, have fun, and cut your transport costs. Melbourne is great for cycling. Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device on the bike (e.g. a bell), and having reflectors and lights if you are riding at night or when visibility is low.

For details, see the VicRoads website: <http://www.vicroads.vic.gov.au/Home/BicyclesPedestrians/> or Bicycle Network Victoria (<https://www.bicyclenetwork.com.au/>) for more information about cycling in Victoria.

Emergency services



Australia is generally a very safe place to live and study, but it is still important to be aware of the risks that exist. Wherever you are in Australia, if there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police
- Fire
- Ambulance

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist. It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved. Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.
- If you have just witnessed a serious accident or crime.

Sun and water safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country. There are some steps you can take to protect your skin:

- Check the weather forecast before you plan on being outdoors - www.bom.gov.au
- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside
- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending time in the direct sun between 10am and 4pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny you can still get burnt on cloudy or overcast days. Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:
- Never dive into water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers.

For more information on water safety visit the Surf Life Saving website <https://sls.com.au/>

Fire safety

Fire awareness is essential in Australia, even in city and urban areas.

If you experience a fire emergency, follow these steps:

1. Call 000 from any phone or mobile – it is a free call even from a mobile phone.
2. Say the word “fire” to the operator.
3. Don’t speak English? Just tell the operator your language and wait for instructions.
4. Answer the questions the operator asks.

What to do if there's a fire

In case there's a fire at home, plan a way to get out in advance. Don't block doorways or windows, and make sure you can open your windows – they can get stuck in older buildings. Have a specific place for keys and your phone, so if you have to leave in a hurry you know exactly where they are and can call emergency services.

Bushfires

Australia is a big country. Many international students come to experience the wonders of Australia's great outdoors. Wherever you are studying, there are always bushwalking, beach and camping activities within reach. In the months between October and March, parts of Australia can experience extreme heat and, with that, bushfires.



These can be frightening for visitors unfamiliar with these conditions. If you are out in the bush when there is smoke, or a fire, do not ignore the danger. It is important to act early and make a decision. The following advice can help you make the right decision in the event of a nearby bushfire.

- Always plan ahead on days of extreme heat and high winds. If visiting a national park, it, contact the visitor information centres for safe tourist activities and locations.
 - Let friends know of your travel plans on the day.
 - If you have mobile reception, check ABC Emergency on Twitter for any bushfire alerts in your area. Call 000 (emergency) if you are in danger and say 'fire' to the operator.
 - Do not attempt to drive through a bushfire. Tune your car radio to your local ABC radio station for updates on bushfire emergencies in your area.
 - Always carry plenty of drinking water and sun protection as fires can generate intense heat in the area and cause dehydration.
 - On days of a total fire ban, open fires (such as camp fires) are strictly prohibited.
 - Always follow the advice and instructions of local emergency services, such as the police and fire brigade.
- For more information, bushfire safety visit www.abc.net.au/news/emergency/plan-for-an-emergency/bushfire/

Medical services and student health cover

Students are required to get an appointment with General Practitioners (GP) for medical conditions and prescription medicines. If you require medication, pharmacies or chemists are the place to go. In Australia, pharmacists are not able to give certain medications unless prescriptions are available from the doctor. Therefore, it is important to see the doctor to obtain certain medications. Student administration officers can provide you with a reference to the nearest GP from the college. Student support officers will be able to provide students with assistance in finding an appropriate medical professional.

All International students must have health insurance before being issued with a visa or VTI can assist or arrange one for you. You can find out more information about overseas student health cover at: www.health.gov.au.

International students may choose from the following providers:

- Australian Health Management: <https://www.ahm.com.au/health-insurance>
- Medibank Private: <https://www.medibank.com.au/overseas-health-insurance/oshc/>
- Allianz Global Assistance: <https://www.oshc.allianzassistance.com.au/>
- BUPA Australia OSHC: <https://www.bupa.com.au/health-insurance/overseas-students/cover/oshc>

Personal or Social Issues

If students experience any social, personal, or other issues affecting studies at VTI, students are encouraged to seek support from the Student Support Officers, who may then refer them to suitable professional services as appropriate.

Opening a bank account



Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, National Australia Bank, St George and Westpac. It is important to open a bank account as soon as possible. You will need your passport as proof of identification. (Take along either your Student ID card or Coe).

Banking hours are generally 9.00am to 4:00pm Monday to Thursday and 5:00pm on Friday. Some banks are even open on Saturday mornings with telephone banking and internet banking available 24 hours a day, 7 days a week. Your bank will let you know what services they provide and how to use your ATM card and PIN around Melbourne.

You may need to provide a Tax File Number (TFN) to avoid paying too much tax on the money in your account, and especially if you intend to work part-time.

Arrival assistance

An airport pick-up service is available to international students, upon request and usually requires at least one week's notice to VTI by email to info@vocationalinstitute.com.au, prior to your arrival.

Airport to Melbourne City

Taxi: The approximate cost of a taxi from the airport is \$60 to central Melbourne. Phone: 132 227 or <https://www.13cabs.com.au/>.

Airport shuttle bus service: This operates from the airport to the CBD and surrounding regions. The current price from the airport to Melbourne is around \$20. See <https://www.skybus.com.au/melbourne-city-express/buy-tickets/>

Public Transport: For information, timetables and route maps for public transport, please refer to <https://www.ptv.vic.gov.au/>.

Employment in Australia whilst studying

You can only work up to 48 hours in a fortnight. A fortnight means the period of 14 days starting on a Monday. For more information, please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>

If you need information on your workplace rights, please visit the website of the Fair Work Ombudsman at <http://www.fairwork.gov.au/employee-entitlements>.

Students can find information on employment at the Victorian Government website at www.vic.gov.au/employment-workplace/wages-awards-conditions/employment-law.

Transport System

There are a variety of transport options available to you.

Public Transport Melbourne



Melbourne's public transport system includes a network of trains, buses and trams. Use the journey planner to work out the best route for your regular journeys to study or work. Most transport services end around midnight, although special night buses service in many areas. In regional Victoria, train services are provided by V/Line. Visit the V/Line website to see timetables and book tickets. A myki card lets you travel on any mode of public transport around Melbourne and on regional trains and some buses. You can buy a myki from train station, 7-Eleven stores and where you can see myki sign. Public transport is fairly reasonable, reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The free City Circle Trams circle the perimeter of the City centre and central business district every day except for Christmas Day and Good Friday. Express bus service (<https://www.skybus.com.au/>) is also available between Melbourne city and Tullamarine, Avalon airport.

For further information on the **Melbourne** transport system or train, tram and bus timetables please visit <http://www.ptv.vic.gov.au>.

