



RTO No: 41539 CRICOS No. 03676J

**VARDHAN INSTITUTE
OF MANAGEMENT AND TECHNOLOGY**

**INTERNATIONAL
STUDENT HANDBOOK**

Welcome to Vardhan Institute of Management and Technology!

Dear Student,

I would like to welcome you to the Vardhan Institute of Management and Technology (VIMT).

We are a registered Training Organisation with the Australian Skills Quality Authority (ASQA), RTO No: 41539, CRICOS No. 03676J. That meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia.

We are committed to provide you with quality training services, which help you to achieve your goal, which is, increased employability skills. VIMT offers a quality learning environment that offers real learning opportunities to students from diverse backgrounds and all walks of life. Our ideally located institute has many advantages.

As you read this handbook, we encourage you to consider VIMT as your institute of choice, where professional standards in education, a supportive environment that translates into academic success and achievements, are always a priority.

Our class sizes, accessible, caring training staff and learning facilities provide the personal attention to support students in gaining their qualifications.

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

Sincerely yours,

Lakhwinder Singh
Chief Executive Officer

Table of Contents

Welcome to Vardhan Institute of Management and Technology!	2
General Information.....	3
Orientation Program	6
What Services are available to me at VIMT?.....	7
Facilities.....	9
General Information.....	10
Adjusting to life in Australia	11
Some common examples of Australian slang:	13
Melbourne.....	11
Climate.....	14
Public Holidays	14
Health and Welfare	15
Getting Around.....	17
Banking.....	18
Shopping.....	19
Food.....	19
Communication	19
Religion & places of worship	20
Code of Practice	21
Course delivery.....	22
Courses at VIMT	23
Staff	25
Training environment.....	25
Certificates, Record of Results and Statements of Attainment	25
Revocation of Qualification/Statement of Attainment.....	24
Marketing and recruitment.....	25
Student information.....	25
Access and Equity Operating Principles	26
Code of Conduct.....	26
Student Discipline.....	27
Course delivery information.....	28
Assessment Requirements	29
Assessment Procedures.....	31



Student Survey	32
Plagiarism & Cheating	32
Course Progress and Intervention Strategies	33
Completion within Expected Duration Policy and Procedure	36
Deferral, Temporary Suspension and Cancellation Policy and Procedures	38
Compassionate and/or Compelling Circumstances	39
Fees and Charges Policy for International students.....	40
Tuition Protection Service at VIMT	43
Nature of Guarantee at VIMT.....	43
Credit Transfer.....	44
National Recognition	44
Recognition of Prior Learning (RPL).....	45
Transfer between registered providers.....	46
Complaints and Appeals Policy and Procedures	49
DIBP Requirements.....	58
Relevant legislation	59
Emergency Services.....	21



Introduction

Vardhan Institute of Management and Technology (VIMT) is located Level 1, Unit 2, 48 Gordon Ave, Geelong West, VIC 3218, Australia. We are a short walk from the Geelong CBD and have tram stops right outside the institute. VIMT 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.

This International Student Handbook is designed to provide students with an overview of the services, support and regulations to assist them in their studies and time at the Vardhan Institute of Management and Technology (VIMT) as well as practical information about living and studying in Australia.

Address and Contact Details

You must advise us of your home address and contact details (phone number and email) in Australia, at the time of enrolment. If these details change during your period of study with us, **it is your responsibility to inform about your new contact and/or address details within 7 days. This is an obligation of your student visa** and will ensure that we are able to contact you and issue your Certificate or Statement of Attainment in a timely manner.

Training Delivery Location

Level 1, Unit 2, 48 Gordon Ave, Geelong West, VIC 3218, Australia

We are a short walk from the Geelong CBD and public transport options are easily available. A map showing exact locations of nearby train stations is available upon request from Reception and there are bus stops directly outside the institute. Car parking is also available close to the VIMT; however, please take note of signs displaying parking fees and restrictions.

Contact Details

You can contact VIMT at:

Address: Level 1, Unit 2, 48 Gordon Ave, Geelong West, VIC 3218, Australia

Email: info@vimt.edu.au

Tel: 03 9923 7734

Courses at VIMT

The courses on VIMT's Scope of Registration are:

- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB80120 Graduate Diploma of Management (Learning)
- AUR30620 Certificate III in Light Vehicle Mechanical Technology
- AUR40216 Certificate IV in Automotive Mechanical Diagnosis

Please Note:

Tuition fees for courses may be subject to change. Please refer to Student Administration for current costs.

Additional Fees and Charges

D.OTHER COURSE COSTS (AS APPLICABLE)	
Enrolment Fees	AUD \$250.00
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
Re-assessment due to act of plagiarism or any other form of academic misconduct	AUD \$200.00
Unit Repeat	Full price of the unit (pro rata to course)
Re-issue of Test amurs/ 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	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
Student Printing Black and White	10 cents per page

* Fees might change due to the current economic conditions and you will be informed about change accordingly.

Overseas Health Cover**	\$566.00 per year for single
	\$3,636.00 per year for dual family
	\$6,294.00 per year for multi-family

** Overseas Student Health Cover (OSHC) provided here is of Allianz. If you opt another OSHC, please contact VIMT.

Orientation Program

Your first few days at VIMT will be spent getting to know all about the Institute, its facilities, meeting your coordinator and teachers, asking questions about your course and learning a little about life in Australia. This will assist you in learning how to settle in quickly and enjoy your time here.

It is important that you attend the Orientation program as many things are covered in this compulsory program.

- Welcome by the CEO and the Training Coordinator
- Introduction to the classroom teachers and fellow students
- Completion and quality checking of personal details and student enrolment information
- Information about the requirements of VIMT and DIBP
- Presented with an orientation pack, which will include this Handbook
- All policies and procedures relevant to you, explained and copies included in the Orientation Pack
- 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 VIMT
- Issued with a student card

Use of Personal Information

The information provided by a student to VIMT will be treated with respect in strict accordance with the Privacy Information Act though may be made available to Commonwealth and State agencies and the TPS Director of the Tuition Protection Service, pursuant to our obligations under the ESOS Act 2000 and the National Code 2017.

It is a condition of your student visa to inform the VIMT of any change to your address. Student **MUST** confirm and update the address details within 7 days of the change. Please ensure if your personal details have changed that you also notify VIMT by emailing info@vimt.edu.au.

VIMT is required, under the ESOS Act 2000 (s19), to inform about: changes to student's enrolment; and any breach by students of student visa conditions relating to satisfactory academic performance.

What Services are available to me at VIMT?

Administration

During Orientation, the team at VIMT will inform you about all the institute'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.

Services at the VIMT Reception

- Reception is the first point of contact for students, administrative services and visitors
- Submit forms – Enrolment Variation, 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 ID card

When you arrive at VIMT you will receive a student ID card which can be used as identification if required. This card will also be used for any borrowing of books or equipment.

Please note: Students must notify VIMT within 24 hours if cards are lost or stolen. A fee of \$20.00 will be charged for replacement of lost or stolen cards.

Student Support Services

The Training Coordinator, RTO Manager, Student Support Officer (SSO), training staff and administrative staff members of VIMT are available to assist you while living and studying in Australia.

They can provide general advice and assistance with matters such as:

- Studying and homework
- English language problems
- Adjusting to Australian culture
- Public Transport
- Counselling and welfare services
- Information about future careers and pathways to further study
- Students requiring special or intensive assistance must contact the SSO who may refer them to external support services if required
- 24/7 student service support mobile number: 0406 408 709

Your Student File

Student files are stored in a secure, lockable area 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. Refer to *the Access to Student Record*.

Complaints and Appeals Policy and Procedure

VIMT has a Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

A student may approach the Ombudsman for a review of a decision of appeals process by VIMT. More information about lodging an external complaint is available at:

Overseas Students Ombudsman: <http://www.oso.gov.au/making-a-complaint/>

The dispute resolution process does not remove the right for a student who is concerned about the conduct of VIMT to take further action under Australia's Consumer Protection Laws.

Facilities

VIMT provides:

- Modern, air conditioned classrooms with a bright and pleasant atmosphere
- Comfortable furniture
- Up to date facilities, including multimedia projector
- Kitchen equipped with a refrigerator, microwave oven, tea and coffee making facilities

Computers / Laptops

There are strict guidelines to follow:

- No food or drink permitted at any time around computers or in the computer lab.
- Unauthorised software applications or downloads are not permitted.
- Tampering with the computer systems (i.e. changing settings or removing keyboards.) is not permitted. Students are to purchase their own disks and any other materials.
- At the end of class, leave your working area clean and tidy.
- Use of VIMT laptop computers is under staff supervision at all times.
- Students may bring their own laptop computers for use in classes, if preferred.

VIMT provides high speed Internet access and students have access to computers when there is no timetabled class. Students may bring their own laptop computers for use in classes. Please contact the Administration Staff, for a password to access the Wi-Fi internet connection

Resource Availability

VIMT will provide all reference books and related material required for your course. There are additional reference books available to borrow from the library, to assist students in their studies.

General Information

Contact Details

The Institute will require your current contact details. It is your responsibility to maintain current contact details with the Institute. ***It is a condition of your student visa to inform the VIMT of any change to your address. Student MUST confirm and update the address details within 7 days of any changes.*** Please ensure that you notify VIMT by emailing info@vimt.edu.au if your personal details have changed.

VIMT is required, under the ESOS Act 2000 (s19), to inform government authorities about: changes to student's enrolment and/or any breach by students of student visa conditions relating to unsatisfactory academic performance.

Dress requirements

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must wear shoes at all times. Thongs are not permitted.

Mobile Phones

Mobile phones are to be turned off or in silent mode at all times in classrooms. Mobiles may be used in the common areas and during breaks.

Photocopying and Faxing

VIMT provides these facilities for students at **10c** per page.

Valuables

Please be very careful with your possessions and do not leave items unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets, cash and credit cards. We recommend you get an Australian bank account, so that you can secure your money there.
- *VIMT does not accept responsibility for any lost or stolen item.*

Smoking

In Australia, smoking is not permitted in public places, including shopping centres, cinemas, restaurants and airports. VIMT also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Environmental Sustainability

Australia must take care of its natural resources and the environment. VIMT are committed to following sustainable environmental practices and encourage students to be considerate of avoiding any wastage of resources.

Try not to print documents unless necessary, reuse paper where possible for drafts/notes and use recycling bins for appropriate waste paper and containers.

Due to Australia being a dry and warm country, at various times the government will impose water usage restrictions. These must be adhered to, by everyone. Please do not waste water by leaving the taps running either in the bathrooms or kitchen area.

Adjusting to life in Australia

Melbourne

Melbourne is the capital of Victoria and has a population of about 5 million. The city is situated on Port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. Melbourne has a low crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

Living costs in Australia

Australia is a modern, welcoming and affordable country, which enjoys one of the highest standards of living in the world. A single student should budget approximately \$18,000 per year, or about \$350 per week, for living expenses. The cost of living in Melbourne varies greatly, depending on your personal needs and tastes. Exchange rate fluctuations may also affect your budgeting. For more information about living and accommodation expenses in Australia please see the following links:

www.studiesinaustralia.com/living_in_australia
www.studiesinaustralia.com/studying-in-australia/accommodation

Some indicative costs are provided below:

- Food and drink (weekly \$70; annually \$3,640)
- Travel (up to 10 km from city) (weekly \$30; annually \$1,560)
- Telephone (weekly \$10; annually \$520)
- Gas, electricity, water (weekly \$20; annually \$1,040)
- Personal expenses (clothes, entertainment) (weekly \$40; annually \$2,080)

Accommodation options

VIMT is able to assist future international students with advice regarding accommodation located in close proximity to VIMT's facilities.

