

STUDENT GUIDE

2014 GUIDE FOR ONSHORE, NEW AND CONTINUING STUDENTS

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Offshore students please refer to the Offshore Student Guide for information.

WELCOME

Welcome to Victoria University! We are delighted that you are studying at VU as we embark on an exciting journey to implement [Victoria University's Strategic Plan for 2012-2016: *Excellent, Engaged and Accessible*](#).

Through our distinctive approach to curriculum, the student experience, research and knowledge exchange, emphasising engagement with industry and community, we will:

- empower you to be a successful lifelong learner, grow your skills and capabilities for the changing world of work, and be a confident, creative, ethical and respectful, local and global citizen, no matter where you come from, or what your cultural, socio-economic and educational background is;
- find creative and evidence-based solutions to important contemporary challenges in Australia, Asia and globally, relating especially to education and lifelong learning; health and active living; cultural diversity and well-being of communities; economic development and environmental sustainability; and the success of particular industries and places, especially VU's heartland and Australia's fastest growing region, the West of Melbourne.

A very warm welcome is extended to all students, both new students and those returning to continue their studies – welcome to the VU learning community.

This Student Guide offers you lots of information to support you through your studies and find out where to get assistance. Being an active partner with VU in managing your student administration is important throughout your student journey.

By logging on to www.vu.edu.au/students, you will find lots of important information. It is your responsibility to ensure you are familiar with current student policies and procedures and we recommend you check your online student portal and www.vu.edu.au/students weekly, to check for regular updates.

Another important student tool we have made available online is ASKVU www.vu.edu.au/askvu. ASKVU is our FAQ database that contains over 1,000 questions and answers online. I hope that you will take advantage of the opportunities available to you and make your experience at VU engaging, challenging and rewarding. I wish you every success with your studies and future career.

Yours sincerely

Teresa Tjia
Academic Registrar & Executive Director
Student Services, Victoria University

CHECKLIST FOR NEW STUDENTS

- Accept your offer (new students only)
- Choose your Units of Study and work out your timetable (Higher Education students only)
- Enrol in or defer from your Course
- Eligible TAFE Government funded students who are entitled to a fee concession rate must provide a valid Commonwealth Concession card at the time of enrolment in order to receive the concession rate on their tuition fees
- All new students must bring proof of citizenship. For Australian citizens, this evidence can be in the form of an original or certified copy of your Birth Certificate (and Marriage Certificate where a name has changed because of marriage), current Passport or Certificate of Australian Citizenship/Permanent Residency. For all other students, this evidence can be in the form of a certified copy of a current Passport, and a certified copy of your Visa, showing the Visa Class Number. If the document produced does not include a date of birth, a current driver's license or a proof of age card is also required.
- New students who wish to defer their fees through a HELP scheme need to bring your Tax File Number (must be Australian citizens or Permanent Humanitarian Visa holders)
- Submit your Request for Commonwealth Support and HECS-HELP Form (Higher Education Commonwealth Supported Students only)
- Submit your FEE-HELP Assistance form (Higher Education Commonwealth Assisted Students only)
- Submit your VET FEE-HELP Assistance form (Nationally accredited TAFE Diploma and above eligible students as well as selected Certificate IV qualifications)
- Submit your SA-HELP Assistance form (optional loan scheme to help students with the cost of the SSAF)
- Pay your tuition fees, materials fees and any up-front HELP fee requirement
- Set up your VU Student Email at www.vu.edu.au/student-tools/student-email
- Login to VU Collaborate – VU's online learning environment - and work through the student induction module
- Collect your Student Diary and apply for your Student ID card online askvu.edu.au/app/IDsubmit
- International students attend any compulsory International Student Orientation Sessions
- Become familiar with the Important Dates for 2014 in this Guide

SECTION 1

ENROLMENTS

RE-ENROLMENTS

IMPORTANT ENROLMENT AND EXAMINATION DATES 2014

HIGHER EDUCATION	TEACHING PERIOD	START DATE	END DATE	CENSUS DATE*	RESULTS RELEASE	FEE DUE DATE**
	SUMMER SEMESTER 2013-2014	11 NOVEMBER '13	31 JANUARY	13 JANUARY	21 FEBRUARY	14 DECEMBER '13
	SEMESTER ONE	24 FEBRUARY	23 MAY	31 MARCH	7 JULY	14 FEBRUARY
	WINTER SEMESTER	2 JUNE	11 JULY	15 JUNE	4 AUGUST	4 JUNE
	SEMESTER TWO	21 JULY	17 OCTOBER	31 AUGUST	24 NOVEMBER	15 JULY
	SUMMER SEMESTER 2014-2015	10 NOVEMBER	30 JANUARY '15	15 JANUARY '15	20 FEBRUARY '15	TBC
	TRIMESTER 1	7 APRIL	29 JUNE	30 APRIL	18 JULY	N/A
	TRIMESTER 2	28 JULY	31 OCTOBER	31 AUGUST	14 NOVEMBER	N/A
TRIMESTER 3	24 NOVEMBER	28 FEBRUARY '15	19 DECEMBER	20 MARCH '15	N/A	

TAFE/VE/FE	TEACHING PERIOD	START DATE	END DATE	CENSUS DATE*	RESULTS RELEASE
	TEACHING PERIOD 6 2013-2014	2 SEPTEMBER '13	31 MARCH	14 JANUARY	14 APRIL
	TEACHING PERIOD 1	10 FEBRUARY	27 JUNE	31 MARCH	21 JULY
	TEACHING PERIOD 2	14 JULY	28 NOVEMBER	31 AUGUST	15 DECEMBER
	TEACHING PERIOD 3	31 MARCH	29 SEPTEMBER	30 JUNE	20 OCTOBER
	TEACHING PERIOD 4	1 SEPTEMBER	24 DECEMBER	30 NOVEMBER	12 JANUARY '15
	TEACHING PERIOD 5	1 JANUARY	31 DECEMBER	30 JUNE	21 JULY & 15 DECEMBER
TEACHING PERIOD 6 2014-2015	2 SEPTEMBER	31 MARCH '15	14 JANUARY '15	14 APRIL '15	

* The census date is the last day you can change your enrolment to avoid financial liability or academic penalty.

Census dates do vary and should be checked.

**For more information about Fees & Assistance please visit:

www.vu.edu.au/courses/fees-assistance

ALL INFORMATION IS CORRECT AS OF 1 JANUARY 2014 AND IS SUBJECT TO CHANGE WITHOUT NOTICE.