Relevant legislation/ regulations

A range of legislation and information is applicable to all staff and students. Information on relevant legislation can be found at the following websites:

- Occupational Health and Safety <http://www.worksafe.vic.gov.au>
- Fair Work Act 2009 <https://www.legislation.gov.au/Details/C2014C00031>
- Equal opportunity <http://www.humanrightscommission.vic.gov.au>
- Vocational Education and Training <http://www.skills.vic.gov.au>
- ESOS Framework <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- Department of Home Affairs <https://www.homeaffairs.gov.au>
- Privacy <https://www.oaic.gov.au/privacy>
- Australian Skills Quality Authority <http://www.asqa.gov.au>



3. Courses offered at VTI

VTI offers the following nationally recognized qualifications.

Code	Title	CRICOS Course code	Duration weeks (including holidays)	Tuition fee
AUR30620	Certificate III in Light Vehicle Mechanical Technology	103642J	60	\$AU 16,250
AUR40216	Certificate IV in Automotive Mechanical Diagnosis	102206D	34	\$AU 10,000
BSB80120	Graduate Diploma of Management (Learning)	108722B	52	\$AU 16,000
BSB50420	Diploma of Leadership and Management	104288C	52	\$AU 12,000
BSB60420	Advanced Diploma of Leadership and Management	108719H	52	\$AU 12,000

Please refer to the course brochures for detail information available at VTI website

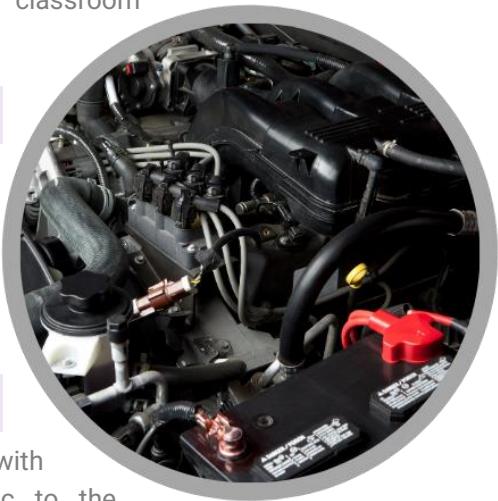
<https://www.vocationalinstitute.com.au/>.

4. Campus facilities

VTI is equipped with modern style classrooms, library resources, student recreational areas including kitchen facilities and computer labs with free access to internet. VTI has a well-equipped automotive workshop with latest technology for student practicals.

Classrooms

All classrooms are air-conditioned and are furnished with appropriate classroom furniture and necessary equipment for effective learning to take place.



Equipment

Staff and students will have access to classroom or simulated workplace environment in the campus that will have following equipment as per the course requirement. Tables, chairs, whiteboard, pens/paper, internet access, computer/laptop, data projector, photocopier, scanner, computer applications (Microsoft Office).

Practical automotive workshop

VTI's automotive workshop is well equipped and will provide students with practical knowledge of workshop practices and procedures, specific to the Automotive Industry. Students will learn how to service, repair and diagnose faults in motor vehicles. Equipment available in the workshops include, but is not limited to, air compressor, work benches, cars engine, wheel balancer, tyre changer, parts washer, scan tool, carman, gas analyser, hoist and more.

Student lounge

VTI provides a student lounge area which is a comfortable and within the building for students to relax, meet others. They are also used as areas to find information on social activities, rooms available to rent/share, and other general information related to international students living in Australia.



Computer labs

VTI students can access computers/laptops at lounge and at the computers labs. Students are given free internet access.

Learner resource availability

VTI will provide related learning material required for your course and there are additional copies of reference books available to assist students in their studies.

5. Services available at VTI

Administration

During Orientation, the team at VTI will inform you about all the VTI's services and facilities. If you are not sure about where to go or who to ask about anything, ask at the reception desk and staff there will be happy to help you.

Reception

Few of the core services available at reception:

- Reception is the first point of contact for students, administrative services and visitors
- Submit forms – Change of enrolment (Ecoe) form, Cancellation of Enrolment, Application for refund, Amendment to personal details, Student Complaint form, and Student Appeal form
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted
- Receive support in regards to completing forms
- Obtain a new or replacement Student Card
- Enquire about other student support services including Counselling and Welfare services
- Documents printed or photocopied for students/staff
- Obtain a map or ask for directions around the campus and local area
- Check if lost property has been handed in
- Transfer calls to relevant departments upon student request
- Enquiries regarding courses available

Student support services

VTI has well equipped Student support mechanism that not only provides academic and learning support services but also an opportunity for Students to access welfare-related support services to assist with issues that may arise during their journey at VTI at no additional cost to Student but fees and charges may apply where an external service is used by the student.

Support Services may include but not limited to:

- Academic support program
- Language, Literacy and Numeracy (LLN) programs
- Counselling services or referrals to these services
- General welfare matters that are affecting the Student

- Equipment, resources and/or programs to increase access for learners with disabilities
- Learning materials in alternative formats, for example, in large print
- Information technology (IT) support
- Mediation services or referrals to external services

Language literacy and numeracy (LLN) support

VTI requires that prior to course commencement (orientation day), Students undergo a Language, Literacy and Numeracy (LLN) assessment relevant to their course to determine whether or not to provide the specific Student with additional language, literacy and/ or numeracy support.

The aim of this additional support is to maximise the chances of Students successfully completing their training within their period of enrolment. To achieve this aim, VTI will:

- Identify any additional support individual Students need prior to their course commencement
- Provide access to that support throughout their training

Nominated student support officer (SSO)

Whilst all VTI staff have responsibility to provide support to students, although VTI has sufficient number of nominated 'SSO's' who will be available directly or via student administrations, on an appointment basis, through the standard VTI hours of operations at campus whereas in case of emergency during after hours, student can contact at +61430093904, +61452630786. For further information, please visit VTI website <https://www.vocationalinstitute.com.au/> for Student Support Services Policy and Procedure.

6. Orientation program

Orientation sessions are conducted for the international students prior to the commencement of the course. The orientation program will provide you with an opportunity to find out about the student support services provided to you in adjusting to study and life in Australia and familiarize with the VTI's expectations, rules and facilities.