Home stay \$165–\$325 a week

Home stay offers students the opportunity to experience everyday Melbourne living in a family home. Hosts are normally welcoming and helpful which makes it a popular choice for younger students and those studying short-term English courses. Meals are usually included in the cost. Single or shared rooms may be offered, with rent priced accordingly. Self-catering home stay, if available, can be particularly economical. For details on how to arrange a home stay see <http://homestaynetwork.org>

Hostels and guest houses \$140–\$320 a week

Hostel living in Australia, a convenient and cost-effective option for students, is operated by organisations such as Youth Hostels Australia and the Young Men's Christian Association (YMCA). Generally, students share kitchen and bathroom facilities.

Private Student Studio Apartments

There are many private companies that offer student accommodation, usually in the form of studio or one bedroom apartments. We have listed some of the providers closest to VIMT. The weekly charges range from

\$255 to \$500 per week and are subject to six or twelve month lease agreements, depending on the Landlord's requirements.

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

<https://unilodge.com.au/lodge/cobden>

<http://urbanest.com.au/melbourne>

Private Rental/Share accommodation

Landlords require a security bond equal to one month's rent as well as one month's rent in advance. Rental prices for properties will vary depending on location, furnished or unfurnished but sharing can make private rental more affordable. Share weekly rates start around \$180 per week with extra charges for electricity etc.

Students usually have to provide their own furniture. If you wish to share rent with people other than friends or fellow students you can find share rental on web sites such as www.easyroommate.com or

www.housemates.com.au.

Culture Shock

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 shock". The 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!

What is Culture Shock?

Culture Shock or 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 or church group can help introduce you to people.

Trainers at VIMT 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 Student Support Officer, if you do get sad or lonely.

Aussie 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 on ya	well done	Arvo	afternoon
Aussie	Australian	Barbie	barbecue/BBQ
Hang on	wait a moment	I dunno	I don't know
Beaut	fantastic	Bikkie	biscuit/cookie
Bloke	guy/man	Brekkie	breakfast
Bring a plate	bring a plate of food to share	Brunch	breakfast & lunch, around 11:00am
BYO	bring your own (drink)	Cracked it	to get very upset
Dodgy	awkward, suspicious	Doona	bed quilt usually filled with feathers
Jumper	Pullover/Sweater	Lollies	sweets, candy
Mate	friend	Na/Nuh/Nope	no
No worries	no problem	See ya	good bye
Yeah/Yep	yes	Ya reckon?	Do you think so?
Footy	Australian Rules football		

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's Tourist Information Office is at Federation Square, opposite Flinders Street Station. It is open 7 days a week and you can find information about Melbourne and Victoria. You may also check the following websites:

<http://www.visitvictoria.com>

<http://www.visitmelbourne.com>

Things to do in Melbourne

Festivals

International Comedy festival

International Festival of the Arts

Chinese New Year Parade

Moomba Festival

Bells Beach Surf Classic

International Sporting Events

Spring Racing Carnival & Melbourne Cup

Australian Open (Grand Slam Tennis)

Grand Prix Racing

World Series Test Cricket

Climate

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen jumper or windproof jacket for the winter months. In summer, light cotton clothing is best. Most students dress casually: T-shirts, jeans, sweaters, shorts, windcheaters and comfortable shoes.

Summer: (Dec, Jan & Feb) January and February are the hottest months. Daily maximum temperatures are between 25-30°C. On a hot day the temperature can be between 35-40°C.

Autumn: (Mar, Apr & May) most days are pleasantly mild.

Winter: (June, July & Aug) Days can be cold and windy. Temperatures range between 10-15°C

Spring: (Sept, Oct & Nov) Days are slightly warmer. Temperatures range between 15-27°C

Public Holidays

There are several national and state public holidays. During these days government departments, banks, businesses and some leisure centres may not be open:

New Year's Day	1st January	Easter Monday	Different every year
Australia Day	26th January	Queen's Birthday	2nd Monday in June
Labour Day	2nd Monday in March	Melbourne Cup Day	1st Tuesday in November
ANZAC Day	25 April	Christmas Day	25th December
Good Friday	Different every year	Boxing Day	26 December

Health and Welfare

Melbourne has a reputation as a safe city to live in. In 2016, it was recognised by Business Insider as a Safe Community, 15th worldwide and in 2017, ranked number 1 to live in.

We have provided some basic information about health and safety in Melbourne. For more information, speak to one of our staff or see the City of Melbourne website.

VIMT will provide you with assistance in regard opportunities for students to access welfare related support services to assist with issues that may arise during their study, including, course progress and attendance requirements and accommodation issues without any cost to students.

Student Health Cover

All International students must have health insurance before being issued with a visa. This cost is payable with your fees. 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: www.ahm.com.au
- Medibank Private: www.medibank.com.au/oshc
- OSHC World care: www.oshcworldcare.com.au
- BUPA Australia OSHC: www.overseasstudenthealth.com

Counselling

Staff members at VIMT are available to help you out with academic or personal problems. Professional counselling can be arranged if required e.g. through Crystal Counselling Service (<http://english.crystalcounselling.com.au/>).

Employment in Australia whilst studying

Visa regulations allow international students to work up to 20 hours per week however, students must ensure that work does not interfere with their study.

Vaccinations

You don't need special vaccinations before coming to Melbourne, unless you have recently been in a yellow fever area such as South America or South Africa within the last six days.

Drinking Water

You can safely drink Melbourne tap water – it is one of the purest supplies in the world.

Skin Cancer

Australia has the world's highest death rate due to skin cancer, caused by exposure to the country's intense sunlight. Limit your exposure to the sun and protect your skin by wearing a hat and with broad-spectrum skin creams (SPF 30+). Most sunscreens also contain a moisturiser to protect your skin from dry weather.

Prescriptions

Australian pharmacies or chemists can only fill prescriptions prescribed by Australian doctors, so ensure you carry enough of your current medication for your trip, or visit a doctor in Melbourne to write you a new prescription. You will generally find a 24 hour medical clinic and chemist in or near to your accommodation.

Feeling Unsafe

If at any stage you feel unsafe or in any danger it is best to speak to someone at VIMT or go directly to the police. **Their number in a case of an emergency is 000.**

Embassies / Consulates in Melbourne

During your stay you may require support services from your national representatives in Australia. Find your country's Embassy, Consulate or Diplomatic Mission in Melbourne. The following is a list of major consulates in Australia. Where possible, the country's Victorian consulate is on the list but where there is not a Victorian consulate, the national consulate is shown.

COUNTRY	ADDRESS	PHONE	FAX	WEB
China	75-77 Irving Road, Toorak, VIC 3142	(03)9822 0604	(03) 9822 9566	http://au.china-embassy.org/chn/
Egypt	Level 6, 50 Market St, Melbourne VIC 3000	(03) 9614 1888	(03) 9650 8362	http://www.egyptianconsulate.org.au/
India	344 St. Kilda Road, Melbourne, VIC 3004	(03) 9682 5800	(03) 9384 1609	www.cgimelb.org/
Indonesia	72 Queens Rd, Melbourne, Vic 3004	(03) 9525 2755	(03) 9525 1588	http://www.kjri-melbourne.org/
Japan	25/570 Bourke St, Melbourne VIC 3000	(03) 9679 4510	(03) 9639 3820	http://www.melbourne.au.emb-japan.go.jp/
Korea	636 St Kilda Rd. Melbourne, VIC 3004	(03) 9533 800	(03) 9533 3801	http://www.korea.org.au
Malaysia	Level 1, 432 St.Kilda Rd, Melbourne VIC 3004	(03) 9573 5400	(02) 9363 1257	http://www.malaysia.org.au/main.html
Pakistan	4 Perth Ave, Yarralumla, ACT 2600	(02) 6273 1114	(02) 9299 7319	http://www.pakistan.org.au/
Philippines	Suite 11a, 5/11 Queens Rd, Melbourne, VIC 3004	03) 9869 7182	(03) 9863 7884	http://www.philembassy.org.au
Sri Lanka	536,542 & 544/1 Queens Rd, Melbourne VIC 3004	(03) 9290 4200	(02) 9223 8750	http://www.slcsyd.com/
Thailand	Suite 301, 566 St. Kilda Rd.Melbourne, VIC 3004	(03) 9533 9100	(02) 9247 8312	http://www.thaiconsulatemelbourne.com/
Vietnam	6 Timbarra Crescent, O'Malley, ACT, 2606 Australia	(02) 6286 6059	(02) 9328 1653	http://vietnamembassy.org.au
Nepal	Level 7,28-32 Elizabeth St.,Melbourne, VIC 3000	(03) 9650 8338		http://www.nepalconsulate.net.au

If you cannot find your country's consulate on this list, ask the Receptionist at VIMT.

Getting Around

Victoria's Transport System

There are a variety of transport options available to you.

Public transport is fairly reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The Melbourne transport system operates trains, buses and trams from the City centre to all Melbourne suburbs. It operates from 5.30am to 12.00 midnight every day. 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. The transport system does not operate from Melbourne to the Airport.

Melbourne's ticketing system is called **Myki**. Myki is operating on metropolitan trains and buses. Myki money or myki passes are valid for travel on all metropolitan transport. The Myki is used if you are travelling in Zones 1+2 +3 and/or 4.

REMEMBER:

Before getting on public transport, ensure your ticket is validated with today's travel date. If unsure, ask someone and follow the example of a responsible commuter. **BUY, VALIDATE, TRAVEL** and there will be no problems. Heavy penalties are imposed if you are found travelling without a valid ticket. Always ensure you buy your ticket before you get on the train. It is not an excuse to say to ticket inspectors that the station was closed and you were unable to buy one or that the ticket vending machine was not operating.

International students with VIMT are NOT entitled to student concessions on public transport. Full fares apply. Fines are heavy if you are caught travelling on the Melbourne transport system on concession.

For further information on the Melbourne transport system or train, tram and bus timetables call 131 638 (6.00 am – 10.00 pm daily) or visit <http://www.ptv.vic.gov.au>

Driving

Cars are the most common form of transport. In Australia, cars drive on the left-hand side of the road and seatbelts must be worn by everyone in the car. The driver must have either an Australian Driver's Licence or must bring an International Driving Permit from your country.

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!

Traffic in Melbourne is not as heavy as in your major cities back home but the traffic laws may vary and be more heavily enforced. This is not an excuse to speed. Speeding incurs heavy fines and loss of licence. Always stick to the speed limit and keep your passengers safe. As a passenger, ask your driver to slow down if you feel uncomfortable.

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 third party and comprehensive insurance to cover you and other drivers in the event of an accident. We do not recommend that you consider buying a car if you are unable to meet these costs.

Buying a car

You can browse the classified ads in The Age or The Trading Post, 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 <http://www.racv.com.au>

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/>

Bicycle Victoria (<http://www.bv.com.au>) is also a great source of information about cycling in Victoria.