University Holidays:

1 st January:	New Years Day
27 th January:	Australia Day
10 th March:	Labour Day (HE Classes conducted)
18 th April:	Good Friday
25 th April:	ANZAC day
9 th June:	Queen's Birthday
4 th November:	Melbourne Cup Day
25 th December:	Christmas Day
26 th December:	Boxing Day

6 th February:	International Orientation (VE/FE)
10 th – 16 th February:	Orientation Week (VE/FE)
12 th February:	International Orientation (HE)
17 th – 21 st February:	Orientation Week (HE)
7 th – 21 st April:	Mid-Semester Break (VE/FE)
18 th – 25 th April:	Mid-Semester Break (HE)
28 th April:	Examination timetable available (HE)
26 th – 30 th May:	SWOTVAC (HE)
2 nd – 20 th June:	Examination period (HE)
9 th July:	International Orientation (HE)
10 th July:	International Orientation (VE/FE)
14 th – 18 th July:	Orientation Week (ALL)
22 nd September:	Examination timetable available (HE)
22 nd Sep – 3 rd Oct:	Mid-Semester Break (VE/FE)
29 th Sep – 3 rd Oct:	Mid-Semester Break (HE)
20 th – 24 th October:	SWOTVAC (HE)
27 th Oct – 14 th Nov:	Examination period (HE)

Winter term:

9 th July:	Examination timetable available (HE)
14 th – 18 th July:	Examination Period (HE)

Summer term:

27 th January 2015:	Examination timetable available (HE)
9 th – 13 th Feb 2015:	Examination period (HE)

ACCEPTING YOUR OFFER FOR A COURSE AT VU (New Students)

If you are a new student, in order to accept your place in the course you will need to attend the scheduled enrolment session on the day and time you have been advised. Details will not be included in the offer letter for International students; this information will be provided at a later date closer to enrolment. You can find maps of each University campus and building locations at www.vu.edu.au/campuses.

If you are a Higher Education or TAFE International student and you have missed your timetabled scheduled enrolment session, you are advised to seek assistance immediately by visiting a Student Service Centre.

PLEASE NOTE: Some students may receive enrolment information online, as an email to your student email account or via SMS. Alternatively, higher education students can check for re-enrolment information on the Enrolment website www.vu.edu.au/student-life/enrolment. Please see the "Re-enrolling in a Course at VU" section further in this Guide.

PREPARING TO ENROL

Please note that you must enrol within the timelines communicated to you to avoid potential late fees (refer to Important Fee Dates in the earlier section).

If you are required to attend a scheduled enrolment session and were not able to attend, you may visit a Student Service Centre to enrol.

You may also send a proxy to enrol on your behalf. This proxy may be a relative, a friend or another student. Your proxy must bring with them your letter of offer, proof of citizenship, AND a signed *Enrolment by Proxy - A47* form which you can download from the [Student Forms](http://www.vu.edu.au/student-tools/student-forms) webpage www.vu.edu.au/student-tools/student-forms. You will need to list details of the units of study you wish to enrol in for each semester on your proxy form.

If you are a Higher Education, or an eligible Vocational Education (VE) student, you may also need to complete and sign a Request for Commonwealth Support HECS-HELP or Request for FEE-HELP or VET FEE-HELP Assistance (note that your Proxy cannot sign this form for you).

You can obtain a copy of the HELP forms at a [Student Service Centre](http://www.vu.edu.au/student-service-centre). If you, or your proxy, fail to enrol within the nominated timelines, your offer of a place in this course may be cancelled and the place will be offered to another student.

Full information on enrolment and terms and conditions is at www.vu.edu.au/student-life/enrolment
First time enrolment information is at www.vu.edu.au/student-life/enrolment/first-time-enrolment

Proof of citizenship (new students)

You must bring **proof of your citizenship status** or you won't be able to enrol.

We will accept an original or [certified copy](#) of your:

- Birth Certificate (and Marriage Certificate where a name has changed because of marriage)
- Certificate of Australian Citizenship / Permanent Residency (Australian residents only)
- Current Passport or Visa (showing the Visa Class Number)

If the citizen document you provide does not include a date of birth, you will need to also present a current driver's license or a proof of age card.

Fee related documents

You may need to provide additional fee related documentation depending on whether you are sponsored, Commonwealth Supported or have a concession entitlement.

Sponsored students

Sponsored students (including International students) must provide a completed and signed [Sponsor Agreement form](#).

Concession holders

If you are enrolling into a Vocational Education (VE) Government funded course and are eligible for a fee concession you must bring a valid [concession card](#) to your enrolment session. The concession fee rate can only be applied to the current enrolment if the valid date covers the start date of the course, otherwise the concession will apply from the next enrolment period.

Further information on concession card entitlements can be found on [ASKVU](#).

ENROLMENT DAY

You may be required to present at a central data processing venue, a Student Service Centre or your enrolment form may be collected for entry at a later time.

You will be advised about how your form will be processed and what steps to follow.

Vocational Education government subsidised students seeking concession fees must **present a valid concession card** at the time of enrolment or prior to commencement of training

Choosing your units

Your Course Coordinator or a College representative will be available during your enrolment session to authorise your Unit(s) of Study enrolment details on the enrolment form. Ask for advice if you're not sure what units you should be enrolling into.

You can amend your enrolment at any time prior to the relevant [Census date](#) in each semester. You need to be aware of the timely enrolment amendment date and the penalties which apply for withdrawing after Census date.

Your personal details

It is **your responsibility** to ensure that your personal information and enrolment details are correct.

Make sure you answer the statistical questions on the back of the enrolment form, even if the information has previously been supplied, as we are required to report this data to Government. Information is collected in accordance with the [VU Privacy Policy](#).

Once your enrolment is processed, a [Statement of Account](#) (invoice) will be issued either on the spot or online via [MYVU Portal \(Student Connect\)](#) showing your enrolment details and the fees required to be paid.

You must **check your invoice** to ensure that your course, units and all personal details are correct. If you find an error please notify an Enrolment Officer while you are still at the enrolment venue (if possible) to have the error amended immediately.

International students

If you are a new international student you will need to attend an enrolment session.

When you enrol, remember to bring:

- a copy of your [electronic Confirmation of Enrolment](#)
- proof of citizenship (a valid passport or birth certificate)
- any letters from Victorian University International stating exemptions you may have received

Certificate, Diploma or Advanced Diploma Enrolment

International students enrolling in certificate, diploma or advanced diploma (also known as TAFE) courses for

www.vu.edu.au/askvu

must attend the [TAFE international student orientation and enrolment session](#).

You will enroll in your course directly after this orientation session.

Higher Education Enrolment

Check the date, time and venue for your course in the [international student enrolment schedule](#).

Your enrolment details must be finalized for each semester by the census date. If you withdraw from your course after these dates you will have to pay fees and there will be academic penalties.

- Semester 1 – 31 March
- Semester 3 – 31 August

AFTER YOU ENROL

Set up your student email

As a VU student you are expected to regularly check your student email for important information and notices. Your student email account will be available 24-48 hours after you have completed your enrolment. How to setup your [student email](#).