Students will be required to sit for LLN test, aimed at identifying students learning needs and additional support required for the completion of the training program. As per the Standard 6 of the National Code, Education Services for Overseas Students Act 2000 (ESOS Act) it is the providers' obligation to support student to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. Please take your orientation seriously if you fail to attend the orientation program on time you need inform the Student Administration the reason for your absence. If you do not contact the VTI within 20 working days from the course start date, your CoE might be cancelled on non-commencement of studies. Cancellation of Enrolment may impact your students' visa condition. The Orientation session includes the following but are not limited to:

- Welcome by the VTI team
- Introduction to the classroom teachers and fellow students
- Completion and quality checking of personal details and student enrolment information

- Information about the requirements of VTI and Department of Home Affairs (DoHA)
- Presented with an orientation pack, which will include International Student Handbook, timetable, payment plan etc.
- All policies and procedures relevant to you, explained in the orientation program
- Discussion covering living, studying and working in Australia
- Tour of campus including classrooms, computer lab, toilets and recreation areas, OH&S and fire evacuation procedures
- Credit transfer & Recognition of Prior Learning (RPL) process discussed
- Informed of course progress requirements
- Assistance with banking arrangements
- Informed about study pathways available after completion of your studies at VTI
- Information about available student support services and nominated SSO
- Issued with a student card
- Unique Student Identifier creation (USI) creation if required

The student is required to fill the enrolment form, education agent feedback form (if applies) at the time of Orientation.

USI – Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the VTI during the enrolment process. If students do not provide USI, VTI will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au. VTI staff can assist you to obtain your USI on request.

Tuition Protection Service

The Tuition Protection Service (TPS) is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that international students are able to complete their study in another course or with another education provider or that they get a refund of their unspent tuition fees.

For more information, please visit: <https://tps.gov.au/StaticContent/Get/StudentInformation>

ID cards

Your student identity cards will be issued at the student reception during your orientation. In circumstances when you lose your student id card, Fees of \$20 will be levied for re-issuance of the new identity card, this can be done at the student reception.

Health and safety at campus

VTI complies with all relevant Occupational Health and Safety legislation and its staff actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, staff will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel. Where applicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of college staff. For more information, please refer to critical incident policy and procedure available at VTI's website.

All Automotive students must wear Personal Protective Equipment (PPE), at all-time while conducting practical in the Automotive workshop. In the unlikely event that the VTI needs to evacuate the building, you must exit the building safely according to the VTI's Fire Evacuation procedure. Maps for emergency evacuation, fire exits, location of fire extinguishers are available in all the level of the Campus. You will be made aware about the evacuation procedure and emergency exits during your orientation.

7. Student visa obligations

Overseas Student Health Cover (OSHC)



All international students are required by the Department of Home Affairs (the DoHA) to maintain OSHC for the duration of their student visa. The OSHC premium cover must be paid before a student visa is issued – usually at the same time as the tuition fees. The cost of OSHC will be indicated on your letter of offer (if applicable). OSHC contributes to the cost of medical expenses while in Australia. OSHC is a health insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. If you have requested OSHC through VTI, we will organize this for you.

If you require emergency medical attention, public hospital emergency departments are available. If you require medication, pharmacies or chemists are the place to go. In Australia, pharmacists are not able to give certain medications unless prescriptions are available from the doctor. Therefore, it is important to see the doctor to obtain certain medications. You can find out more at <http://www.health.gov.au>.

Full time study

Australian law requires international students to study full time. A full-time study load is normally a minimum of 20 hours per week.

Maintaining attendance and course progress

Attendance

International students are required to meet their minimum 80% attendance. If your attendance drops below 80% over any study period, VTI is required to review your involvement, counsel you, implement an intervention strategy.

Course Progress

Upon your enrolment in the course of study. You will be provided with the timetable, which provides you with the serial order of unit of competency that you will study and be assessed on to complete the qualification. International students are required to maintain satisfactory course progress during their course of study to ensure that the students are in a position to complete their course within the expected duration specified on their CoE. Course progress risk level is identified by the number of units assessed as 'Competent' within each term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout each term. VTI will evaluate each Student's academic performance and progress during their enrolment period on an on-going basis. If the Trainer and Assessor deems that a student is unlikely to complete their studies by the end



date of the CoE, the Trainer and Assessor will initiate Risk Intervention Strategy for the Student and if required utilise the Reassessment and Catch-up days in the timetable for this purpose.

For further information, please visit VTI website <https://www.vocationalinstitute.com.au/> for Monitoring Course Progress Policy and Procedure.

Change of address

Upon arriving in Australia, you are required to advise VTI of your residential address and telephone number and any subsequent changes within 7 days as per the provision of the Education Services for Overseas Students (ESOS) Act 2000. VTI is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or course progress. VTI may also send notification and warning letters to you which is aimed to help you monitor your course progress and to prevent you from breaching your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details to VTI, in order to ensure you receives important information about your course, fees and possible breaches of your student visa. You may also find additional information on student visa issues which is available on the DoHA website at <http://www.immi.gov.au>

Changing college

The National Code 2018 restricts the students to change providers prior to completing six months of their principal course. VTI will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to their training plan. Students wishing to apply for a letter of release will need to complete "Request For Release Form", available at VTI Admin. There is no cost for applying for a letter of release; however, students will need to contact DoHA to seek advice on whether a new visa is required.

Campus transfer

Overseas student can apply for campus transfer, if they wish to transfer course or to a different VTI campus. All applications will be assessed on the basis of the "Transfer between Registered Providers Policy and Procedure"

Students must include documented evidences supporting circumstances or reasons for seeking a campus transfer with the application. If you transfer the delivery location but remain in the same course, your fees will be charged as per the course fees structure at the respective location. Administration charges may applicable.

For detailed information, please read VTI's "Transfer between Registered Providers Policy and Procedure" at VTI's website.

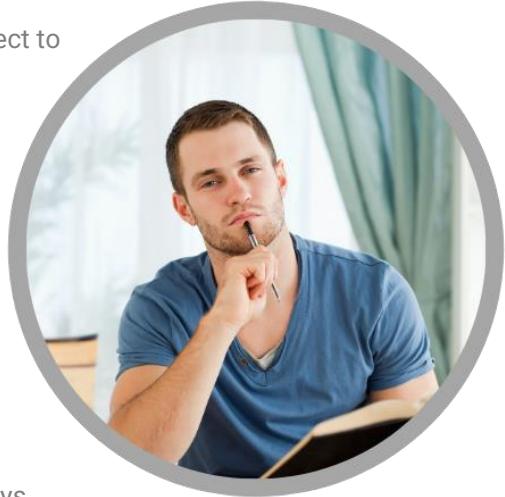
8. Student code of conduct

Students are required to follow all rules and staff instruction from VTI. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors. Students are also required to adhere to academic rules and regulations as directed by VTI. Where a student is found to have acted in a way that the VTI deems to be misconduct, disciplinary action in the form of suspension or cancellation of a student's enrolment may be implemented. The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment for all students and staff.