Taxis

Public transport stops at midnight. So if you're out late, you may need to get a taxi.

Melbourne's taxis are all yellow and are widely available across Melbourne. They often wait in taxi ranks that are clearly signposted at central locations like major hotels in the CBD, or busy spots such as Flinders Street Station. You can also hail a taxi in the street – if the rooftop light is illuminated, it means the taxi is available for hire – or book a taxi by telephone.

The major companies operating in Melbourne and Victoria are:

13CABS (Ph. 13 2227) Arrow (Ph. 13 2211)

Embassy Taxis (Ph. 13 1755) Silver Top Taxis (Ph. 13 1008)

Banking

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 Letter of Offer)

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 after you start classes. You can apply for a TFN during Orientation on campus, or in person at a branch of the Australian Tax Office

Currency

Australia uses the decimal system of currency (100 cents = \$1.00.) Notes are in denominations of \$5, \$10, \$20, \$50 and \$100. Coins come in denominations of 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2.

Receiving Money from Overseas

Telegraphic Transfer (TT): Money sent by TT can take around 3 working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (around \$10), which will be paid out of the transferred funds. You may be charged a currency conversion fee.

Bank Draft or Bank Cheque: When you deposit an overseas bank draft into your account, it can take up to 30 days to clear. You may be charged a currency conversion fee.

Other ways to transfer money: There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

Shopping

Melbourne has long been recognised as Australia's shopping and fashion capital.

Shopping hours are usually 9.00 am to 5.30 pm Monday to Wednesday, and 9.00 am to 9.00 pm on Thursday and Friday. However, larger shopping centres are also open from 9.30 am to 5.00 pm on Saturdays and Sundays. Most large supermarkets open 24 hours a day, seven days a week.

The city is a great place to find bargains, with many trendy laneways and tree-lined streets filled with specialty shops and boutiques. All fashion tastes are catered for by major department stores, David Jones and Myer, both in the Bourke Street Mall and in suburban centres. Other popular shopping destinations include Westfield (only a 15 minute walk from VIMT).

It is not customary to bargain in Australia except in some markets and second-hand shops.

Food

Victoria has a diverse selection of restaurants, offering a wide variety of international cuisines to suit every palate and budget!

In the heart of the city, you can explore Chinatown, which offers the finest of Asian cuisine and culture. Just around the corner on Lonsdale Street you can sample exquisite food in the Greek Precinct. Italian food is well represented in bustling Lygon Street. Other popular cuisines include Vietnamese (Victoria Street, Richmond), Japanese, Thai and Middle Eastern (Sydney Road, Brunswick).

The city is also a great place for buying fresh food. Queen Victoria Market is the largest open air market in the southern hemisphere and only a five minute walk from VIMT Victoria Street Campus. Other popular areas for buying fresh food include Preston Market and Box Hill Centro.

Communication

Telephones – Australia's country code is +61 and the area code for Victoria (and Melbourne) is 03

Australia has many mobile phone and home phone service providers. They usually offer a range phone plans with different fees depending on the kind of phone calls you make. Shop around to get the best deal.

Mobile Phones

Mobile phone service providers offer pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Shop around for a deal which suits the way you use your phone. You can buy phone cards at convenience stores, some supermarkets and cafés and online. This is one of the cheapest ways to make overseas phone calls from both mobile, home phones and pay phones. If you want to bring your mobile phone from overseas to Australia, check if it is compatible with Australian networks first.

Home Phones

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee (\$30-\$40). Local calls from residential telephones cost around 15–30 cents per call. Calls to mobile phones vary. For international calls you will normally pay a connection fee and a rate per minute. It may be cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone. There are many different phone cards available, offering different rates for different countries. You can buy phone cards at convenience stores, some supermarkets, cafés and online. This is one of the cheapest ways to make overseas phone calls from both mobile, home phones and pay phones.

Payphones

Local calls from most payphones cost 50 cents. It is cheaper to use a phone card for long-distance and international calls.

Telephone Directories

Melbourne has two main telephone directories: the Yellow Pages and the White Pages. "Yellow Pages" is used if you are looking for a business by category and "White Pages" if you know the name of the business or if you are looking for a residential phone number or address. All this information is available online as well.

Directory Assistance

These numbers are for directory assistance from your home phone or from a payphone.

Local and National: **1223** International: **1225**

Email and Internet

The best and cheapest way to keep in touch with family and friends from your own country is via email. There are free and easy to use email services available e.g. Hotmail and Gmail. Internet cafés are easy to find. The cost is around \$5 per hour. Some cafes/restaurants provide free Wi-Fi. This includes McDonalds and smaller private cafes as well.

Postal Services

Australia Post manages postal services in Australia. Examples of postage prices: Small letter within Australia: \$1.00, for Priority Paid allows extra 50 cents. Airmail letter up to 50g Asia/Pacific Zone: \$2.05 Rest of World Zone: \$2.95

Translating and Interpreting Service (TIS)

Phone: 131 450 TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance.

Religion & places of worship

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples and many other places of worship.

VIMT staff can help all international students, regardless of religious affiliation to find people of their own language group, locate a church with similar cultural background or provide general assistance in coping with Australia. The Mel ways street directory book provides a listing of places of worship in Melbourne.

The following is a short list of web sites of major religions in Australia, which may be useful as a reference:

Christian:	Anglican	http://melbourne.anglican.com.au
	Catholic	http://melbournecatholic.org.au/
	Presbyterian	http://www.pcvic.org.au
Buddhist		http://www.buddhanet.net
Hindu		http://hinducouncil.com.au
Islamic		http://www.islam-australia.com.au
Sikh		http://gurudwara.net

Emergency Services

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations.

Calls to Triple Zero (000) are free and can be made from mobile, landline telephones and payphones. The numbers and addresses given here were current at the time of publication of this handbook. It is recommended to keep track of contact information you reckon you may require in future.

Contact list of Police Stations in Melbourne CBD and Geelong CBD

Name	Address	Contact No
Australian Federal Police	383 La Trobe St, Melbourne, VIC, 3000	(03) 9607 7777
Victoria Police Centre	637 Flinders Street Melbourne 3005	(03) 9247 6666
Melbourne East Police Station	226 Flinders Lane, Melbourne, VIC 3004.	(03) 9637 1100
Victoria Police	456 Lonsdale St, Melbourne, VIC, 3000	(03) 8628 3280
Victoria Police GEELONG	110 Mercer St, Geelong, VIC, 3220	(03) 5225 3100

Contact list of Hospitals in Melbourne CBD and Geelong CBD

If you require urgent medical attention, you can attend the “Casualty” department of any large hospital.

Name	Address	Contact No
The Alfred Hospital	Commercial Rd Prahran VIC 3181	(03) 9276 2000
Freemasons Hospital	117 Albert St, Melbourne, VIC, 3000	(03) 9483 3500
Royal Melbourne Hospital	300 Grattan St, Parkville VIC 3050	(03) 9342 7000
Royal Women’s Hospital	132 Grattan St, Carlton, VIC, 3053	(03) 9344 2000
St Vincent’s Hospital	41 Victoria Parade, Fitzroy, VIC 3065	(03) 9288 2211
University Hospital Geelong	56-58 Bellerine st , Geelong VIC, 3220	(03) 4215 0000
Royal Children's Hospital	Flemington Road, Parkville Vic. 3052	(03) 9345 5522

Contact list of Chemists in Melbourne CBD And Geelong CBD

Name	Address	Contact No
Collins St Pharmacy	470 Collins St, Melbourne, VIC, 3000	(03) 9629 1147
Pharmacy 4 Less Geelong West	103 Pakington St, Geelong West, VIC, 3218	(03) 5229 6633
Flinders Lane Pharmacy	253 Degraives St, Melbourne, VIC, 3000	(03) 9650 0249
Union Health Pharmacy	393 Swanston St, Melbourne, VIC, 3000	(03) 9650 9348

Contact list of Doctors in Melbourne CBD And Geelong CBD

Name	Address	Contact No
Buzzard A J	517 St Kilda Road, Melbourne	(03) 9867 1839
Doctors on Collins	Level 3, 423 Bourke Street, Melbourne	(03) 9642 2456



Geelong West Medical Clinic	12 Church St North Geelong	(03) 4245 2088
Health E Medical Centre	258 Shannon Ave Geelong West	(03) 5223 9999
William Street Clinic	Suite 19, 121 William Street, Melbourne	(03) 9629 5833
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 3278
Era Health Clinic	563 Bourke Street, Melbourne	(03) 9944 6200
Swanston Clinic	55 Swanston Street, Melbourne	(03) 9654 9818
Collins Street Medical Clinic	Level 8, 267 Collins Street, Melbourne	(03) 9654 6088
The Albert Road Clinic	31 Albert Road, Melbourne	(03) 9256 8311

Contact list of Dentists in Melbourne CBD And Geelong CBD

Name	Address	Contact No
Melbourne Dental Hospital	720 Swanston St, Carlton, VIC 3053	(03) 9341 1040
Geelong Dental Group	114A Mt Pleasant Rd, Belmont VIC 3216	(03) 5221 8452
Dental Health Care Associates	175 Collins St, Melbourne, VIC, 3000	(03) 9650 2909
Union Health	393 Swanston St, Melbourne, VIC, 3000	(03) 9662 2466

Contact list of Legal Advisors in Melbourne CBD And Geelong CBD

Name	Address	Contact No
TW Agency Solicitors	15, 470 Collins St, Melbourne, VIC, 3000	(03) 9629 2900
Alderuccio Solicitors	Level 3, 552 Lonsdale St, Melbourne, VIC, 3000	(03) 9670 7440
Slater and Gordon Lawyers	237 Ryrie St Geelong VIC 3220	1800 444 141
Legal Aid	350 Queen St Melbourne VIC 3000	(03) 9269 0234

Contact list of Banks in Melbourne CBD And Geelong CBD

Name	Address	Contact No
Commonwealth Bank Geelong	143-147 Pakington st Geelong West VIC, 3218	(03) 5222 4533
ANZ	351-353 Elizabeth St, Melbourne, VIC, 3000	(03) 570 5429
St George Bank	325 Collins St, Melbourne, VIC, 3004	13 33 30
Bendigo Bank	Level 4, 120 Harbour Esplanade, Docklands, VIC, 3008	(03) 9642 5183
National Australia Bank	500 Bourke St, Melbourne, VIC, 3000	(03) 8641 3500
Commonwealth Bank	385 Bourke St, Melbourne, VIC, 3000	13 22 21
Westpac	360 Collins St, Melbourne, VIC, 3000	13 20 32

Relevant legislation

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

OH&S	http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety
Equal Opportunity Act 2010	http://www.humanrightscommission.vic.gov.au/index.php/the-law/equal-opportunity-act
ASQA	www.asqa.gov.au
ESOS	https://internationaleducation.gov.au/
DIBP	www.immi.gov.au
Student Visa Information	www.immi.gov.au/students
Privacy	http://www.oaic.gov.au/
VET Act	www.legislation.vic.gov.au

Code of Practice

This Code of Practice requires VIMT to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and management

VIMT will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the VIMT.

- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality. Provide for staff and students to be able to access their own records.