Login to VU Collaborate

VU Collaborate is VU's online learning management system. Login via the [MYVU Portal](#) with your student number and password, roll over "My learning" with your mouse and select VU Collaborate. Once you are in VU Collaborate, look for "Student Induction" under "My Spaces" and work through that module so you become familiar with the system before you start studying.

Paying your fees

After you have enrolled you must log into the [MYVU Portal](#) to view your Statement of Account confirming your fees and the date that payment is due.

You must **pay your fees by the due date** on your invoice, except for fees deferred through HECS-HELP, FEE-HELP, VET FEE-HELP or SA-HELP. If you do not pay all fees due your enrolment may be cancelled and you will lose your place. Find out [more information about your fees](#).

Collecting your Student ID card

Your Victoria University Student ID card is also your library card.

Once successfully enrolled, you can [submit your own photo online](#) and your student ID card will be available for collection at your preferred [Student Service Centre](#) within two (2) business days.

Alternatively, once you have successfully enrolled you can visit a [Student Service Centre](#) to have your photo taken and obtain your Student ID card.

Pick-up your student diary

Your **VU Student Diary** is available each year from mid-February and can be collected from a student lounge or a Student Service Centre. It is a great reference, with important dates, activities and contacts to help you with organising your student life at Victoria University.

Schedule your timetable

Higher Education students will need to schedule their timetable after successfully enrolling into a course. Classes are scheduled using VU's online class allocation system [MyTimetable](#).

WHAT IF I RECEIVE A PREFERRED OFFER AFTER ENROLLING?

VTAC applicants

If you receive an Early Offer (December) or Round One offer (January) you will still be considered for an offer for any course that is higher on your VTAC list of preferences. You must enrol into the course in which you receive your first offer, otherwise your offer lapses.

If you enrol into the course and you receive a preferred offer in a subsequent offer round, **you must withdraw from the course in which you have already enrolled by submitting an Application for Course Withdrawal** available from [Student Forms](#). If you do not withdraw from the course you will remain liable for the fees (even if you completed a HELP form) and will receive 'fail' grades for all units.

DEFERRING YOUR COURSE

A maximum one year deferment is available to all local onshore commencing students in Higher Education and Vocational Education/Further Education (TAFE).

While this a period of deferment may be approved by the University not all courses will necessarily be available for commencing students in subsequent semesters/years. Should this occur the University will negotiate alternative study options with you.

International onshore students need to contact [VU International](#).

Deferring prior to your enrolment session

Your letter of offer must be attached to your completed [Deferment Application - A83](#) form and submitted as per the instructions at the bottom of the form. In this case, the form does not need to be signed by your College.

Deferring at your enrolment session

A [Deferment Application - A83](#) form must be completed and, along with any supporting documentation and your offer letter, must be submitted either in person at your prescribed enrolment session, or in one of the following ways prior to your prescribed enrolment session:

- in person at a Student Service Centre; or
- by mail to the address provided on the application form.

We will acknowledge all applications for deferral and you will receive notification informing you that the deferment has been approved. The University will contact you with enrolment information before the expiry of the deferment period.

Please note: You cannot defer after you have enrolled into the course. Instead you will need to submit an [Application for Intermission - A53](#) form. Please note that intermissions need to be approved by the University and must be submitted before the census date.

VICTORIAN STUDENT NUMBER (VSN)

The Victorian Student Number (VSN) is a student identification number assigned by the Department of Education and Early Childhood Development to all students in Victorian government and non-government schools, and in Vocational Education and Training courses. The number is unique to each student and will remain with you throughout your education until you reach the age of 25.

If you have attended a Victorian School any time from 2010 onwards, the VSN will be recorded on common school communications such as enrolment confirmations and report cards. If you have been allocated a VSN please bring it with you to your enrolment session.

If, after enrolment you need to find out your VSN please complete an [A90 – Enrolment Confirmation Application](#) form and be sure to tick the box to specifically request your VSN.

RE-ENROLLING IN A COURSE AT VU (Continuing Students)

If you are an existing Victoria University (VU) student you are required to re-enrol for semesters 1 and 2 in the following year by personally attending a scheduled re-enrolment session. Re-enrolments commence at the end of the academic year. When the [enrolment schedule](#) is released you will be sent an email to your [student email account](#) reminding you to attend your re-enrolment session.

If you miss your allocated re-enrolment session, please go to a Student Service Centre during their regular opening hours to complete your enrolment as soon as possible.

If you can't personally attend you will need to organise a proxy to enrol on your behalf. The proxy must bring a signed [A47 Enrolment by Proxy](#) form with them on the day.

Eligible VET students re-enrolling into a Certificate I – IV you will need to bring your current Health Care Card if you wish to claim a concession rate on your fees.

Choosing your units

It is your responsibility to:

- choose units that fit your course structure (both core units and electives)
- check whether there are any pre-requisite and co-requisite units you need to satisfy
- re-enrol for both semesters.

Ensure you seek advice from your College before re-enrolling if you need help in choosing your units. You can also refer to your **course delivery plan** which will help you work out the subjects and their sequence.

If you are enrolled in a double degree you will need to make appointments to seek academic advice from Course Coordinators from each discipline.

Amending your units

You may add units to your enrolment until the end of the third week of semester. Any withdrawal made after the census date will attract a fail result and financial penalties.

Make sure you are aware of the [higher education census dates](#) or [census dates for TAFE \(VE/FE\) students](#).

Changing your course

If you transfer into a new course, you will need to provide proof of identity and proof of citizenship again, or you will not be able to enrol.

You will also be required to complete a new HECS-HELP/FEE-HELP/VET FEE-HELP request form and submit it with your enrolment form.

Renew your Student ID

Continuing students who have paid their fees for the current year can update their existing Student ID card at a [Student Service Centre](#).

Late re-enrolment and penalties

The University imposes financial penalties for late re-enrolment. Missing your scheduled re-enrolment session may result in a late enrolment charge and/or reinstatement charge.

These penalties cannot be removed by the College, so please ensure you enrol on the date and time scheduled or arrange a proxy to enrol on your behalf.

International students

If you are a Higher Education or TAFE International student and you have missed your scheduled re-enrolment session, [contact your College](#) immediately to seek advice.

MANAGING YOUR ENROLMENT

It is important that you are aware of the **Terms and Conditions** of your enrolment which can be accessed at www.vu.edu.au/student-life/enrolment/terms-conditions-for-enrolling

Under Commonwealth and State legislation, it is your responsibility as a student to ensure that you are enrolled in the correct Unit(s) of Study and that all your enrolment details are accurate.

If you wish to vary your enrolment details, you must do so by completing the appropriate [student form](#) and taking it to your nearest [Student Service Centre](#) for processing.

Alternatively, you may scan and email us your form by asking a question on [ASKVU](#).