Student rights

All students have the right to:

- Be treated fairly and with respect by staff and others
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- To lodge complaint or appeal against the decision made



Student responsibilities

All students have a responsibility to:

- Treat other students and staff with respect and fairness.
- Follow any reasonable direction from a member of VTI.
- Respond to communication made by VTI (email/phone) within 7 days.
- Refrain from swearing, drinking and eating in classrooms and other learning areas.
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing VTI or other student's property.
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Refrain from any Audio or video recording at VTI premises
- Attend all scheduled classes
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by VTI staff.
- Do not behave in a way that would offend, embarrass or threaten others.
- Do not engage in behaviour of bullying and harassment.
- Comply with all lawful regulations, policies and procedures of VTI that applies to the students.
- To update any changes on my residential address, mobile number, email address, emergency contact detail, visa status or any other relevant details to VTI within 7 days.

Breach of conduct

A student breach of conduct occurs when a student behaves in a certain manner not limited to the items described below:

- Assaults, attempts to assault or threatens a person at VTI premises
- Acts contrary to Equal Opportunity practices of the VTI which is committed to the prevention and elimination of discrimination on the grounds of:
 - Age
 - Impairment

- Industrial activity
- Lawful sexual activity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex
- Status as a parent or a carer
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes
- Disobeys or disregards any lawful direction given by an officer of VTI
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by VTI
- Deliberately obstructs any teaching activity, examination or meeting of VTI
- Engages in any conduct or activity prejudicial to the management and good governance of VTI
- Attends VTI whilst under the influence of alcohol or affected by drugs
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the college
- Fails to comply with OH&S regulations or wilfully places another person in a position of risk or danger
- Constantly interrupts class time through the use or presence of mobile phones etc.
- Use of abusive language
- Taking photos or videos in the VTI premises

9. Academic procedures

Approaches to course delivery

Number of approaches to course delivery is used by VTI. Course delivery methods may include: teacher led classroom delivery, workshops, practicals, seminars, tutorials, placements and supervised study etc. During the class time, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and getting involved in role playing situations. Tutorials are carried out in classroom, at the training workshop, and simulated workplace environment. Delivery is 20 hours per week.

Timetables

Each student will be provided with study timetable during their orientation.

Your timetable consists of the serial orders of the unit of competency. It also includes study weeks and term breaks. Your timetable will be aligned to your duration within your CoE. You will be required to gain competency in each unit in order to successfully complete the qualification.

Assessments

It is recommended that you consult with your trainer/assessor regarding your assessment deadlines. Each unit of competency will have minimum of two assessment methods. The assessment methods vary according to courses and may include:

- Written/ Oral Questions
- Project/ Case Study
- Presentation
- Practical Demonstration/ Observation/ Role Play
- Report
- Self-Assessment
- Problem Solving
- Workplace Documentation

For each unit you will be awarded the following competencies:

- C - Competency achieved/pass
- NYC – Not Yet Competent
- DNS – Did Not submit
- CT - Credit transfer
- S – Satisfactory
- NS - Not Satisfactory

Students will have the right to appeal the competency decision if you are not satisfied with your results.



Reasonable adjustment/ special learning needs

Fundamental principle of an assessment system is that each student must have access to fair assessment. Students with special needs should be offered the same opportunities as any other student. As special needs extend to more than identifying physical or learning difficulties, trainer and assessor will also consider the best approach when dealing with students with needs such as low literacy, lack of confidence, non-English speaking background or minimal computer literacy.

Special consideration

When a student's performance is seriously affected because of special cause (e.g. illness) they may apply for special consideration. Applications for special consideration should be lodged in writing with the trainer and assessor and supported by a medical certificate or other appropriate evidence.

Extension of time/late submission of work

If you are having trouble with your assignments because of personal problems, we may be able to help you. This is called an Extension. You may also be able to apply for special consideration to extend your due date. Please remember that you need a suitable reason to get an extension or special consideration. You are required to provide supportive evidence for the same.

Suitable reasons for extension/special consideration might be:

- You were or are very sick (you will need a medical certificate).
- A close relative was or is very sick (you may need a carer medical certificate for the person, and the Trainer may ask for evidence of your relationship with the person).
- A relative or close friend has died recently (you may need to provide a death certificate, and the Trainer may ask for evidence of your relationship with the person).
- Personal problems that are causing you emotional distress (you may need to provide written proof of this distress, either from the Trainer or SSO or another Professional Counsellor arranged by VTI. The specific reasons for the emotional distress do not necessarily have to be on this written document, give privacy issues. If they are however, the Trainer will take all steps to provide confidentiality for the student's situation).
- Any other extenuating circumstances that your Trainer believes are valid (you will need to provide all document/s your Trainer asks for).

Resubmission

Resubmission refers to a student's assessment has been deemed NYC and the student is permitted to make corrections, modifications or amendments to the assessment and then re-submit the assessment, within a specified timeframe. A student is permitted to re-attempt the NYC assessment on up to two occasions, free of charge. If the third re-submitted assessment is deemed to be NYC, the student will receive a fail for that unit. The student may be required to pay an additional fee for additional tuition or assessment services and repeat the entire unit of competency.

If you miss an assessment

Students must contact VTI as soon as they become aware that they will not be able to attend the scheduled assessment. If you miss a scheduled assessment you are required to provide proof of legitimate absence as soon as practicable. Proof must be provided to your trainer and assessor. If the proof is not provided, then the student will fail outright. If proof assessed as genuine, the trainer and assessor set the date of the new assessment. No supplementary assessments will be scheduled without proof of legitimate absence. If legitimate absence is refused, the student can appeal to the CEO.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to section 11 for Complaints and Appeals process in this handbook for further information.

Recognition of prior learning and credit transfer



Students have the right to request for Credit Transfer for any unit of competency where you can provide evidence of AQF (Australian Qualification Framework) Certificate issued by any other RTO (registered training organisation) or AQF authorised issuing organisation or authenticated VET transcripts issued by the Registrar. If you have any prior Nationally Recognized Training Qualifications or Statements of Attainment for the units completed within Australia, you may be eligible for Credit Transfer. Credit will be granted in accordance with the VTI's "Recognition of Prior Learning and Credit Transfer Policy and Procedure". If you believe that you may be eligible you will be required to apply for Credit Transfer within 14 days of enrolment. You can request for Credit Transfer by filling out the Credit Transfer Form which is available at the reception. Credit Transfer is at no cost for the students and the outcome will be advised within 14 days. However, Student's failing to apply within 14 days will not have any changes in the duration and fees of their course.

For detailed information, please read VTI's "Recognition of Prior Learning and Credit Transfer Policy and Procedure" available at VTI's website.