Course delivery

VIMT will:

- Provide an orientation program containing information about the course curriculum, program of study and availability of learning resources, prior to course commencement.
- Ensure that a current copy of the course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and if required, customise courses.

Staff

Training and assessment is delivered by trainers and assessors who:

- Have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and
- Have the relevant vocational competencies at least to the level being delivered or assessed; and
- Can demonstrate current industry skills directly relevant to the training/assessment being undertaken;
- Trainer/Assessor must hold the *TAE40116 Certificate IV in Training and Assessment* from the *TAE Training and Education Training Package* or be able to demonstrate equivalence of competencies as a *minimum*; however, trainers are encouraged to obtain further qualifications.

Training environment

VIMT will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Certificates, Record of Results and Statements of Attainment

Certificates will be issued to students who satisfactorily complete courses or Statements of Attainment for completed units within the Scope of Registration containing the following information:

- Name and registered number of the provider as shown on the Certificate of Registration;
- Name of the person receiving the qualification;
- Name of the course or units as shown on the Scope of Registration;
- A certificate number
- The Nationally Recognised Training Logo
- The appropriate Australian Qualifications Framework statement identification of the recognition authority
- Date issued; and
- Authorised signatory of VIMT
- Unique watermark/ seal

VIMT will identify units of competency achieved on any certification issued in relation to courses based on national competency standards. VIMT will accept and mutually recognise the qualifications Record of Results and Statements of Attainment awarded by any other registered training organisation.

For details, please refer to *Qualification issuance Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Marketing and recruitment

VIMT:

- Markets courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- Gives no false or misleading comparisons are to be drawn with any other provider or course.
- Does not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruits students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensures that application and selection processes are explicit and defensible and equity and access principles are observed.

If you require more details regarding VIMT's *Marketing Policy and Procedure*, a complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Student information

VIMT will advise prospective students of:

- It's Scope of Registration;

- Application processes and selection criteria; fees and costs involved in undertaking training; fee refund policy;
- Qualifications to be issued on completion or partial completion of courses;
- Competencies to be achieved during training;
- Assessment procedures including recognition of prior learning;
- Literacy and numeracy requirements;
- Grievance procedure;
- Staff responsibilities;
- Facilities and equipment; and
- Student support services.

Access and Equity Operating Principles

VIMT:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staffs are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

If you require the details, please refer to VIMT's *Access and Equity Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in the policy, please contact the RTO Manager.

Code of Conduct

All students enrolled in courses or using the services of VIMT are required to maintain appropriate standards of conduct at all times, whether attending an VIMT campus or representing VIMT in any capacity.

Guidelines

Where behaviour is deemed to be improper or inappropriate as outlined below, VIMT will take action in accordance to the *Student Code of Conduct Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

1.0 Improper or Inappropriate Behaviour

Improper or inappropriate behaviour includes but is not restricted to:

- ☐ Being on VIMT premises and consuming or having consumed alcohol;
- ☐ Persistent disruptive behaviour;
- ☐ Verbally abusive or hostile behaviour affecting fellow student, fellow employees or colleagues;
- ☐ Smoking or the use of prohibited or illegal substances at VIMT classes or on VIMT or field/work placement provider premises;
- ☐ Deliberate misuse of VIMT equipment or materials;
- ☐ Wilful or malicious damage to VIMT property or equipment.
- ☐ Arson of VIMT property;
- ☐ Behaviour of a discriminatory nature;
- ☐ Carrying, using or being in possession of a prescribed or regulated weapon or dangerous article on VIMT premises;
- ☐ Physical assault on a member of general or training staff, other students, employees, colleagues or members of the public or behaviour which is perceived to be threatening;
- ☐ Theft from staff, fellow students, fellow employees or colleagues at VIMT;
- ☐ Slander or harassment (whether verbal, sexual or otherwise) of staff, fellow students

Improper or inappropriate behaviour may result upon investigation in suspension of enrolment or payment of damages.

2.0 Student Classroom Behaviour

VIMT requires behaviour in the classroom to be conducive to the most effective learning environment for the class participants' observation of consideration and respect for classmates and teachers is expected.

- Students are required to be punctual at all times to ensure fellow classmates are not disadvantaged by lateness or early departure from timetabled classes.
 - Any class session or activity missed, regardless of cause, reduces the opportunity of learning and may adversely affect a student's achievement in their enrolled course.
- To allow others to work and learn in a supportive environment without interference
- Do not plagiarise the work of others or cause other students to participate in activities that will lead to instances of plagiarised work
- No food or beverages are to be consumed during class, except bottled water.
- At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened.
- The use of electronic equipment, such as mobile phones and iPods, is not permitted in the classroom
 - A laptop computer is permissible provided it is relevant to the class, with permission from the trainer.
 - The use of a dictionary by students in class is permitted.
- Students are expected to use appropriate language at all times.
 - Students are expected to speak English in the classroom at all times in accordance with training regulations.

- Refrain from using “bad language” at all times

3.0 Serious Misconduct

- Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion.
- Misconduct of a criminal nature will be reported to the appropriate authority.

4.0 Student Conduct

Students enrolled at VIMT should adhere to the following;

- Respect other people’s rights to hold different positions and views;
- Be receptive to others point of view;
- Refrain from discriminating against another person for their beliefs, nationality, religion, age, associations or sex;
- Avoid imposing their values on other students.

Please refer to *Student Conduct Policy and Procedure* for more details. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Course delivery information

Assessment

Course delivery at VIMT is Teacher led classroom delivery, seminars, and supervised study. Assessment is the process of collecting evidence and making judgments on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgment of whether or not competency has been demonstrated.

Effective and objective assessment is of vital importance to the successful implementation of competency standards in the workplace and in education. This is the judgment of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards. In general terms, assessment during training will involve observation of performance in class, including:

- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written tests and exams
- Students will be given advance warning of the time and form of any assessment and will not be expected to sit in an assessment they have not prepared for.
- Students will be given an opportunity for at least two Resits at no additional cost for any competencies not achieved on the first attempt.

Reasonable adjustment/ Special learning needs

One fundamental principle of an assessment system is that each student must have access to fair and open 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, an 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.

Assessment Results

Results are recorded as Competent (C) or Not Yet Competent (NYC). To be deemed competent, the student must complete all assigned work, in accordance with the unit requirements. It is advisable to keep a duplicate copy of work submitted. When submitting an assessment, the student will receive an Assessment Receipt for all assessments submitted and a copy of the receipt will be retained in the student's academic file. This is signed by the student and the staff member receiving the work.

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 with the Training Coordinator/Training Coordinator/trainer no later than 3 days after the due assessment. Applications should be in writing and supported by a medical certificate or other appropriate evidence. The medical certificate must include:

- Full title and address of the clinic or practice
- A statement relating to the level of impairment, e.g, totally unable to sit and exam
- A legible doctor's signature and name of medical practitioner

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. We can organise for you to have more time. 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.

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 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 RTO Manager or SSO or another professional counsellor arranged by VIMT. 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).

If you need to apply for an Extension of Time or Special Consideration, here is the process you need to follow:

- Contact your Trainer and provide all the documentation you think you will need and fill out the Application for Extension of Time/Special Consideration Form.
- Applications for extension of work due must be made to the trainer/assessor in writing and must be received before the due date.
- The trainer/assessor will respond in writing, normally within two working days, and will keep a copy of the correspondence. Your Trainer will assess your claim. If your Trainer believes you don't really have a suitable reason, the claim will be rejected. In some cases, all you might need to do is simply bring more documents. If your Trainer believes you do have a valid reason, you will receive a photocopy of the Form, showing you the level of extension you will receive.
- The trainer may grant an extension of up to two weeks (ten working days).
 - Students seeking a revised due date beyond the return of results for the assessment task, or an extension of more than two weeks in duration, must submit an application form to the RTO Manager.
- Students seeking an extension of more than two weeks in duration must provide appropriate supporting documentation, including evidence of the circumstances and an explanation of the impact of the circumstances on the student's ability to complete the assessment task
- Submission of an application for extension does not mean automatic approval
- 'Having work in another subject' or 'Had no time because I was working' will not be accepted as valid reasons for late submissions. Also, excuses involving computers or printers will not be accepted as valid reasons for late submission. It is a student's responsibility to organise their work so that it is submitted by the due date. Where work is submitted late and compassionate or other grounds cannot be established, it is up to the discretion of the trainer/assessor as to whether work is assessed as competent (C) or not yet competent (NYC).

Assessment task cover sheets

When students submit an assessment task, they are required to include a signed and completed cover sheet. In the case of group assessment tasks, each member of the group is required to sign the cover sheet, and each student will receive written feedback on their group assessment task.

This cover sheet should include but is not limited to:

- Student name and ID number
- The date of assessment
- Course code and title
- Assessment title and description (if applicable) Date
- Assessor name
- Assessment Result: recorded as C or NYC Feedback/comments section
- Student declaration regarding plagiarism
- Signatures of both student and assessor

Assessment Submission Receipts

When a student submits an assessment, they are provided with an Assessment Receipt. You will need to complete your details as per the forms instructions e.g: Your name and student ID, date of submission, course name, unit/s name, your trainer's name and your signature. You can access blank forms at reception and submit to either your trainer or Student Admin staff. The staff member receiving the form and assessments will also sign the Assessment Receipt and provide you with a copy.

Resubmission

Resubmission refers to a student's assessment task 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 will then be required to pay an additional fee for additional tuition or assessment services and repeat the entire unit of competency.

Assessment Procedures

Common Assessment Rules

In all assessments, the following rules must be adhered to:

- No student may bring unauthorised aids or documents into the Assessment Room. Examples include mobile phones, unauthorised notes, unauthorised calculators or unauthorised textbooks. An aid or document can be authorised by the RTO Manager.
- No student may leave the Assessment Room during the assessment and then return to the assessment, unless escorted by an Assessor.
- No student can converse with anybody during the exam other than to the Assessor, to have legitimate questions answered.

If you miss an Assessment

If you miss a scheduled assessment you are required to provide proof of Legitimate Absence within three working days after the official assessment date, or in exceptional circumstances, proof of Legitimate Absence must be provided as soon as practicable.

Proof must be provided to the RTO Manager, not your trainer. If the proof is not provided within the time period, then the student will fail outright. The RTO Manager sets 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.

Students must contact VIMT as soon as they become aware that they will not be able to attend the scheduled assessment.

Access to Student Records

Current and former students of VIMT have access to their own records on request. Academic & Admin files for currently enrolled students are maintained at the Admin Office. All requests from an individual student to view their student file should be referred to the respective trainer who will make appropriate arrangements for supervised access. If a student wishes to amend their student admin file, they should contact the Admin Manager. Due consideration will be given to any request to amend personal information held on file. A request

to correct personal information may be satisfied by the individual providing an additional record rather than making alterations or deletions to the original record.

VIMT provides students with accurate and up to date information about the status and outcomes of the courses in which they are enrolled.

Information about a student is not disclosed to a third party without the consent of the student, unless required or permitted by law. Persons outside of VIMT do not have access to the records of individual students unless students give written permission for the release of specific records, or unless the knowledge of such information is required to be provided to funding, immigration, accreditation or other agencies which are legally entitled to such information. Information required by other education institutions for the purposes of confirming qualifications of a current or former student of VIMT, such as confirmation of units of study completed, participation in officially recognised activities by students, will not be released by VIMT unless accompanied by written authorisation of the student.