Your *Statement of Account* (invoice) is the official record of your enrolment. Check your invoice carefully as you will be charged fees for any Unit(s) of Study you are enrolled in and you will receive a fail grade on your Academic Transcript if you are enrolled but did not attend that unit.

You will not receive results for units that you have undertaken but have not formally enrolled in.

International students

The University has a legal responsibility to report any changes to your enrolment to the Department of Education (DOE). This includes changes in your study load and when you are no longer a student with the University. Please see www.vu.edu.au/international for more information. DOE will automatically notify the Department of Immigration and Border Protection (DIBP).

Confirmation of Enrolment (COE) extensions

The University is able to extend COEs only in limited conditions specified in the National Code 2007.

International students are expected to complete their course within the duration specified on their COE. To ensure an extension is not required, international students **MUST** be enrolled on a full time basis in all compulsory study periods unless extenuating circumstances apply. For more information, visit www.vu.edu.au/international-students/visa-and-enrolment-variations/enrolment-confirmation.

Your timetable

Timetables for each College are published online at www.vu.edu.au/student-life/timetables-calendars/timetables with class times and locations for Higher Education (HE) and some VE/TAFE courses.

Higher Education students can access the **most up to date timetables** via [MyTimetable](#) (accessed through [MYVU Portal](#)).

MyTimetable opened in preference entry mode from 5pm on 13 January 2014.

VE/TAFE students whose timetables are not published at www.vu.edu.au/student-life/timetables-calendars/timetables should contact their Course Coordinators for timetable information.

Keep in mind that timetables may change (including addition, withdrawal or restructuring of unit and programmes) in response to factors including variations to the numbers of students enrolled in specific units.

How to access MyTimetable:

MyTimetable is VU's **online class allocation system** - accessed through [MYVU Portal](#).

In MyTimetable you can:

- browse available timeslots for all activities for the Higher Education units in which you are enrolled
- specify your preferences for timeslots when you would like to attend - it is **not a first come first served system** - it collects, ranks and sorts your preferences to create a clash free timetable
- change your allocated timeslot after preferences have been sorted (subject to availability).

You are responsible for confirming the location of your lectures and tutorials.

Learn more about [how to access and use MyTimetable](#).

Changing your personal details

Onshore local and international students can change their address or contact details using one of the following methods listed below.

International Students

If you are an international student it is a condition of your student visa to inform the University of any change to your address. International students must confirm and update your address details within **7 days of the change**.

Please ensure if your personal details have changed that you **also** notify VUI Compliance by emailing vucompliance@vu.edu.au

MYVU Portal:

Update your telephone numbers, semester and mailing address details, emergency contact information and preferred name order by logging in to MYVU Portal via www.vu.edu.au under Current Students or go to [MYVU Portal](#).

1. Simply login to [MYVU Portal](#) and select the My Details tab the select Personal Details from the list
2. Click on "edit" to start updating the information online
3. Follow the instructions on the screen or place the mouse over the "i" buttons in MYVU Portal to view more detail about a particular field of information.

ASKVU:

You can make a request for your personal details to be changed by asking a question through [ASKVU](#).

It is important that personal details are kept current as important information will be sent to the nominated address for correspondence. VU also sends emails and SMS messages when necessary so it is important that you also update this information.

Amendments to change of name, title, date of birth and gender must be done in person by submitting a [Personal Details Amendment](#) form together with supporting documents (passport, birth certificate or extract, deed poll documents) to a Student Service Centre. You will also be asked to show your Student ID card. Any awards/certificates produced at the conclusion of your course will be issued under the name in which you are enrolled.

By phone:

You can make a request to update your personal details by calling the Student Contact Centre on: +61 3 9919 6100. When making changes by phone you will be asked to provide your full name, student ID number, date of birth, postal address in order to verify your identity.

In person:

Visit at a Student Service Centre. You will be asked to produce your student ID card as proof of identity.

By fax/post:

Fax your completed [Personal Details Amendment](#) form to +61 3 9919 4429 or post to Student Connections, PO Box 14428, Melbourne, 8001.

Scan: Ask a question through [ASKVU](#) and attach a scanned PDF copy of your completed and signed [Personal Details Amendment](#) form.

Changing your enrolment details

Changing your units of study, taking a break, studying part-time, or transferring into a different course all involve making changes to your enrolment.

This section explains the processes you should follow to ensure that we know what your plans are, and help you avoid academic or financial penalties. Full information on changing your enrolment details is available at www.vu.edu.au/student-life/enrolment/change-your-enrolment

Please consider the Important Fee Dates in this Student guide to avoid financial penalties.

Intermission (Leave of absence)

If you need time away from your studies, you can apply for an intermission (also known as leave of absence).

Intermission is usually granted for a period of no more than 12 months, and is granted at the University's discretion based on an assessment of your circumstances.

Other than in exceptional circumstances intermission can only be granted prior to the census date.

Information for Residents:

www.vu.edu.au/student-life/enrolment/change-your-enrolment/leave-of-absence

Information for Non-Residents:

www.vu.edu.au/student-life/enrolment/change-your-enrolment/leave-of-absence?iam=non-resident

www.vu.edu.au/askvu

Change your study load

Your 'study load' refers to the units of study (subjects) you choose as part of your course. Most courses require you to take a certain number of subjects every semester to make up your designated full-time or part-time study load.

You can make a request to change your study load in some circumstances. You can request to reduce your load, or increase your load ('overload').

You may be able to apply for [credit for past study](#) or to study units in [summer or winter school](#) to help complete your course faster or make up for missed or failed units.

Discuss your situation with your course coordinator first.

Information for Residents:

www.vu.edu.au/student-life/enrolment/change-your-enrolment/change-your-study-load

Information for Non-Residents:

www.vu.edu.au/student-life/enrolment/change-your-enrolment/change-your-study-load?iam=non-resident

Course withdrawal

If you want to transfer to another course at Victoria University (VU), enrol at another university/college or start a full-time job, you can withdraw from your course (also known as course discontinuation).

If you have received an offer to study at VU but have not yet enrolled, you can apply to defer your studies and start your course at a later date, or change your course preference.

Information on each of the following can be accessed at www.vu.edu.au/student-life/enrolment/change-your-enrolment/course-withdrawal:

- Apply for course withdrawal
- Defer your studies
- Change your course preference
- Avoid withdrawal fees

Higher Education withdrawal fees Under Commonwealth Legislation, local domestic students will be liable for all fees/charges incurred where applicable, unless the criteria as defined under the legislation under Special Circumstances is met.

International students will be liable for all fees/charges incurred, unless the criteria, as described under Special Circumstances are met. A definition of Special Circumstances can be found in the *Information for Commonwealth Supported Students* booklet (available from www.studyassist.gov.au).