Plagiarism and cheating

VTI considers plagiarism and cheating as serious student misconduct and this may result either in a student's exclusion from a unit or course or may have to complete a re-assessment depending on individual case. All students are expected to submit their own work for projects/ assignments. Cheating means to seek to obtain an unfair advantage in an examination or written, oral or practical work, required to be submitted or completed for assessment in a course or unit of study and includes the resubmission of work that has already been assessed in another unit. Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass them off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the Internet, published and unpublished works. The students are advised to give proper referencing for any sources used in their reports.

For further information, please visit VTI website <https://www.vocationalinstitute.com.au/> for Plagiarism and Cheating Policy.

Qualification issuance

You will be able to apply for your Certification documents once you complete all the requirements of the course. Students completing all assessment requirements for units of competencies within a qualification will be awarded a full qualification certificate corresponding to the completed course. You can apply for statement of attainment in case if you choose to complete only a unit or multiple units of competencies.

Provision for Certificate issuance within 5 working days is provided with additional service charge of \$200 (Conditions Apply).

In case if you want your certificate to be collected by a third party, written authorisation must be submitted along with the 'Testamur Form'. If you want VTI to post the certificates (postage cost applies), you need to mention it in the 'Testamur Form' and provide your current address. Replacement certificates can be issued to you when your original certificate has been lost, stolen, destroyed or damaged and it incurs \$100 within 5 working days.

10. Student administration information

Use of personal information



Your personal information is collected during the enrolment in order to meet the VTI obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code 2018. Information collected about you during your enrolment can be provided, in certain circumstances to the Australian Government and designated authorities and, the Tuition Protection Services (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the VTI and may request corrections to information that is incorrect or out of date. Please apply in writing to the Student Administration if you wish to view your own records. For more information, you can request a copy of VTI's Privacy Policy and Procedure from the Student Administration.

Your student files

Student files are stored in a secure, lockable area “Record Room” to prevent unauthorised access, destruction, alteration or removal. Student information is strictly confidential and all personal details should be handled with the utmost care. Each student has a right of access to their academic record.

Fee payment

The written agreement between VTI and yourself sets out the services provided, fees and information in relation to refund of tuition fees. The student agreement is part of the Letter of Offer which includes Course Details, Course Fees and Charges, Conditions of Enrolment, Fee Payments and Refunds, Change of Address, Privacy and Students Declaration. Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's CoE. Payments not made in accordance with the agreed Payment Plan or by the agreed due date will incur a late fee of \$50 per week. Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. International students are required to demonstrate to the Australian government sufficient funds to cover their studies in Australia. As such financial hardships is not considered ground for appeal.

The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply. VTI does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.

Table below list the fees and charges that may applies to you:

Fees and charges	AUD \$
Enrolment fees (non-refundable) <small>Please note that this fee for standalone courses, for package courses this fee may be waived off. This is the maximum enrolment fee, please contact VTI for the current enrolment fee.</small>	AUD \$500.00
Credit card surcharge	3%
Recognition of prior learning (RPL) per unit	AUD \$250.00
Credit transfer	No Charges
Late payment fee (per week after the due date of payment)	AUD \$50.00
Re-assessment per unit	AUD \$150.00
Unit repeat	Full price of the unit (pro rata to course fees)
Re-Issue Of Testamurs/ Record Of Results/ Statement Of Attainment/Certificate	AUD \$100.00
Fast track issuance of documents (within 5 working days)	AUD \$200.00
Re-enrolment fees (applicable for re-enrolling in the same course or different course after withdrawal or cancellation)	AUD \$250.00
eCoE change fee	AUD \$200.00
Leave/deferment fee (processing fee)	AUD\$200.00
Issue of student request of letter i.e. Invitation letter, reference letter etc.	AUD \$100.00
Re-issue of student id	AUD \$20.00

Material fee (*This is the maximum material fees, please contact VTI for the current material fee*)

BSB50420 Diploma of Leadership and Management	AUD\$500.00
BSB60420 Advanced Diploma of Leadership and Management	AUD\$500.00
BSB80120 Graduate Diploma of Management (Learning)	AUD\$500.00
AUR30620 Certificate III in Light Vehicle Mechanical Technology Breakdown: <ul style="list-style-type: none">▪ Tools required for workshop▪ Uniform for practical training (mandatory PPE)▪ Safety shoes	AUD\$750.00
AUR40216 Certificate IV in Automotive Mechanical Diagnosis Breakdown: <ul style="list-style-type: none">▪ Tools required for workshop▪ Uniform for practical training (mandatory PPE)▪ Safety shoes	AUD\$500.00

For further information, please visit VTI website <https://www.vocationalinstitute.com.au/> for Fees And Charge Policy.

Refund policy conditions and process

Please Note

- VTI is not able to provide any refunds for fees paid to any third parties such as Health insurance or fees paid directly to an Education Agent,
- Student will be required to contact the relevant third parties directly for the reimbursement of amount paid.
- Students do not apply for a refund where they have defaulted on payment of Tuition and material fees.
- Payment of a refund application automatically cancels a Student's enrolment.

Refund conditions

- Refund applications after course commencement are in relation to Tuition Fees only. Enrolment Fees and Material Fees or any related Administrations fees are non-refundable.
- Student who withdraws from their studies after the commencement of their course are required to pay the balance of their Tuition Fee for the current study period before the date of cancellation of their eCOE.
- VTI is not able to provide any refunds for fees paid to any third parties such as Health Insurance or fees paid directly to an Education Agent.
- Where the student breaches VTI Policies and Procedures no refund is payable.
- Students are not eligible for a refund where they have defaulted on any payment dues.
- In the event of early termination or withdrawal by student, student must pay the tuition fee in full for the current term before the termination will be considered.

VTI will refund the fees in accordance with the refund policy set out below:

Refund conditions	Calculation of refund
Visa refused before commencement date <ul style="list-style-type: none"> ▪ In the event that a student's initial visa is not granted, a request for refund in writing (Via Refund Request Form) and proof of visa refusal from Immigration must be provided to VTI no later than 28 days after the visa refusal. ▪ Without proof of refusal from the immigration, no refund will be issued. ▪ The entitled refund will be made to the student within 4 weeks after the written request and evidence of documentation is received. 	The refund will be all course fees paid in advance by the student for each and every course minus an administration and processing charge of the lesser of: <ul style="list-style-type: none"> (i) 5% of the amount of course fees received by VTI before the default day, or (ii) AUD \$500 Whichever is less (*Course fees = tuition fees + non-tuition fees received by VTI in respect of the student)
VTI does not commence a course delivery of a course on due date <ul style="list-style-type: none"> ▪ Students may be offered enrolment in an alternative course by VTI at no extra cost. Students have the right to choose whether they would prefer a refund of refundable course fees, or to accept a place in another course at VTI. ▪ In case student chooses to claim refund of course fee paid, the refund will be processed within 14 days of initial course commencement date. 	100% refund of Course fees received by VTI will be refunded to the student based on the calculations as per Education Services for Overseas Students (Calculation of Refund) Specification 2014.
VTI ceases delivery of a course <ul style="list-style-type: none"> ▪ In the unlikely event VTI ceases to deliver or is prevented by way of government sanction from delivering the course before it is completed. ▪ Students may be offered enrolment in an alternative course by VTI at no extra cost. Students have the right to choose whether they would prefer a refund of refundable course fees, or to accept a place in another course. If a student chooses placement in another course, VTI will ask the student to sign a document to indicate that they accept the placement. ▪ In case student chooses to claim refund of course fee paid, the refund will be processed within 14 days from the time the course ceases to be delivered provided the student has not withdrawn from the course before the default date. ▪ In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: https://tps.gov.au/ 	Refund of 'Unused Tuition Fees' received by VTI will be refunded to the student based on the calculations as per Education Services for Overseas Students (Calculation of Refund) Specification 2014.
Extenuating circumstances Student cannot commence the course due to severe illness or disability or death of close member of the student (parent, sibling, spouse or child)	100% refund of Course fees received by VTI.
Student withdraws more than 60 days before the course commencement date	All Course fees paid are refundable, less an Administration fee of AUD \$500.
Student withdraws less than 60 days but more than 28 days before the course commencement date	50% Tuition Fee and 100% Material Fee is refundable, less an Administration fee of AUD 500.

Student withdraws less than 28 days before the course commencement date	No Refund
Student cancels enrolment after the course commencement date	No Refund
RPL fees RPL processing fee per unit (irrespective of whether or not RPL is granted or not granted)	No Refund
Transfer to another provider If student seeks and is granted approval by VTI to transfer to another provider prior or during the completion of six months' study of the principal course. If student seek and is granted approval by VTI to transfer to another provider after the completion of six months' study of the principal course.	No Refund Refund of Unused Tuition Fees
Misconduct/misbehaviour Cancellation of enrolment due to misconduct/misbehaviour by student	No Refund
Refusal of visa extension Visa extension is refused after the course commencement date	Refund of Unused Tuition Fees
Abandonment of course Student abandons the course or fails to return after the scheduled break without formally cancelling their enrolment	No Refund and Student will be invoiced for the Tuition Fee before the date of cancellation of enrolment.

How to apply refund

- All refund claims must be submitted in writing via VTI's Refund Request Form available at website or at VTI's Reception. This form must be submitted to VTI's Accounts Team accompanied by appropriate supporting documents.
- The refund will be processed within 4 weeks once VTI will receive filled and completed Refund Request Form along with the supporting documents.
- Student will be notified via email about the outcome of the refund application.
- All refunds will be approved by the CEO/Delegate.
- Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the Refund Request Form.
- Refund to International banks is be made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.
- The student will not be refunded for any fees charges administered by financial institutions arising from international money transfers or transfers which involve different currencies.
- For any refund to be paid to any other person than the students, a written authorisation from the student will be required.

Student's right to appeal

A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the VTI's Complaints and Appeals Policy and Procedure.

VTI's appeal process does not restrict the right of student or intending student to pursue other legal avenues or to take action under Australia's consumer protection laws.

For further information, please visit VTI website <https://www.vocationalinstitute.com.au/> for Refund Policy And Procedure.

Travelling overseas

If you wish to travel overseas during your current term of study, you need to fill out "Leave Form" Form in which you need to specify the reasons for your leave of absence. You may be granted a leave of absence for personal, compassionate or other compelling circumstances, during which you are not expected to be engaged in any study related activities.

Leave for compassionate or compelling circumstances

If you are granted leave of absence for compassionate or compelling circumstances, VTI will notify the Department of Home Affairs (DoHA) that your course of study is temporarily suspended. You are not required to depart Australia and your visa will remain valid to resume your studies after the approved end date of your leave. Compassionate or compelling circumstances are generally beyond the student's control and have an impact on the student's health, wellbeing or ability to study, for instance:

- Serious illness or injury
- Pregnancy or childbirth
- Serious illness or bereavement of close family members
- Inability to commence or resume your studies due to visa processing delays
- Traumatic experiences, such as involvement in or witnessing of a serious accident or crime
- Political upheaval or natural disaster in your home country

Your application for leave of absence must be supported by appropriate documentation, such as medical certificates or police reports. The DoHA may cancel your student visa if the leave was on the basis of fraudulent or misleading evidence or the leave reasons have ceased to exist. If your leave changes the expected duration of your course, you will receive a new Confirmation of Enrolment (COE). You may need to renew your student visa before it expires if the duration of your course is extended beyond the expiry date of your visa.

Deferment, suspension and cancellation of study

Students may be able to temporarily defer the commencement of their studies or suspend their enrolment after commencement on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury, supported by the medical certificate states the Student's inability to attend classes
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)

- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the Student's studies
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime, and this has impacted on the Student (these cases should be supported by police or psychologists' reports)
- Inability to begin studying on the course commencement date due to delay in receiving a Student visa.
- VTI will assess each case on its individual merits and will consider documentary evidence provided to support the claim. This application must be made in writing to Administration Staff.

Cancellation of study - student initiated cancellation

- A Student may cancel their enrolment where they have decided to discontinue studying with VTI.
- A Student must apply for cancellation in writing preferably by submitting 'Enrolment Cancellation Form' to Administration Staff. Email requests will also be taken into consideration.
- A Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, Student will have to make the payment for the tuition fee for that term.
- If a Student is intending to withdraw/cancel prior to the completion of six months of the principal course of study, they should be directed to and given access to VTI's Transfer between Providers Policy and Procedure. Students should be informed that as per the National Code 2018 Standard 7 (Overseas Student Transfer) according to which the Institutes providing courses to international Students are restricted from enrolling transferring Students from other providers prior to the Student completing six months of his or her principal course of study.

Provider initiated suspension or cancellation

VTI may suspend or cancel a Student enrolment based on the circumstances which includes but are not limited to:

- Misbehaviour by Student
- Breach of Student code of conduct or ethical behaviour
- Student failed to pay an amount he or she was required to pay to VTI to undertake or continue the course as agreed.
- Breach of course progress or attendance requirements (which ever applies) by the overseas Student, which must occur in accordance of National Code 2018 Standard 8 (Overseas Student Visa Requirements).
- VTI will inform the Student in writing about the intention to suspend or cancel the Student enrolment and the reason for doing so.