All requests for archived student files must be authorised by the Compliance Manager. A form has been designed to assist this process. This will enable the location of files to be monitored and minimize the number of missing files.

Student Survey

VIMT uses surveys to enable students to give feedback on training delivery including their perceptions of the training staff and methods, learning experience, their overall course experience, and their whole experience at VIMT.

VIMT undertakes regular student survey after completion of each group.

The surveys collected and analysed to ensure that VIMT can make informed decisions that positively affect the learner's outcome and the institute's continuous improvement process. Students and staff will be informed in regards to the results from student feedback, along with plans for improvement.

Plagiarism & Cheating

What is Plagiarism?

Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This includes but is not limited to, copying information from books, the Internet and fellow students. This is called Plagiarism.

In some cultures, using information from other sources is considered to be okay. In Australia, if the other source is not cited this is considered inappropriate. This is why it is looked on in an unacceptable way.

VIMT treats plagiarism as cheating. The use of another person's work as though it were one's own, intending to gain an unfair advantage, is Cheating. Students who provide their work for others to copy are also subject to the same penalties as those who copy.

Cheating and plagiarism are serious offences and will be treated severely. VIMT imposes strong penalties on students who cheat and plagiarise.

How do you avoid Plagiarising?

To avoid Plagiarising, it is very important to acknowledge all sources in all assignments submitted for marking. This means you must say where you found your information. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, website etc.) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment.

A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Course Progress and Intervention Strategies

Standard 10 of the National Code 2017, requires providers to be 'systematic' in monitoring course progress and be 'proactive in contacting and counselling students' who are at risk of failing to meet course requirements. Students are to be reported according section 19 of the ESOS Act.

VIMT has implemented the Department of Education and Training / DIBP *Course Progress and Intervention Strategy Policy and Procedure* for CRICOS Providers of VET Courses for all its courses.

Vocational education and training conducted at VIMT is competency-based. VIMT ensures that students are assessed to achieve the level of understanding, knowledge and skill expected by industry. VIMT also encourages students to build on their competencies as they progress through their courses.

VIMT is committed to maintaining compliance with all regulatory, legislative, and contractual requirements. Specifically, VIMT will:

- Ensure that all relevant staff have access to the policy
- Ensure staff know their obligations and responsibilities
- Ensure VIMT has suitable and appropriate mechanisms in place to monitor student and course progress.
- Ensure VIMT policy framework for managing student progress
- Ensure VIMT personnel know their responsibilities and obligations in relation to managing student progress.
- Ensure staff know their limitations

Monitoring course progress

- VIMT generates “Result Matrix” for active courses with current students. This matrix is used to analyse the progress of individual student in that particular course.
- The Training Coordinator will analyse student’s progress regularly (at least every fortnight) for each batch. The Training coordinator or the SSO will contact those who have assessments overdue, poor attendance or are at risk of not completing 50% of a term. This is done Initially by telephone, text and email to request them to attend an informal meeting with their trainer and to submit any assessments due.
- Where a student has completed 50% or more, no further action needs to be taken at this time.
- The SSO will record the outcome/response of the call or email to the student and ensure all details are recorded in the SMS “Client Logbook. This procedure of regular monitoring makes it more manageable as students are being contacted more regularly which leads to increased satisfactory course progress.
- Course progress for each student is again analysed at the end of each study period by the Training Coordinator to determine whether or not they have successfully completed at least 50% in the study period. These students are considered to be “At Risk”.
- At Risk students will be identified and processes put in place to arrange initial meetings to discuss academic performance/course progress. The identification process will involve matching each student’s academic performance/course progress in terms of units completed against the portion of the course that has elapsed as per the SMS report. The report will clearly show where a student has not achieved a level of 50% academic performance/ course progress at any point in time
- Students that have been identified as having unsatisfactory academic performance/course progress from the previous term will have their course progress analysed for further action as required. This will include:
 - Contacting the student Initially by telephone, text and email
 - Sending the student required warning letters. These are explained in detail, in the Policy and Procedure for Monitoring Course Progress. Follow up contact to each warning letter in the form of telephone, text and email, is also conducted.
 - Once contact has been made, a meeting between the student and their Pastoral Trainer/Assessor and the Training Coordinator and/or Student Support Officer is arranged within 10 business days. The Intervention Strategy is then created and this will be initiated once the student comes for a meeting.
 - Outcomes, actions and agreements of Intervention meetings must be recorded in a “Record of Student Interview” and signed by the student as well as at least one VIMT staff member (Student Support Officer and/or Pastoral Trainer/Assessor and/or Compliance Manager). A copy will be given to the student and a copy kept on the student’s file.
- At the intervention meeting, the following will be discussed and an intervention strategy will be put in place:

-
- Reasons why the student has failed to achieve 50% competency in a study period
 - How VIMT can assist the student in order for them to finish the course on time e.g. additional classes, student support etc.
 - Student attendance and timetable
 - A fortnightly intervention meeting for the current study period with the Training Coordinator will be scheduled
 - Once the intervention strategy has been put in place, the Training Coordinator will get the Monitoring Agreement signed by student and will provide him/her a copy stating that he/she is now under VIMT's intervention strategy and must adhere to the agreement or they may be reported for unsatisfactory course progress.
 - The student will then be monitored as per the intervention strategy and contacted regularly to ensure it is being followed. The following will be discussed at the fortnightly meetings:
 - Fortnightly attendance
 - Fortnightly academic progress
 - Implementation of the study timetable
 - During the intervention period, students who fail to achieve satisfactory course progress as per the intervention strategy may be reported to the Department of Education - DIBP through PRISMS for unsatisfactory course progress.
 - Students failing to attend the fortnightly intervention meeting without a reasonable excuse may be reported to the Department of Education - DIBP for unsatisfactory course progress. They will be issued with a notice of intention to report for unsatisfactory course progress and advised of their right to access VIMT's internal appeals process within 20 working days of receiving the letter.
 - If a student is identified as having unsatisfactory course progress in a second consecutive term, the Training Coordinator will issue a notice of intention to report for unsatisfactory course progress. This notice advises the student of VIMT's intention to report to the Department of Education - DIBP for unsatisfactory course progress after 20 working days of the date of the notice being issued. It will also inform the student of their right to access the appeals process within 20 working days of receiving the letter.
 - The notice of intention to report will be sent to students via post and in some cases via email, and the 20 working days period will commence on the next working day after the post/email containing the notice of intention to report has been sent.
 - The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access VIMT's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
 - provider's failure to record or calculate a student's marks accurately,
 - compassionate or compelling circumstances, or

- VIMT has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.
 - If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the Administration must notify the Department of Education – DIBP through PRISMS, of the student not achieving satisfactory course progress as soon as practicable.
- The following will be maintained on the student files until the case is closed:
 - Warning letters
 - Intervention strategy
 - Records of student interview
 - Medical certificates
 - Appeal documents
 - Other relevant documents

You can refer to *Course Progress and Intervention Policy and Procedure* for further details. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Completion within Expected Duration Policy and Procedure

The progress of each student is monitored, recorded and assessed for each term in which they are enrolled. This is to ensure that the students will complete the program within the expected course duration, as registered on CRICOS and as identified by the length of their student visa. VIMT shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe.

In addition to this policy and procedure, VIMT has Course Progress and Intervention Policy and Procedure in place which overlaps most of the procedural parts in start. Therefore, Course Progress and Intervention Policy and Procedure should be read in conjunction of this policy and procedure document.

Whilst monitoring progress against the course duration is a separate requirement to monitoring course progress, in general, there may be some overlap in procedures. For example, at VIMT, the progress procedure requires that at the end of each study period, each student's result is checked to determine course progress for that study period. In order to avoid duplication of effort, VIMT will also check the student's progress towards the completion of the course within the specified duration at the same time.

- VIMT will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
 - Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
 - The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
 - An approved deferment or suspension of study has been granted under Standard 13 of National Code 2017.
- VIMT will report the student change in enrolment through PRISMS.
- Records of variation must be maintained in the student file.
- Except in the circumstances specified above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are generally those *beyond the control of the student* and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - Witnessing or being the victim of a serious crime.
- When this has impact on the student, these cases should be supported by police or psychologists' reports;
- Where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

The following additional situations would be considered 'compelling' circumstances and could support the granting of an extension of the duration of a student's study:

- If the student had failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider's intervention strategy for course progress. In this case, the provider would need to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course; or

For further details, you can refer to VIMT's *Completion with expected duration Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Deferral, Temporary Suspension and Cancellation Policy and Procedures

The following procedures will ensure VIMT follows the required process when a Student wishes to defer, suspend, or cancel their enrolment with VIMT.

- Students are able to initiate deferral or cancellation of their studies only in certain limited circumstances as described below.
- Students may also have their enrolment suspended due to misbehaviours which can also be grounds for cancellation of studies.
- Students have the right to appeal a decision by VIMT to defer, suspend or cancel their studies.

Retrospective Suspension or Deferment

- VIMT will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances. This may include medical emergencies or any compelling and compassionate circumstances.

Student Deferral

- A Student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a Deferment/Extension Application Form and submit to the Student Support Services.
- All applications with deferral documentation will be kept on the Students' files and Students will be notified once the deferral has been approved.
- The maximum time period approved for the deferral is four weeks. Once the four weeks' time period lapses, Students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course. Both the Student and the Student Support Services staff member will need to sign the new training plan.
- If there is a change in the training package, or the Student is enrolled into and/or the Student returns in the new intake or calendar year, the Student must complete the enrolment process again with a new training plan.

Student Suspension

- VIMT is only able to temporarily suspend the enrolment of the Student on the grounds of compassionate or compelling circumstances.
- These circumstances could include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the Student was / is unable to cover the course progress;
 - Bereavement of close family members such as parents or grandparents (where possible, death certificate should be provided);
 - A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - 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)
 - Where VIMT is unable to offer a pre-requisite unit.
- Students will be required to complete a Deferment/Extension Application Form and submit to the Student Support Services.

- Where a suspension of enrolment is granted, VIMT will suspend an enrolment for an agreed period of time - to a maximum of six months. Once the Student returns after the suspension period, Student must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course. Both the Student and the Student Support Services staff member will need to sign the new training plan. If the Student does not return after the six-month period, the enrolment will be cancelled by the VIMT.
- All the documentation for the suspension will be kept in the Student File and authorities shall be notified via AVETMISS (If applicable) of the decision to suspend the enrolment as a result of the Student's request.
- VIMT will request any assessments related to the delivered up units until the suspension to be submitted.

Student Cancellation

- Students wishing to cancel their enrolment must complete a Course Withdrawal / Cancellation Form and submit to the VIMT RTO Manager.
- All the documentation for the cancellation will be kept in the Student File and authorities shall be notified via AVETMISS (if applicable) of the decision to cancel the enrolment as a result of the Student's request.
- If the Student decides to return to VIMT and continue studying the course, the Student must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course. Both the Student and the Student Support Services staff member will need to sign the new training plan.

Provider Deferral

- VIMT may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the RTO deems necessary to defer or cancel the course.