Vocational Education refunds

If you are a Vocational Education (VE) government subsidised student you may be eligible to receive a refund. Any amount on your invoice appearing in brackets, for example, (\$32.00), is a credit amount that the university owes to you. Please visit a Student Service Centre, ask a question at www.vu.edu.au/askvu or phone 9919 6100 to organise a refund.

The tables below will help you work out any refund of fees for which you may be eligible.

For students studying a government subsidised course at Certificate levels 1-4:

(Exceptions – CPC40110 Certificate IV in Building & Construction (Building), CHC40312 – Certificate IV in Disability TAE40110 – Certificate IV in Training & Assessment)

Type of Fee	Before course start date	Before refund date (4 weeks after course start date)	After refund date (4 weeks after course start date)
Tuition Fee	Full refund	Full refund	No refund
Student Services and Amenities Fee (SSAF)	Full refund	Full refund	No refund
Materials/ancillary Fees	Full refund	If student has received materials – No refund If student has not received materials – Full refund	No refund

For students studying at Diploma level and above and students enrolled into CPC40110 Certificate IV in Building & Construction (Building), CHC40312 – Certificate IV in Disability TAE40110 – Certificate IV in Training & Assessment):

Type of Fee	ADJUSTMENT TO ENROLMENT RECORD MADE BY CENSUS DATE	ADJUSTMENT TO ENROLMENT RECORD MADE AFTER CENSUS DATE AND BEFORE NEXT CENSUS DATE	ADJUSTMENT TO ENROLMENT RECORD MADE AFTER NEXT CENSUS DATE
Tuition Fee	Reduction of liability for applicable semesters	No reduction of liability applicable	No refund
Student Services and Amenities Fee (SSAF)	Full refund	No refund	No refund
Materials/ancillary Fees	If student has received materials – No refund If student has not received materials – Full refund		No refund

Late amendments to units of study

An addition to your Units of Study after Census date can only be made on an upfront full fee paying basis. For local students, this is because the Commonwealth legislation requires all requests for Commonwealth support or Commonwealth assistance to be finalised on or before the Census date for the Unit of Study.

International students must also comply with Census date requirements; amendments after Census date incur additional fees.

Failure to lodge a withdrawal application before census dates for a Unit/s of Study or the whole course means you will be charged fees for all units you are enrolled in at the time of the relevant census date each semester.

This applies whether you are/have been attending classes or not (e.g. If you are a Commonwealth Assisted Student you will still have to pay HECS/HELP fees for these units).

Higher Education Academic Penalties also apply to these units:

www.vu.edu.au/askvu

- Higher Education students will receive a WN (Withdrawn Late) grade if the withdrawal takes place before the commencement of the relevant examination period.

After this date the form cannot be processed and you will receive an N (fail) grade for the relevant unit/s.

Please note: There will be different census dates and different course start dates for some TAFE students. Please refer to [ASKVU](#) for clarification of these dates once they have been established.

Additional information for International Students amending enrolment

International students are required by law to complete their course within the expected duration outlined on the relevant COE. You may only take a reduced study load or overload if compassionate or compelling reasons exist. A reduced study load or overload must be approved by the College and VU International.

All applications will be assessed by VU International before your enrolment (and semester fees) can be confirmed. Where an application is not approved by VU International your enrolment and fees may be subject to change.

International students must complete a *Reduced Study Load or Overload for International Student* form along with the *A13 (HE) or A07 (TAFE) Unit of Study Amendment Form*. These forms are available to download [Student Forms](#) webpage.

CROSS INSTITUTIONAL STUDIES

VU Students (Cross Institutional Outbound)

This refers to a currently enrolled VU student undertaking additional units of study at another Australian Institute in the current semester contributing to their award at VU.

Special arrangements can be negotiated if you are studying toward a recognised Higher Education award. You may be given specific approval to undertake studies outside your awarding institution to count towards completion of course requirements.

International students must seek approval from the College. You may only study cross institutional enrolment with another CRICOS registered provider, and must have a valid COE with VU.

Cross Institutional application forms are available from the [Student Forms](#) website.

Students from other institutions (Cross Institutional Inbound)

This refers to a currently enrolled student from another institute undertaking additional units of study at VU in the current semester, contributing to their award at their home Institution.

If you have been admitted to higher education award courses at other tertiary institutions you will, under certain circumstances, be permitted to undertake studies at VU to count towards completion of those courses.

Admission of cross institutional students is subject to Unit of Study, funding, timetabling and class size considerations, and requires the approval of the College or School responsible for teaching the Units of Study(s) concerned.

Cross Institutional application forms are available from the [Student Forms](#) website.

PATHWAYS

As one of the few universities in Australia to offer both higher education and vocational training, VU students can do apprenticeships, certificates, diplomas, degrees or postgraduate studies – entering from various points and exiting when they've achieved their goal.

Our pathways connect courses between TAFE, higher education and postgraduate studies. So if you didn't get the ATAR score to get into your chosen degree, want to change career or add to your skills, we can help you design your study pathway.

You can also complete your course faster at VU by gaining credit for previous study and experience, and our guaranteed entry from diplomas into degrees. For more information visit www.vu.edu.au/study-with-us/your-study-Semesters/pathways-credits

CREDIT FOR SKILLS AND PAST STUDY

We are committed to recognising the valuable learning and life experience that students bring with them when they decide to study at VU.

You may be able to complete your course faster through recognition of your previous study, work skills and past experience as credits towards completion of your course. Some of our courses also have recognised study pathways, making learning more accessible.

Benefits of applying for credit

Applying for credit has many advantages. Importantly, it can save you valuable time and money when studying at university by reducing the time it takes to complete your course - if you've already studied a unit, or know what it's all about through life experience, why should you have to attend class to learn it all over again?

It enables quicker advancement into a higher level qualification, and can also help you re-enter the workforce, be promoted or find a new career.

Advanced standing

The term 'advanced standing' is used to describe the various methods through which a student or potential student can gain credit towards their study. Advanced standing encompasses 'recognition of prior learning' (RPL), 'recognition of current competence' (RCC) and 'credit transfer (CT)'

Advanced standing is an assessment process that recognises the skills and knowledge you have achieved, whether that be through study or life/work experience, by matching it with what would be covered in specific units within a course.

If you have previously successfully completed any of the units in the course you have enrolled in, or their equivalent, you may be eligible for advanced standing. We encourage you to discuss your Semesters with your course co-ordinator and submit your application for advanced standing when you enrol.

- (TAFE) Application for advanced standing
- (Higher Education) Application for advanced standing

Variations of advanced standing:

Credit Transfer

Credit Transfer recognises a course(s)/units that you have previously undertaken and enables you to gain credit in another course. If eligible, you may receive exemptions from parts of the new course for

units you have already studied. The units must be identical or equivalent to those in the course you enrol in.

We have formal credit transfer arrangements with certain universities for some of our courses. This means you could get credit in some of our bachelor degrees for study you completed at another university.