11. Complaints and appeals

Students can choose to appeal any decision made by VTI in relation to refunds or any other issues in accordance with the Complaints and Appeals Policy and Procedures. The Complaints and Appeals Policy and related procedure is available at VTI's website <https://www.vocationalinstitute.com.au/>.

VTI will provide overseas Students with information about VTI's policy and process for the internal complaints handling and appeals process that is comprehensive, free and easily accessible on VTI's website, Student Handbook, on campus and will be thoroughly discussed during orientation session.

VTI will ensure that the manner in which it conducts a review of a complaint or appeal will:

- Ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Ensure that all complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- Where VTI considers more than 60 calendar days are required to process and finalise the complaint or appeal, VTI will:
 - Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required
 - Regularly update the complainant or appellant on the progress of the matter
 - Once the outcome of the complaint or appeal has been finalised, VTI will identify the cause/s of complaint or appeal and will take appropriate corrective action/s to eliminate or mitigate the likelihood of re-occurrence.
 - Throughout all stages of the complaint and appeal process, VTI will securely maintain all records relating to the complaint or appeal and their outcomes in a Complaint and Appeal Register. Record for complaints and appeals will be stored in a secured location (locked) within the campus and can only accessed on a need to know basis by authorised staff only.
 - All Students, staff are to be informed of the complaint and appeal resolution process.
 - Internal appeal must be lodged within 20 working days from the date of issuance of decision.
 - External appeal must be lodged within 20 working days from the date of outcome of internal appeal process.

Procedure: VTI outlines the stage wise procedure to handle complaints and appeals as below:

Stage1: informal complaint resolution

Where possible all non-formal attempts will be made to resolve the complaint, this may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student and/or staff member has placed a formal complaint / appeal the following procedures must be followed.

Stage 2: formal complaints resolution

- To lodge a formal complaint, Complaints and Appeals Form (by ticking the complaint box) available at VTI Reception and Website <https://www.vocationalinstitute.com.au/> must be filed, or a letter in writing (by email or post) must be submitted that identifies the complainant, the respondent (if applicable) and the nature of complaint.
- The complainant must attach any supporting documents or information with the complaint form or letter.
- The complaint form or letter must be lodged with the Operations Manager addressed as follows:

Operations Manager

Vocational Training Institute



Level 3, 190 Queen Street, Melbourne VIC 3000
operations@vocationalinstitute.com.au

- If your complaint concerns the Operations Manager, please lodge your complaint form or letter with the CEO instead, addressed as follows:

CEO

Vocational Training Institute
Level 3, 190 Queen Street, Melbourne VIC 3000

parminder@vocationalinstitute.com.au

- All the complaints and appeals are submitted to the Operations Manager or with Administration Staff, who has the responsibility to record the complaint in the first instance in the 'Complaints and Appeals Register'.
- Once a complaint has been filed and entered in the 'Complaints and Appeals Register' the Operations Manager will send an acknowledgement of the complaint to the complainant and notify them to provide any further documentation related to the matter (if required).
- Operations Manager will then assess the nature of complaint and assign a priority based on the urgency of the issue.
- The Operations Manager will consider the formal complaint within 10 working days by reviewing, clarifying, investigating and discussing the matter with other relevant staff and all documentation provided by the complainant. The complainant will be given all opportunities to respond.
- Complainants and/or appellants may be assisted or assisted or accompanied by a support person regardless of the nature of the complaint.
- Once a decision has been reached, the Operations Manager will be required to inform all parties involved of any decisions or outcomes that are concluded in writing.
- Complaints and Appeals Register will then updated by Operations Manager and copies of all documentation, outcomes and further action required will be placed in Student's file (where applicable).
- In the case of staff and client complaints, the process will be managed by CEO, whose responsibility is to ensure a similar process to Student/staff complaints is followed.
- Within the notification of the outcome of the formal complaint, the complainant (the Students and/or staff) will also be notified that they have the right of appeal the decision.
- If complainant is dissatisfied with the outcome of the formal complaint process, they may initiate an internal appeal process by completing the Complaints and Appeals form, this time ticking on the appeals box.
- Complaints will be treated confidentially and the identity of the complainant will be kept confidential.
- All the parties involved in the issue will be treated with respect and will not be victimised or discriminated against during the process.

Internal appeals -formal appeals

- All Students/staff have the right to appeal decisions made by VTI where reasonable grounds can be established. The areas in which a Student may appeal a decision made by VTI may include but not limited to:
 - Assessments conducted
 - Reported breaches of academic progress, misbehaviour or fee payment requirements

- Deferral, suspension, or cancellation decisions made in relation to the Student's enrolment
- Workplace issues
- Or any other conclusion that is made after a complaint has been dealt with by VTI in the first instance for staff or Student.
- To activate the appeals process the Student/staff is to complete a Complaints and Appeals Form (this time ticking on the appeals box) which will include a summary of the grounds the appeal is based upon. The reason the Student/staff feels the decision is unfair is to be clearly explained.
- Help and support with this process can be obtained from Administration or Reception Staff.
- All appeals are submitted to the Operations Manager or at Administration Staff, who has the responsibility to record the appeal in the first instance in the Complaints and Appeals Register.
- The Operations Manager will organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged internal appeals will be commenced within 10 working days of the appeal being lodged.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.
- Appeals lodged by staff and clients will be managed by the Operations Manager, in accordance with the above processes.

Assessment appeals

- Where a Student wishes to appeal an assessment decision, they are required to notify their Trainer and Assessor in the first instance. Where appropriate the Trainer and Assessor may decide to reassess the Student to ensure a fair and equitable decision is gained.
- If this is still not to the Student's satisfaction the Student can formally lodge an appeal, outlining their reasons for the appeal. Above formal appeal process to be applied.
- The Operations Manager will be notified and seek details from the Trainer and Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment or involve a 'third party'. The third party will be another Trainer and Assessor appointed by VTI.
- The Student will be then notified in writing of the outcome and the Complaints and Appeals Register will be updated.

Appealing decisions to report breach of academic, misbehaviour or fee payment requirements

- Where a Student wishes to appeal the decision of VTI to notify DoHA of a breach of general, fees, academic or attendance requirements the Student can lodge appeal via Complaints and Appeals Form (ticking on the appeals box). The Student should have compelling and compassionate circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances.
- Above formal appeal process to be applied.

- The Student will be notified in writing of the outcome and the Complaints and Appeals Register will be updated.
- Where a Student has decided to access the appeals process in relation to a reportable breach, VTI will not report the breach via PRISMS until the appeals process has been finalised. VTI will maintain Student enrolment as current and Student must meet all the obligations as per their course and visa requirements.