Provider Suspension

- VIMT has the ability to suspend a Student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, cyber harassment and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories; Academic or Behavioural Misconduct.
- Where a Student has been identified of Academic or Behavioural Misconduct, the RTO Manager shall be informed and will make a decision on the penalty and the severity of the penalty. The RTO Manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.
- Where a Student has been identified with Academic or Behavioural Misconduct, the VIMT shall ensure the following:
 - Students must be treated fairly, with dignity and with due regard to their privacy.
 - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the RTO Manager to have so behaved.
 - Past misconduct is not evidence that a Student has behaved in the same manner again.
 - Each case is dealt with its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- Students are able to access the Complaints and Appeals Policy and Procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

Provider Cancellation

- In some cases, where the Student's misconduct is severe, VIMT has the right to cancel the enrolment.
- Where the RTO Manager has decided the misconduct is severe enough for cancellation, the following must occur:
 - The Students must be informed in person (where possible), and in writing of the decision of Imperial to cancel the enrolment.
 - They must be informed of the fact that they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification.

For further details, you can refer to VIMT's *Deferring, Suspending or Cancelling Enrolment Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Fees and Charges Policy for International students

A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Refunds Table for Fee Paying International Students

Enrolment Fee	Non-Refundable
Tuition Fees	
Visa refused prior to course commencement	<p>Full refund not including enrolment fee</p> <p>The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount:</p> <p style="text-align: center;">the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500.</p>
Withdrawal at least 10 weeks prior to agreed start date	Full refund not including enrolment fee
Withdrawal at least 4 weeks prior to agreed start date (student default)	75% refund not including enrolment fee
Withdrawal 2- 4 weeks prior to agreed start date (student default)	25% refund not including enrolment fee
Withdrawal less than 2 weeks prior to the agreed start date	No refund on semester fee

Withdrawal on or after the agreed start date (student default)	No refund on semester fee
Visa cancelled due to actions of the student	No refund
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Course withdrawn by RTO (before the agreed start date)	Full refund including enrolment fee
VIMT is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because the Institute has a sanction imposed by a Government regulator	Return of unused tuition fees
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided
Visa extension is refused	Return of unused tuition fees
Compulsory Health Insurance (student visa holders only)	Refer to Overseas Student Health Cover provider
Home stay fees and accommodation booking fee (if applicable)	Full refund of unused fees if two weeks' notice is given
Airport Pick-up (if applicable)	Full refund if service cancelled prior to flight arrival
Transfer to another provider	Return of unused tuition fees

Additional Notes for Fees and Refunds

If a student withdraws and there is a refund due for their OSHC, then they must apply direct to the OSHC provider for any refund due. This will be subject to the OSHC provider refund policy.

All date calculations are based on the date the form is received by VIMT, not the date student completed the form (If different).

Special Conditions for Refunds

VIMT reserves the right, at the discretion of the CEO - should particular circumstances arise, and VIMT will give consideration to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine.

Refunds will be made payable to the Student who is transferring.

Refunds in the case of a student not continuing studies, will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.

VIMT will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or VIMT policies and procedures.

Once Student is advised formally of non-compliance, they are advised they can access VIMT Complaints and Appeal process within 20 working days and that DIBP will be informed.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Designated Account

VIMT places pre-paid course fees for the first study period into a designated account which can only be drawn down when the student's first study period begins. VIMT does not mix this pre-paid course fees held in a designated account with other money.

Recognition of Prior Learning

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the appropriate Application Form upon request.

Students who are not satisfied with the application outcome are able to access the VIMT's *Complaints and Appeals Policy and Procedure*.

Repeat units Fees

- If a student has been assessed at Not Yet Competent (NYC) in any Unit of Competency during a term, He/she will be given one opportunity to complete the re-assessment during regular classes within the specific term and based on the student's final assessment.
- Students may sit for up to two re-assessments for any Unit of Competency. If the student fails to acquire Competency after the second re-assessment, then he/she must repeat the Unit of Competency.
- Units of Competency may be repeated in the next availability within the boundaries of VIMT's timetable. Students must make these arrangements with the RTO Manager. The following fees apply to students requiring to repeat each Unit of Competency:

Certificate III- \$ 300

Certificate IV - \$ 300

- If a student is required to repeat a complete term of a course, the fees paid will be calculated based on the normal cost of tuition fees of each term, plus the equivalent in materials fees.

Other Charges

Re-issue of a VIMT student ID - \$15

Re-issue of an Academic Transcript, Certificate, - \$50

Payment of any fee or charge by credit card – an additional 1% above the initial amount

Tuition Protection Service at VIMT

Under the Tuition Protection Service (TPS) framework, VIMT has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. This is the first layer of tuition protection for students.

Students

- Should read their written agreement carefully before signing it - it is a legal contract.
- Ensure the agreement is clear on the number of study periods in the course, how the fees are distributed throughout the course for each study period and the difference between tuition fees and other types of unprotected fees such as accommodation.
- Should be aware of any conditions or deductions from a refund they may incur if they do not commence or complete the course (this is called a student default) or where their visa is not approved.
- Keep a copy of all receipts for money they have paid to a provider.
- Ensure their provider gives them a record of all study completed at each stage of their course.
- Let their provider know as soon as any of their contact details change.
- If an international student is referred to the TPS following a provider closure and wants to accept an offer of a place with an alternative provider, the student will have to meet any additional academic and fee requirements of the alternative provider, if higher than the original provider.

Providers

- Are expected to meet their default obligations under the Education Services for Overseas Students Act 2000 (ESOS).
- Have to contribute annually to the TPS.
- Have the opportunity to place students who are referred to the TPS in a suitable alternative course.
- Are under no obligation to accept a student that has sought a placement with them following another provider's default.

Nature of Guarantee at VIMT

VIMT is dedicated to ensure that once students have commenced studying their chosen qualification or course, they will receive the highest quality of training and Assessment and support services as outlined in the student agreement. In the event that the VIMT is no longer able to provide the training and assessment services as initially outlined in the student agreement and paid for, then VIMT will arrange for agreed training and

Assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. In the unlikely event that VIMT is unable to deliver a course that has been paid for and VIMT does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. Note: You will be required to pay fees to your new institute once the credit-free tuition period is over. For further information please refer to the Tuition Assurance Scheme - <https://tps.gov.au/StaticContent/Get/StudentInformation>.

Credit Transfer

VIMT appropriately recognises course credit within ESOS framework and to meet the requirement of Standard 12 of National Code. VIMT grants course credit to applicable students and if necessary, the duration of study is adjusted accordingly and students are advised of VIMT's granting of credit.

VIMT ensures that Credit Transfer is offered to all applicants on enrolment and that the process is structured to minimise the time and cost to applicants; and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

Guidelines

Course credit may be granted in the form of Recognition of Prior Learning (RPL) or Credit Transfer (CT). Procedures for granting and recording course credit if applicable are carried out by the Training Coordinator after being approved by the Compliance Manager. Course credit will be assessed and granted (if appropriate) at the time of application and the adjusted duration will be reflected in the offer letter and Confirmation of Enrolment (CoE). To gain course credit, applicants must provide certified copies of evidence with their application.

RPL must be conducted by the Training Coordinator/Training Coordinator/Assessor while Credit Transfer and National Recognition are essentially administrative processes.

Credit Transfer (CT):

Credit transfer involves recognising a previously completed course to see if it provides equivalent learning or competency outcomes to those required within the student's current course of study.

Course credit may reduce the length of a student's course. If this occurs before visa is granted, VIMT indicates the actual course duration in the confirmation of enrolment issued for that student for that course. If the course credit is granted after visa is granted, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act.

National Recognition

National Recognition is:

- Recognition by a registered training organisation (RTO) of the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person;

- Recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions; and
- Recognition by all state and territory course-accrediting bodies and registering bodies of the courses accredited by each state or territory's course-accrediting body and of its accreditation decisions.

The procedure involves

- Applicants for Credit Transfer/National Recognition must complete the Credit Transfer Application Form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Administrative Staff.
- The Administrative Staff must check the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer/National Recognition must be kept on the student files
- The completed Credit Transfer record must be signed by the student and the Administrative Staff/Trainer/Assessor or RTO Manager.
- Granting of Credit Transfer must be recorded as a module outcome in the students file
- After Credit Transfer is granted a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.

For further details, you can refer to VIMT's *Credit Transfer Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the Application Form that will be provided during orientation.

VIMT will at all times ensure that assessors completing assessment for prior learning must hold the TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package or be able to demonstrate equivalence of competencies as a minimum; however, trainers are encouraged to obtain further qualifications.

Recognition of Prior Learning (RPL) is a process that allows the competencies you already possess to be recognised, regardless of how you obtained them. These might include skills you picked up on the job or from other life experiences that do not necessarily include formal training.

Recognition of prior learning suits people who have industry relevant:

- Work skills or knowledge
- Paid or unpaid work
- Experience life experience
- Community work experience

Recognition of prior learning could provide you with a full or part qualification, and avoid duplication of training. It could be used to identify what training you may need to complete a qualification, or could provide a pathway to higher qualifications for people who may not have access to further training.

Your RPL Assessor can discuss evidence you will need to supply with your application if you wish to have your experience recognised. In many cases, RPL will only give the off-the-job component of the unit. You may still need to meet the on-the-job component, assessed at work.

Course credit may reduce the length of a student's course. If this occurs before visa is granted, VIMT indicates the actual course duration in the confirmation of enrolment issued for that student for that course. If the course credit is granted after visa is granted, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act. Students need to sign a letter as confirmation of acceptance of course credit granted.

In the instance whereby an applicant provides certified copies of results from their previous provider, VIMT will recognise these units of competence previously studied at another provider.

General Procedure

- Students who wish to apply for RPL are advised to contact VIMT to obtain an RPL Application Form for the course that they wish to enrol.
- Upon receipt of **RPL Application Form**, the Training Coordinator / Training Coordinator/Assessor will assess the evidence provided. Evidences that can be used to support the **RPL** application can include:
 - A detailed resume
 - Letters from employers
 - An interview with the Training Coordinator/Training Coordinator/Assessor.
 - Work skills or knowledge
 - Paid or unpaid work experience
 - Life experience
 - Community work experience(a complete list can be found in the appropriate RPL Kit)

You can refer to VIMT's *Recognition of Prior Learning Policy and Procedure* for further details. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Transfer between registered providers

Students who wish to cancel their enrolment at VIMT and transfer to another education provider can do so freely after six months of study in their principal program. (If the student studies a single program that is the principal program. If the student studies more than one program, the principal program is the final program of a packaged offer.)

Students are restricted from transferring to another Australian education provider if they have not finished six calendar months of study in their principal program, and as such, we will not seek to enroll a student who has not completed six months of their principal course of study with another registered provider except where:

- The original registered provider has ceased to be registered or the course into which the student was enrolled has ceased to be registered;

- The original registered provider has provided the student with a written letter of release;
- The original registered provider has had a sanction imposed on its registration which prevents the student from continuing their enrolment in their principal course;
- A government sponsor of the student provides the Institute with written support for the change of enrolment to occur

If the student wishes to transfer before completing six months of study in their principal program, they must apply to Administration for a Release Letter.