If it exists, this information will appear on the course page. Use our [Course Finder](#) to discover if your previous study counts towards the required credits.

Recognition of Prior Learning (RPL)

RPL acknowledges that people learn in many different ways and that learning may have been obtained through:

- **formal learning** - which takes place within a teacher-student relationship, such as in a school system, at university or TAFE, and is formally recognised with grades, diplomas or certificates;
- **non-formal learning** - occurs in a formal learning environment, but is not formally recognised within a curriculum or syllabus framework (workshops, community courses, interest based courses, short courses, or conference style seminars);
- **informal learning** - occurs in a variety of places, such as at home, work, and through daily interactions and relationships with members of society;
- a combination of all.

Recognition of Current Competence (RCC)

RCC involves being re-assessed against a qualification you already have, to make sure that your competence is current in case industry standards as practice may have changed (for example new technology or new media.)

Online skills recognition

Some of our TAFE courses use an online Skills Recognition tool that allows you to complete the RPL process in your own time and at your own pace.

It involves answering a range of simple questions which will determine your suitability for skills recognition. You also need to provide any evidence you have which supports your claim of current knowledge/skills.

An assessor will evaluate your application and provide feedback on any gaps that may need to be addressed through further training. You will then be formally notified by mail of the outcome - whether you have demonstrated competence for and therefore successfully completed a full or partial qualification.

The process normally takes between 2-8 weeks depending on your chosen course and how quickly you gather the required evidence.

Email recognition@vu.edu.au for more information about the online skills recognition tool.

Costs

Government funding may be available to eligible applicants to assist with costs. You may apply for a single unit of competency or a whole qualification.

SCHOLARSHIPS

To help with the cost of your education, there are a range of scholarships available as well as professional trained staff to provide you with financial advice and assistance.

For more information on the range of scholarship opportunities available, please visit www.vu.edu.au/study-with-us/scholarships

FEES & ASSISTANCE

When you enrol in a course, it is a good idea to understand what enrolment fees are involved. We may also be able to help if you are having problems paying your fees.

IMPORTANT FEE DATES:

HIGHER EDUCATION and TAFE DIPLOMA and above

EVENT	DATE(S)
Summer Semester 2013-14	
<ul style="list-style-type: none">• Last day for payment of upfront Higher Education fees for Summer Semester.• International students who don't pay by this date may have their enrolment for Summer Semester cancelled after 20 working days.	14 December 2013
Census Date for Summer Semester 2014. <ul style="list-style-type: none">• Last day for Higher Education students to make amendments to their enrolment. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result.• Unit additions for the summer Semester will be charged as full fees and need to be paid at the time of the addition.• International and Local Full Fee students who have not paid for Higher Education Summer Semester by this date will have their enrolment cancelled after this date.• New Zealand citizens, Permanent Residents and upfront HECS-HELP/FEE-HELP students, who did not pay or provide a TFN for Higher Education Summer Semester by this date will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges may also apply.	13 January 2014

EVENT	DATE(S)
<ul style="list-style-type: none"> Online Commonwealth Assistance Notice for Summer Semester 2014, Higher Education & TAFE Diploma and above available, Check MYVU portal. 	10 February 2014
Semester 1	
<ul style="list-style-type: none"> Last day for payment of upfront Higher Education fees for Semester 1. International students who don't pay by this date may have their enrolment cancelled after 20 working days. Higher Education Local full-fee and upfront HELP students will incur a debt collection charge of \$130. 	14 February 2014
<ul style="list-style-type: none"> Last day for payment of upfront Higher Education & TAFE Diploma and above fees for Semester 1. International students who don't pay by this date may have their enrolment cancelled after 20 working days. Higher Education Local full-fee and upfront HELP students will incur a debt collection charge of \$130. 	25 February 2014
<p>Census Date for Semester 1</p> <ul style="list-style-type: none"> Last day for Higher Education & TAFE Diploma and above students to make amendments to their enrolment. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Unit additions for Higher Education students for this semester will be charged as full fees and need to be paid at the time of the addition. New Zealand citizens, Permanent Residents, Local Full Fee and HECS-HELP/FEE-HELP/VET FEE-HELP students who did not pay for Semester 1 or provide a TFN by this date will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges may also apply. Last day for payment or deferment of SSAF. If eligible, you can submit a 'SA-HELP Assistance form' by 31 March 2014 to defer your SSAF payment. These forms are available at the Student Service Centre. 	31 March 2014
<ul style="list-style-type: none"> Online Commonwealth Assistance Notice for Semester 1 Higher Education & TAFE Diploma and above available, Check MYVU portal. 	28 April 2014
Winter Semester	
<ul style="list-style-type: none"> Last day for payment of upfront Higher Education fees for Winter Semester. International students who don't pay by this date may have their enrolment for Winter Semester cancelled after 20 working days. 	4 June 2014
<p>Census Date for Winter Semester.</p> <ul style="list-style-type: none"> Last day for Higher Education students to make amendments to their enrolment. If you 	15 June 2014

EVENT	DATE(S)
<p>withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Unit additions for the current semester will be charged as full fees and need to be paid at the time of the addition.</p> <ul style="list-style-type: none"> New Zealand citizens, Permanent Residents and upfront HECS-HELP/FEE-HELP students, who did not pay or provide a TFN for Higher Education Winter Semester by this date will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges may also apply. 	
<ul style="list-style-type: none"> Online Commonwealth Assistance Notice (CAN) for Winter Semester available Check MYVU portal. 	13 July 2014
SEMESTER 2	
<ul style="list-style-type: none"> Last day for payment of upfront Higher Education & TAFE Diploma and above fees for Semester 2. International students who don't pay by this date may have their enrolment cancelled after 20 working days. Higher Education local full-fee, New Zealand citizens, permanent residents and upfront HELP students will incur a debt collection charge of \$130. 	15 July 2014
<p>Census Date for Semester 2</p> <ul style="list-style-type: none"> Last day for Higher Education & TAFE Diploma and above students to make amendments to their enrolment. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Higher Education unit additions for the current semester will be charged as full fees and need to be paid at the time of the addition. New Zealand citizens, Permanent Residents, Local Full Fee and HECS-HELP/FEE-HELP/VET FEE-HELP students who did not pay for Semester 2 or provide a TFN by this date will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges may also apply. Last day for payment or deferment of SSAF. If eligible, you can submit a 'SA-HELP Assistance form' by 31 March 2014 to defer your SSAF payment. These forms are available at the Student Service Centre. 	31 August 2014
<ul style="list-style-type: none"> Online Commonwealth Assistance Notice for Semester 2 available, Check MYVU portal. 	28 September 2014
SUMMER SEMESTER 2014/15	
<ul style="list-style-type: none"> Last day for payment of upfront Higher Education fees for Summer Semester. International students who don't pay by this date may have their enrolment for Summer Semester cancelled after 20 working days. 	TBC

Please note that all fees, charges, penalties and dates are correct at the time of publishing.