Appealing deferrals, suspension or cancellation of enrolment decisions

- Where a Student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge appeal via Complaints and Appeals Form (ticking on the appeals box), outlining the details of their appeal. Students should have compelling and compassionate circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.
- Above formal appeal process to be applied.
- The Operations Manager will seek the details regarding the initial documentation of the decision and will decide based on the grounds of the appeal.
- The Student will be notified in writing of the outcome and the Complaints and Appeals Register will be updated.
- Where a Student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, VTI will not update the Student's status via PRISMS until the appeals process is completed. VTI will maintain Student enrolment as current and Student must meet all obligations as per their course and visa requirements.

Stage 3 – external appeals

- If complainant or appellant is exhausted with the above mentioned internal complaints processes and procedures and the dispute is unresolved and they feel dissatisfied with the outcome of the dispute, they may wish to raise their complaint with the Office of the Commonwealth Ombudsman ("Commonwealth Ombudsman").
- The complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself.
- The contact details of the Commonwealth Ombudsman are as follows:

Online: A Student can make a complaint online by visiting the website of Ombudsman and completing the online complaint form at <https://www.ombudsman.gov.au/>.

Telephone: Students can contact Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111 **Mail:** Students can write a letter and post it to: Overseas Students Ombudsman GPO Box 442 Canberra ACT-2601 Australia.

Students may choose to contact the Department of Education and Training:

Mail: Students can write a letter and post it to: Department of Education and Training GPO Box 9880 Melbourne VIC 2601

Website: <http://education.gov.au/contact-department>



- Where a decision or outcome is in favour of the Student VTI will follow the required action/s to satisfy the Student's complaint immediately and implement the appropriate corrective action/s to eliminate or mitigate the likelihood of re-occurrence.
- Where a decision or outcome is in favour of VTI, complainant can also seek other legal redress through the usual court processes if felt dissatisfied and must bear the costs of initiating or defending any legal proceedings.
- Nothing in **this** policy and procedure limits the rights of individuals to act Australian Consumer Protection Laws Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

12. Important contacts at VTI

Important contacts at VTI	
General Enquiries & Administration Enquiries	admin@vocationalinstitute.com.au
Student Support Services	operations@vocationalinstitute.com.au For after hour urgent assistance, Please contact at +61 430 093 904 or +61 452 630 786
Admissions Enquiries	marketing@vocationalinstitute.com.au
Accounts Enquiries	accounts@vocationalinstitute.com.au
Complaint and Appeal	operations@vocationalinstitute.com.au
CEO	ceo@vocationalinstitute.com.au

13. Important contact list

Police Stations

Melbourne

Australian Federal Police

383 La Trobe St, Melbourne, Vic 3000
(03) 9607 7777

Melbourne East Police Station

202 Bourke Street, Melbourne, Vic 3000
(03) 9637 1100

Victoria Police

311 Spencer St, Docklands Vic 3008
131 444

Doctors

Melbourne

Buzzard A J

517 St Kilda Road, Melbourne, VIC 3004
(03) 9867 1839

Family Planning Victoria

Level 1, 94 Elizabeth Street, Melbourne, VIC 3000
(03) 9660 4700

Melbourne City Medical Centre

68 Lonsdale St, Melbourne VIC 3000
(03) 9639 9600

Medical One

292 Swanston Street, Melbourne
(03) 8663 7000

William Street Clinic

Suite 1, 181 William Street, Melbourne
(03) 9670 4011

The Mensana Clinic Pty Ltd

Unit 18, 33 Queens Road, Melbourne
(03) 9867 7066

Collins Place Medical Clinic

Level 3, 71 Collins Street, Melbourne
(03) 9650 4218

Era Health Clinic

460 Bourke Street, Melbourne
(03) 9944 6200

Collins Street Medical Clinic

Level 7, 267 Collins Street, Melbourne
(03) 9654 6088

The Albert Road Clinic

31 Albert Road, Melbourne
(03) 9256 8311

Dr Michael Nissen

461 St Kilda Road, Melbourne
(03) 9867 2911

Hospitals

Please call triple zero (000) for any life threatening emergency.

For other urgent medical attention, you can attend the "emergency" department of any major hospital.

Melbourne

The Alfred Hospital

55 Commercial Rd, Melbourne VIC 3004
(03) 9276 2000

Royal Melbourne Hospital

300 Grattan St, Parkville VIC 3050
(03) 9342 7000

Royal Women's Hospital

(03) 8345 2000

St Vincent's Hospital

41 Victoria Parade, Fitzroy, VIC 3065
(03) 9231 2211

The Royal Victorian Eye & Ear Hospital

32 Gisborne St, East Melbourne, VIC 3002
(03) 9929 8666

Chemists

Melbourne

Collins St Pharmacy

220/226 Collins St, Melbourne VIC 3000
(03) 9654 8569

Elizabeth Pharmacy

125 Elizabeth St, Melbourne, VIC 3000
(03) 9670 3815

Flinders Street Station Pharmacy

Shop 11 Flinders St Station, VIC 3000
(03) 9610 6988

Union Health Pharmacy

393 Swanston St, Melbourne, VIC 3000
(03) 9650 9348

Melbourne Central Pharmacy

Shop 152C, 211 La Trobe St, Melbourne,
VIC 3000
(03) 9650 8850
18000252436

Contact list of Dentists

Melbourne

Melbourne Dental Hospital

720 Swanston St, Carlton, VIC 3053
(03) 9341 1000

Legal Advisors

Melbourne

TW Agency Solicitors

15, 470 Collins St, Melbourne, VIC 3000
(03) 9629 2900

Alderuccio Solicitors

Level 11, 456 Lonsdale St, Melbourne,
VIC 3000
(03) 9670 7440

Norton Gledhill

459 Collins St, Melbourne, VIC 3000
(03) 9614 8933

Financial Advisors

Melbourne

Rundles Chartered Accountants

500 Collins St, Melbourne, VIC 3000
(03) 9629 4631

Ian Johnson Chartered Accountants

L 41, 80 Collins St, Melbourne, VIC
3000
(03) 9650 6800

Filippo Chartered Accountants

120 Collins St, Melbourne, VIC 3000
(03) 9225 5123

KPG Taxation

Dandenong, Derrimut, Geelong,
Craigieburn, Pakenham, Shepparton
03 9706 9313

Banks

Melbourne

Bank of China

270 Queen St, Melbourne, VIC 3000
(03) 9602 3655

ANZ

388 Collins St, Melbourne, VIC 3000
13 13 14

National Australia Bank

330 Collins St, Melbourne, VIC 3000
13 22 65

Commonwealth Bank

385 Bourke St, Melbourne, VIC 3000
13 22 21

Westpac

303 Collins St, Melbourne, VIC 3000
13 20 32