- VIMT will assess a student's grounds for seeking transfer to another registered provider prior to the student completing six months of his or her principal course of study.
- A Letter of Release, if granted, will be issued at no cost to the student.
- VIMT will maintain records of the application, reasons for approval or refusal of the request to transfer, and any other records of relevance to the application for transfer, on the student's file.

Assessment of the Application for transfer

VIMT will assess each application to determine if it meets the grounds for transfer. Acceptable grounds for transfer are as follows:

- The students can provide evidence to show that remaining in the course will impact on their well-being or welfare/personal circumstances. VIMT may seek the advice of the Student Support Officer (SSO) with the assessment of applications with these circumstances.
- The student can demonstrate and provide evidence that they do not have the skills to successfully complete the course, and thus are experiencing educational problems which cannot be addressed by VIMT. VIMT will review the academic records of the student in this circumstance.
- Circumstances have occurred within the institute whereby the course that the student has been accepted into, will not continue to be offered.

Grounds which VIMT would **not consider** as acceptable are as follows:

- The student has changed their mind about their chosen course of study and does not satisfy any of the grounds for approval of transfer.
- VIMT assesses that the transfer would not be in the best interests for the educational progress of the student. This may include the student's ability to progress successfully through a package of courses. VIMT will document the reasons for this determination.
- The student is at risk of not making course progress due to circumstances within their control. For instance, the student's course progress is not satisfactory. The student will be referred to the SSO / Compliance Manager for course progress counselling.
- The student requests a transfer as they do not agree with their scheduled course contact hours/timetable.
- The transfer is sought within 4 weeks of the commencement of the student's first course after arrival to Australia. In this circumstance, the student will be referred to the SSO who will be able to provide support to the student. The SSO will be advised to provide regular updates to Management on the status of the student's adjustment to study and life in Australia.
- The student has outstanding tuition fees.

Procedure

1. Students wishing to apply for a Release Letter must submit a Request of Release form to Administration. The student needs to:
 - Provide a copy of a valid Offer Letter from another institution / registered training provider
 - Meet one of the grounds for release:
 - RTO has cancelled / ceased to offer the student's program (letter from RTO required)
 - Unable to meet academic requirements for entry into the program (documentation required)
 - Exceptional circumstances (documentation required)
 - Government sponsor considers the change to be in the best interest of the student (documentation required)
2. Upon receipt of the Request of Release Form, an authorised official will contact the student and arrange a meeting to discuss the application. This meeting should be used to counsel the student about the decision, implications (if applicable), cancellation process and any applicable refunds.
3. Students will be notified of the outcome of their application via mail within ten working days of attending the above mentioned meeting (or receipt of the application with Administration).
4. **A. DECISION – Approved:**
 - a. If the application is approved, the student will be notified and will need to meet with Administration to collect the Release Letter. Release letters may be forwarded to the student by registered post if required.
 - b. The student will be advised to notify the Department of Immigration and Border Protection (DIBP) of change of provider and for visa advice; to cancel their enrolment at VIMT; and to submit a refund application if appropriate.
 - c. Administration is to then update Student Management System (advising of the release letter, update PRISMS, Print and place course variation in the student's file, and ensure all relevant paperwork has been placed in the students file
 - d. A Statement of Attainment is to be attached to the student Release Letter.**B. DECISION – Rejected:**
 - a. If the application is rejected, the student will be notified in writing. The student will then have the right to lodge an appeal against this decision. If the student chooses to appeal, they must lodge an appeal in writing to the CEO within 20 working days of the notification.

Evidence

Evidence and documentation to support these procedures (held on the student file):

- Request of Release application
- Valid enrolment / Offer letter from another registered provider
- Documentation to support the request for transfer
- Letter of release-not granted including details of grounds for not granting the letter of release; or
- Letter of Release -granted
- Documentation of VIMT's internal / external complaints and appeals process (where the student lodges an appeal)

For further details, you can refer to VIMT's *Transfer between Registered Providers Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

Complaints and Appeals Policy and Procedures

VIMT has a system available to students as well as all the stakeholders to VIMT, for dealing with complaints and appeals, independent resolution and appellant rights.

VIMT is dedicated to provide excellent services and maintaining a friendly relationship at all levels from top management including employers, down towards our students. VIMT is committed to maintaining compliance with all regulatory, legislative and contractual requirements and has Complaints and Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively to be actioned within 10 working days of receipt. As a student with us, you are entitled to make an appeal to an assessment decision within 20 working days. The following outlines our policy and procedures for the handling of verbal and written complaints and appeals.

VIMT's responsibilities to you if you have a complaint or appeal:

- Take all grievances, complaints and appeals seriously.
- To provide an efficient, fair and structured mechanism for handling complaints and appeals processes for all students.
- Act upon the subject of any grievances, complaint or appeal found to be substantiated
- To provide our prospective students with access to the complaints and appeals process before making an agreement to enrol, including those students with any disabilities or special needs.
- Formal complaints and appeals can be written, or if verbal, a staff member will document the complaint or appeal and either the complainant or assisting staff member must sign-off the Complaints and Appeals Form.
- Action within 10 working days of receipt of the complaint or appeal.
- Handle all grievances, complaints and appeals professionally and confidentially in order to achieve a satisfactory resolution
- To keep complainant or appellant informed about the progress of their complaint or appeal and the expected timeframe for resolution.
- To resolve the complaint or appeal as soon as possible.
- To review complaints and appeals so that we can improve our service.
- To maintain the student's enrolment whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- Provide details of external authorities' complainant may approach, if required.

General Process

- The Complaints and Appeals policy & procedure, and forms are made available to all students and other stakeholders by directly contacting VIMT, through the VIMT's website, and Student handbook.
- Where possible all informal attempts shall be made to resolve the issue (Informal Compliant). This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student / stakeholder issue.

- Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal, the following procedures must be followed.
- Any student, potential student, employee or third party may submit a formal complaint to VIMT with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the Chief Executive Officer (CEO).
- Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at VIMT, or through the VIMT website.
 - As per policy, complaints are to be made in writing by the complainant.
 - VIMT should review all complaints upon receipt.
 - Acknowledge receipt of complaint in writing by sending a letter to complainant or email.
 - Record details of the complaint on the Complaints and Appeals Register.
- Once a complaint or appeal is received and checked for, it should be forwarded to the appropriate personnel for review.
- There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending VIMT offices to lodge the document or attend a meeting or any charges incurred (e.g. telephone) will NOT be reimbursed.
- All complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue, to help them present their case). Any payments to accompany the friend/third party will be made by complainants or appellants.
- The Review Personnel may gather evidence and constitute a review committee as they see fit.
- This process must be commenced within 10 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence) and should be completed within a reasonable time period, usually 10- 15 working days.
- If further evidence is requested, then the Review Personnel must communicate with the complainant or appellant as soon as possible and within 5 working days of asking for evidence, it should be submitted.
- The process will be put on hold until the evidence is received.
- The decision will be advised in the written response to the complainant or appellant.
- In case of complaint, if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision.
- A template for a formal written response has been developed for when the complaint is accepted or rejected. This also includes the complainant's right to access the Internal Appeals process.

- A template for a formal written response has been developed for when the appeal is accepted or rejected. This includes the appellant's right to access the External Appeal process.
- All documentation relating to a formal complaint or appeal MUST be recorded on the student file, in case of student. This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidentially and stored securely for 7 years.
- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified and VIMT takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.
- All formal complaints or appeals must be logged in the Complaints and Appeals Register.
- A complaint or appeal is a learning opportunity for VIMT. The outcome will be seen as an input to the continuous improvement process. Any decisions that support students will be immediately implemented.

Detailed Process

Complaints may be made in relation to any of VIMT's services and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including course progress, student support and assessment requirements
- Student amenities and facilities
- Discrimination
- Sexual harassment
- The way someone has been treated
- The actions of another student
- Other issues that may arise

Appeals should be made to request that a decision made by VIMT has to be reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by VIMT

VIMT is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, VIMT ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.

- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

The complaints and appeals policy and procedure and form are made available to all students and potential students by directly contacting VIMT, through VIMT's website, Pre-enrolment process and Student handbook.

Where possible, all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the complainant, emails and general mediation in relation to the issue. Any staff member can be involved in this informal process to resolve issues, but once a complainant has placed a formal complaint / appeal, the following procedures must be followed.

If a complainant is uncomfortable in speaking directly to the person involved or the informal process does not resolve the issue to the complainant's satisfaction, the formal process should be followed as described later on in the document.

Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under assessment appeals. Please refer to Assessment appeals points in the Appeals section.

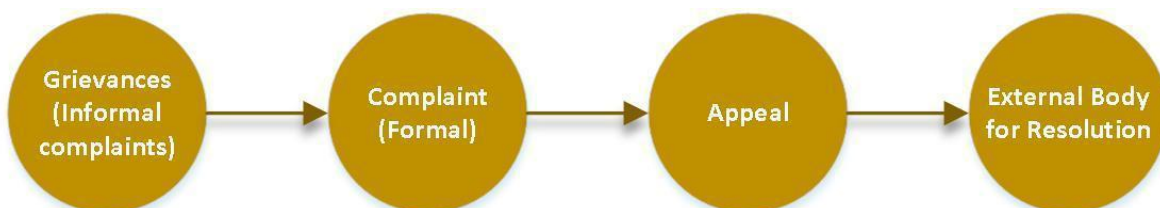
VIMT reduce complaints through:

- providing excellent ongoing service
- addressing complaints quickly and fairly
- making sure similar kind of complaint/incident does not occur again

When a complainant has a genuine complaint, VIMT may:

- thank them for raising the matter
- treat them with genuine empathy, courtesy, patience, honesty and fairness
- respond to the complaint quickly
- tell the complainant how VIMT will handle it and when to expect a response
- speak to the complainant in person

Diagram of the Different Steps/ Procedures in the complaints management process:



Informal Complaint

- Students / potential students / stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the

Complainant should talk honestly to the trainer through Student Support Officer about his/her concerns. Issues about fees should be discussed in the first instance with the Accounts Department through Student Support Officer.

- Any student with a question or complaint may raise the matter with VIMT Student Support Officer staff and attempt an informal resolution of the question or complaint. This can be done online, or by telephonic conversation. In some cases, face-to-face will also be accepted.
- Questions or complaints dealt within this way do not become part of the formal complaint process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question or complaint was relevant to the wider operation of VIMT.
- If the student / potential student / stakeholder has attempted to resolve the issue directly, but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Compliance Manager. In case of face-to-face meeting, he/she may be accompanied or assisted by a support person during this process.
- The Compliance Manager will consider the issue and may either suggest a course of action to resolve the issue, or attempt to mediate between the complainant and the person(s) concerned.
- Within ten (10) days of receiving the grievance, the Compliance Manager will provide the complainant and any other person(s) directly concerned, with a written report summarising the actions that were taken, or will be taken, to resolve the issue.
- If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

Formal Complaint

- Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so.
- To register a formal complaint, a student must complete the Complaints and Appeals Form and contact the Student Support Officer to arrange a meeting with Compliance Manager, if required (a nominated person if Compliance Manager is not present for the particular case). It is better to provide as many details as possible.
- Once a formal complaint is received it will be entered into the Complaints and Appeals Register and written acknowledgment will send to complainant. The information to be contained and updated within the register is as follows:
 - The name of the complainant
 - Date of the complaint
 - Type of complaint
 - Name of investigating officer / department assigned to deal with the complaint
 - Response from those involved in the allegations
 - Analysis of the matter
 - Outcome of complaint
 - Action recommended to address systemic issues (if any)
 - Time taken to investigate complaint
 - Complainant satisfaction with the outcome.