IMPORTANT FEE DATES: VE/TAFE

EVENT	DATE(S)
SEMESTER 6	
<p>Census Date for Semester 6</p> <ul style="list-style-type: none"> Last day for TAFE Diploma and above students to make amendments to their enrolment. After this date if you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. VET FEE-HELP students who do not pay for Semester 6 or provide a TFN by this date this date will have their enrolment cancelled after this date. 	14 January 2014
<ul style="list-style-type: none"> Online Commonwealth Assistance Notice for Semester 6 2014, Higher Education & TAFE Diploma and above available, Check MYVU portal. 	11 February 2014
Trimester 3	
<ul style="list-style-type: none"> Last day for payment of upfront TAFE Diploma fees for Semester 3 VE. International students who don't pay by this date may have their enrolment cancelled after 20 working days. 	10 May 2014
<p>Census Date for Semesters 3 VE and 5 (full-year TAFE enrolments).</p> <ul style="list-style-type: none"> Last day for TAFE Diploma and above students to make amendments to their enrolment. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Higher Education course unit additions for the current semester will be charged as full fees and need to be paid at the time of the addition. New Zealand citizens, Permanent Residents, Local Full Fee and VET FEE-HELP students who did not pay for Semesters 3 VE or 5 or provide a TFN by this date will have their enrolment cancelled after this date. 	30 June 2014
<p>Census Date for Semester 2 full-year TAFE enrolments.</p> <ul style="list-style-type: none"> Last day for TAFE Diploma and above students to make amendments to their enrolment. If you withdraw you will be still liable to pay for the Unit/s of Study and will receive a withdraw/fail result 	31 August 2014

TAFE fees

Please visit www.vu.edu.au/courses/fees-assistance/tafe-fees for up to date information on the following:

- Calculating your fees
- VET FEE HELP
- Full fee paying places
- Census dates
- Changing your enrolment
- Commonwealth Assistance Notice (CAN)
- Fee extensions and financial assistance
- International students

Tuition fees for International students can be found on the course pages in [our online course finder](#). Please note that course fees are subject to change and it is best to [contact us](#) to confirm the amount.

Higher Education Fees

Please visit www.vu.edu.au/courses/fees-assistance/higher-education-fees for up to date information on the following:

- Calculating your fees
- Commonwealth Supported Places (CSP)
- HECS-HELP/FEE-HELP
- Full fee paying places
- Census dates
- Changing your enrolment
- Commonwealth Assistance Notice (CAN)
- Fee extensions and financial assistance
- International students

Tuition fees for International students can be found on the course pages in [our online course finder](#). Please note that course fees are subject to change and it is best to [contact us](#) to confirm the amount.

Student Loans

If you are a current VU student, we can assist you with study costs through our student loan scheme. The **maximum loan amount** is \$500.

Please visit www.vu.edu.au/courses/fees-assistance/student-loans for up to date information on the following:

- Eligibility requirements
- Guarantors
- Payment Semesters

Student Services & Amenities Fee (SSAF)

In October 2011, the Australian Parliament passed legislation to allow universities and other higher education providers to charge a compulsory Student Services and Amenities Fee (SSAF). The fee will provide improved services and amenities (of a non-academic nature) to all students.

Please visit the [Department of Innovation](#) web site for more information regarding the compulsory Student Services and Amenities Fee, including details regarding Semesters to defer payment of the SSAF through SA-HELP.

www.vu.edu.au/courses/fees-assistance/student-services-amenities-fee-ssaf

- How we are using the SSAF
- Student services and amenities fee feedback
- Fee amount
- Exemptions
- Help with payment of the SSAF
- How the fee is used
- Student consultation and feedback

Refunds

If you withdraw from your course or a unit of study on or before the census date, you might be eligible for a refund of some fees.

You can apply for a refund by completing a [Refund application](#).

If you are eligible for a refund, you should allow 4 to 6 weeks for your refund to be processed. Refunds are generally generated automatically, and we will post a cheque to you.

www.vu.edu.au/courses/fees-assistance/refunds

- International students
- Higher education students
- TAFE students (Certificate levels 1-4)
- TAFE students (Diploma and above level)

Fee payments

Eligible Vocational Education (VE) students may be able to pay tuition fees via instalments.

You may be eligible if you;

- are a domestic student (Australian Citizen/Australian Permanent Resident/New Zealand Citizen/Permanent Humanitarian Visa)
- are enrolled in a Vocational/Further Education (VE/FE) course and are not eligible for VET FEE-HELP
- able to pay a minimum of \$100.00 upfront
- will be able to pay all the instalments before completion of your course
- are over 18 years old
- if you are under 18 years old, you will require a guarantor to enter this agreement on the your behalf.

If you are eligible for VET FEE-HELP and/or FEE HELP, you are not eligible to apply for the Payment Plan Semester. Further details are available at: www.vu.edu.au/courses/fees-assistance/vetafe-fees

Full details of payment methods are on the bottom of your Statement of Account accessed via [MYVU Portal](#). Semesters for fee payment include online via [MYVU Portal](#), at a Student Service Centre, at Australia Post offices or by direct deposit at a National Australia Bank.

You will need your **invoice or Enrolment offer** to make any fee payments. If you need an updated invoice, you can print one from [MYVU Portal](#). If you are unable to find your Statement of Account online, please call our Student Contact Centre +61 3 9919 6100 or visit a [Student Service Centre](#).

If you are overseas, information is available via ASKVU [How can I pay my fees if I am overseas?](#).

Semester 2 invoices (International, Full Fee Paying or HECS contribution students)

If you are an international or full fee paying student, or if you have chosen to pay your HECS contribution upfront, you will need to generate a Statement of Account for Semester 2. Login to the [MYVU Portal](#) to download your Statement of Account.

Tax File Numbers (TFN)

All Higher Education and TAFE Diploma and above students who obtain a HECS-HELP/FEE-HELP/VET FEE-HELP loan are required to provide their Tax File number (TFN) on their request for Commonwealth Assistance form. Failure to provide your TFN by Census date for the relevant semester will result in your enrolment being cancelled under the terms of Commonwealth legislation.

Further HELP Assistance

If you have further enquiries regarding your HECS-HELP/FEE-HELP/VET FEE-HELP debt, voluntary repayments, etc. contact the Australian Tax Office (ATO) on 13 28 61 or visit www.ato.gov.au/

Statement of VET Tuition Assurance

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) and Chapter 3 of the VET Provider Guidelines, VU (the First Provider) must comply with the VET Tuition Assurance requirements.

This is to protect students in the event that VU ceases to provide a VET course of study in which a student is enrolled. The meaning of 'ceasing to provide a VET course of study' is set out in paragraph 3.1.25 of the VET Provider Guidelines.