- There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice, support, assistance or company from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- At the stage of the complaint meeting (if required), the complaint must be recorded in writing and signed and dated. The complaint is recorded in writing by completing the Complaints and Appeals Form prior to the meeting or a new document can be prepared and signed during the meeting.
- The Compliance Manager will then refer the matter to the appropriate staff members to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Where a decision is expected to take longer than 60 days, VIMT will advise the student in writing of the delay and including the reasons for the delay. Thereafter the student will be provided with weekly updates in writing of the progress of the complaint.
- Weekly updates to both complainant and appellant will be provided by the Compliance Manager.
- If decision is taking more than 60 days, matter can be forwarded to an external complaints resolution organisation as well for resolution.
- At the end of the resolution phase, the Student Support Officer will report VIMT decision to the complainant in writing. The decision and reasons for the decision will be documented by the Compliance department and will update the records accordingly.
- Following the resolution phase, VIMT must implement the decision as conveyed to the complainant. VIMT will immediately implement any decision and/or corrective and preventative actions that are required.
- Where the formal complaint process does not find in favour of the complainant, s/he will be notified that they have the right of appeal. He/she may institute an internal appeals process by completing the Complaints and Appeals Form.
- To appeal a decision, VIMT must receive, in writing, grounds of the appeal within 10 days of the date of the notice of the decision.
- Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the Compliance Manager or representative and also in the student's file, in case of student as complainant
- We will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made nor any action be taken until all relevant information has been collected and considered.
- There will be no victimisation against anyone who makes a complaint.
- Nothing in this procedure inhibits complainant's rights to pursue other legal remedies. Complainants are entitled to resolve any dispute by exercising their rights to other legal remedies. Complainants wishing to take this course of action are advised to:

- Contact a solicitor; or
- Contact the Law Institute of Victoria, 470 Bourke St., Melbourne 3000, and telephone 03 9602 5000 for a referral to a solicitor.

Internal Appeals

- All students and stakeholders have the right to appeal decisions made by VIMT where reasonable grounds can be established. The areas in which a student or stakeholder may appeal a decision made by VIMT may include:
 - Any other conclusion/decision that is made after a complaint has been dealt with VIMT in the first instance as described in the complaints process above. This is referred to as general appeals and internal appeals).
 - Assessments decisions as set out below (assessment appeals).
- To activate the appeals process, the appellant must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the appellant feels the decision is unfair, is to be clearly explained and help and support with this process can be gained from VIMT staff.
- Where an appellant has **appealed a decision or outcome of a formal complaint**, s/he is required to notify VIMT in writing within 10 working days, of the grounds of her/his appeal. Any supporting documentation should also be attached to the appeal.
- A VIMT representative must record the details in the Complaints and Appeals Register.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged in writing.
- The Compliance Manager or a nominee appointed by Compliance Manager will be notified and will seek details regarding the initial documentation of the appeal and make a decision based on the grounds of the appeal.
- The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated. Particularly the appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The appellant is required to notify RTO if they wish to proceed with the external appeals process.
- Compliance Manager ensures VIMT acts on any substantiated appeal. Compliance Manager determines the validity of the appeal and organises a meeting with all parties involved in the matter and attempts to seek resolution where appropriate.
- Where students wish to **appeal an assessment or RPL**, they are required to notify their Trainer / Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.
- If this is still not to the student's satisfaction, the student may formally lodge an appeal. They will lodge this with the Compliance Manager or a nominee appointed by the Compliance Manager and the appeal will be entered in the Complaints and Appeals Register.

- The Compliance Manager will be notified and will seek details from the 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 by a third party. The third party will be another Trainer/Assessor appointed by VIMT.
- The student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify VIMT if they wish to proceed with the external appeals process.
- We recognise the right of individuals to approach an external agency if the formal complaint or internal appeal has not resolved the issue to their satisfaction.
- The student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
- A maximum time of 30 calendar days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

External Appeals

- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by VIMT for that purpose.
- The details of these external bodies are as follows:
 - Resolution Institute, previously as LEADR and IAMA, has been accrediting mediators since the mid-1990s. <https://www.resolution.institute/>
 - Or
 - The Dispute Settlement Centre of Victoria (DSCV)
Dispute Assessment Officer
Level 4, 456 Lonsdale Street
Melbourne VIC 3000 Tel: 9603 8370 <http://www.disputes.vic.gov.au>
 - Or
 - Commonwealth Ombudsman (For International students only)
Adelaide: Level 4, 22 King William Street, Adelaide SA
5000 Brisbane: Level 18, 53 Albert Street, Brisbane QLD 4000
Canberra: Level 5, Childers Square, 14 Childers Street, Canberra City ACT 2601
Melbourne: Level 6, 34 Queen Street, Melbourne VIC 3000
Sydney: Suite 2, level 22 580 George Street, Sydney NSW 2000
Phone: 1300 362 072 (local), +61 2 6276 0111 (international)
<http://www.ombudsman.gov.au/about/overseas-students>
- The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between VIMT and the complainant / appellant.
- VIMT will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.
- If a student or stakeholder is still dissatisfied with the decision of VIMT, they may wish to seek advice or make a complaint about VIMT to ASQA directly. If, after VIMT's internal complaints and appeals processes

have been completed, and they still believe VIMT is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the “The Complaint about a training organisation operating under ASQA’s jurisdiction” form. While ASQA will not be able to act as their advocate, the lodgement of their complaint will inform ASQA’s risk assessment of VIMT and a complaint audit may be conducted.

Contact details for ASQA are:

Australian Skills Quality Authority

Melbourne - Level 6, 595 Collins Street

Brisbane - Level 7, 215 Adelaide Street

Sydney - Level 10, 255 Elizabeth Street

Canberra - Ground Floor, 64 Northbourne Avenue

Perth - Level 11, 250 St Georges Terrace Adelaide - Level 5, 115 Grenfell Street Hobart - Level 11,

188 Collins Street Telephone: 1300 701 801

Email: complaintsteam@asqa.gov.au

Website: www.asqa.gov.au

Principles of natural justice and procedural fairness

- VIMT Staff may also use this complaints and appeals process. VIMT will use all complaints as an opportunity for continuous improvement.
- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered.
- Any allegation against a VIMT staff member or member of a subcontractor party is made known to that person and VIMT will provide an opportunity to present their side of the matter.
- Investigations and decisions are made by persons who do not exercise bias.
- A complainant/appellant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process.
- Confidentiality shall be maintained to the extent of the people that need to be directly involved in the complaint or appeal process.
- All the information regarding this policy can also be found:
 - On the RTO website;
 - In the Student Handbook;
 - In the Staff Handbook;
- The complainant / appellant can be supported or accompanied by an independent person or friend during the complaints and appeals process.
- It is normal VIMT policy that whilst a student is going through any formal complaint or appeals process, the student remains enrolled at VIMT and continues their studies and assessments in the normal way. It should be noted that if the complaint or appeal has resulted in the student being suspended or excluded due to a breach of the Student Code of Conduct, then the suspension or exclusion shall continue until either it has expired or the result of the complaint or appeal is decided in the student’s favour.

- VIMT has a fair and transparent informal and formal complaints and appeals process, but should the complainant / appellant require it, access is available to an independent mediator who can review the compliant and/or appeals process.

NOTE: If the outcome is in the appellant's favour then VIMT will implement any changes recommended by the adjudicator immediately and advise the appellant of the outcome and actions taken.

For further details, you can refer to VIMT's *Complaints and Appeals Policy and Procedure*. A complete copy of the policy and procedure can be accessed from Reception and Student Administration staff or via the VIMT website: <http://www.vimt.edu.au>

DIBP Requirements

(Applicable to international students on Student visa)

Student visas have a number of conditions that are set by Australian law and must be followed. If you have a visa sticker in your passport, there will be a series of numbers corresponding to the conditions of your visa. If you have an electronic visa, the conditions will be listed on the email you receive from DIBP.

For a full list of Student Visa conditions, go to <http://www.border.gov.au>

International students in Australia must maintain full-time enrolment in each semester / study period.

Below are some of the Student Visa Conditions that you need to comply with if you are an international student. You risk being reported to DIBP if you fail to comply to the below:

Visa Condition 8105

- You are permitted to work. (Up to 20 hours per week during semester not including work that is a part of your course and unlimited hours during semester breaks).

Note: If you work any more than 20 hours per week during the semester, DIBP may cancel your visa. Random checks are conducted on employers by DIBP officers on a regular basis.

Visa Condition 8202

- You must remain enrolled in a full-time CRICOS registered course
- You must have a satisfactory academic result and attendance for each term or semester.

Visa Condition 8501

- You must maintain adequate arrangements for health insurance during your stay in Australia.

Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

Visa Condition 8516

- You must continue to satisfy the requirements for grant of your student visa.

Note: This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia

Visa Condition 8533

- You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change.
- You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Relevant legislation

A range of legislation is applicable to all staff and students. In order to comply with regulatory requirements, VIMT must inform you during orientation, of your legislative obligations. These are as follow:

EQUAL OPPORTUNITY ACT 1995 AND RACIAL AND RELIGIOUS TOLERANCE ACT 2001

In Victoria, racial discrimination is unlawful in the areas of education, employment, goods and services, accommodation and land, sport and local government. For the purposes of the Victorian Act, “race” includes colour, nationality or national origin, descent, ancestry, and ethnic origin or ethnicity. The Act also makes it unlawful to discriminate against a person on the ground that the person has a relative or associate who is of a particular race. Racial and religious vilification is also unlawful in Victoria. The most serious forms of racial and religious vilification are a criminal offence.

EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT 2000 (ESOS ACT)

This Act applies to students in that it mandates certain policies, procedures and actions by the Institute. For example, the Act requires VIMT to report those students who have not met student visa conditions relating to attendance and academic performance to Department of Immigration and Citizenship (DIBP). Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

This act was established to ensure quality VET standards and regulation and to strengthen Australia’s international VET sector.

NATIONAL CODE OF PRACTICE FOR REGISTRATION AUTHORITIES AND PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2017

This Act provides nationally consistent standards for the conduct of registered providers and the registration of their courses

MIGRATION ACT 1958

This Act applies to students in that it allows the Immigration Department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DIBP. Students are to be advised that they must visit DIBP within 28 days of a Section 20 notice if they wish to remain on their student visa.

OCCUPATIONAL HEALTH AND SAFETY ACT 2000

This Act applies to students in that it mandates certain policies, procedures and actions by VIMT. For example, the Act requires VIMT to ensure that students are provided with safe areas for training and assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

Further information on relevant legislation can be found at the following websites.

OH&S <http://www.worksafe.vic.gov.au>

EO <http://www.humanrightscommission.vic.gov.au/>

VET <http://www.skills.vic.gov.au/>

ESOS <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

DIBP <http://www.border.gov.au>

Privacy <http://www.privacy.gov.au/>

ASQA <http://www.asqa.gov.au>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated or contact the Training Coordinator if you require further information.