In the event that VU ceases to provide a VET course of study in which a student is enrolled the student is entitled to a choice of:

- a) an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the "**VET Course Assurance Semester**");
- OR**
- b) a refund of his or her up-front VET payments for any VET unit of study that the student commences but does not complete because VU ceases to provide the VET course of study of which the VET unit forms part (this is known as the "**VET Tuition Fee Repayment Semester**").

VU has met the VET tuition assurance requirements as specified in the VET Provider Guidelines through its current membership of the TAFE Directors of Australia (TDA) Tuition Assurance Scheme.

Contact details for TDA are:

TAFE Directors Australia
National Secretariat, Sydney Institute of TAFE NSW
Turner Hall (Building B) - Ultimo College
Cnr Mary Ann and Harris Streets
Ultimo, NSW 2007

GPO Box 707, Broadway NSW 2007, Australia
Phone: +61 (0) 2 9217 3180 Fax: +61 (0) 9281 7335
Email: memberservices@tda.edu.au

If VU ceases to provide a VET course of study, TDA will send a student enrolled in the VET course of study a Written VET Tuition Assurance Offer (the Offer) advising the student of the Semesters available under the VET tuition assurance requirements. The Offer will include directions that the student must follow in order to notify TDA of the choice they have made for each affected VET unit. TDA will provide this Offer within twenty

business days after it knows, or should know by reasonable enquiries that VU has ceased to provide the VET course of study.

For the purposes of VET FEE-HELP, all courses offered by VU in accordance with the course requirements of clause 45 of Schedule 1A of the *Higher Education Support Act 2003* are covered by the TDA ("the Scheme") as part of VU's membership of the Scheme.

A student may choose either:

The VET course assurance Semester

- (a) match that student with an appropriate VET course of study with TDA VET TAS Member(s) at an appropriate location(s) or
- (b) offer that student placement in an appropriately purchased suitable alternative VET course of study to be delivered for this purpose through a TDA VET TAS Member or other VET provider approved by the TDA VET TAS Placement Committee for that purpose; and
- (c) give to that student a VET Tuition Assurance Offer of course placement.

Or

The VET tuition fee repayment Semester

- a) determine the eligibility of that student for that Semester;
- b) pay the student the total of any up-front payments paid for that VET unit of study by the student (or on behalf of the student by any party other than the Commonwealth); and
- c) pay the Commonwealth any amounts paid for that VET unit of study by the Commonwealth to the TDA TAS Member which ceased providing the VET course of study in discharge of the student's liability to pay his or her student contribution amount for VET tuition fees for the unit; and
- d) provide each student with a Written VET Tuition Assurance Offer; and
- e) ensure that, on request of a student, a copy of the student's academic record is provided.

TAFE Victorian Government Privacy Statement

Victoria University is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information students provide in enrolment forms.

Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at: www.education.vic.gov.au/training/providers/rto/Pages.datacollection.aspx).

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations. Students are advised by Victoria University that they may be contacted and requested to participate in a National Centre for Vocational Education Research Survey or a Department-endorsed project or audit or review.

The Education and Training Reform Act 2006 requires Victoria University to collect and disclose student personal information for a number of purposes included the allocation to the student of a Victorian Student Number and updating of their personal information on the Victorian Student Register.

For students eligible for VET Fee Help, the following privacy statement also applies:

Victoria University is collecting the information on the enrolment form for the purpose of assessing my entitlement to Commonwealth assistance under the Higher Education Support Act 2003 and allocation of a Commonwealth Higher Education Student Support Number (CHESSN) to me. Victoria University will disclose

this information to the Commonwealth Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) for these purposes. DIISRTE will store the information securely in the Higher Education Information Management System. DIISRTE may disclose the information to the Australian Taxation Office. Victoria University and DIISRTE will not otherwise disclose the information without my consent unless required or authorised by law.

For more information in relation to how student information may be used or disclosed please contact Victoria University's Privacy Officer on Phone (03) 9919 9550 or email Natalina.Velardi@vu.edu.au .

By signing the Victoria University Enrolment Form, TAFE students acknowledge and agree to the terms described in this privacy statement.

Eligibility criteria for a VE/FE (TAFE) government subsidised place

Note: A government subsidised place, is one where the Government pays most of the tuition fees for your course, but you are still required to pay some of the fees according to the relevant fee schedule.

Am I eligible for a government-subsidised training place?

You are eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa), including a permanent humanitarian visa
- a New Zealand citizen

and are **any** of the following:

- under 20 years of age
- seeking to enrol in a Foundation Skills course (further eligible criteria apply – see below)
- seeking to enrol in VCE or VCAL(Intermediate/Senior)
- seeking to enrol in an apprenticeship (not a traineeship)
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Victorian Training Guarantee, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your Semesters with your school

Foundation Skills Courses

If you are seeking to enrol into a foundation skills course, you will not be eligible if you have completed a Diploma level qualification or higher or are enrolled into the Commonwealth Governments '*Skills for Education and Employment Program*'.

How many courses am I eligible for?

You are eligible to begin two government subsidised courses in one calendar year, as long as you are not doing any more than two government subsidised courses at a time. This restriction may not apply to apprenticeships. For more information on these courses speak with the Apprenticeship Support Unit on phone: 9919 7300.

Proof of citizenship

Proof of citizenship **MUST** be provided for all government subsidised students. Acceptable evidence includes the original or certified photocopy of:

- Australian Birth Certificate (not a birth extract)
- A current New Zealand Passport
- A current Australian Passport
- A Naturalisation Certificate

For further information on government subsidized eligibility requirements, please see www.education.vic.gov.au/training/learners/vet/pages/funding.aspx

If you are not eligible for a government subsidised place in the course of your choice, there are other options including a full-fee place for which you will pay higher fees. Ask about your other options available.

For more information see www.vu.edu.au/fees.

SECTION 2

GETTING INVOLVED

GETTING HELP

SUPPORT SERVICES AVAILABLE TO STUDENTS

Getting involved & getting help

The following information is also available in the Getting Involved and Getting Help Guide available at the Student Service Centres and with more information available online at:

www.vu.edu.au/sites/default/files/student-services/pdfs/Getting-Involved-and-Getting-Help.pdf

Information is up to date on this website and provides information on the following:

- After Hours Crisis Contacts
- Campus Security
- Careers & Employment
- Chaplaincy
- Complaint Resolution
- Counselling
- Disability Services
- Financial Assistance
- Health & Personal Services
- Housing Service
- Indigenous Student Support
- International Student Support
- Information Technology Service Desk
- Learning Support
- MYVU Portal
- Student Life
- Scholarships
- Student Advisory Service
- Student Contact Centre
- Student Equity Services
- Student Leadership
- Student Lounges
- Student Service Centres
- Sport & Fitness
- University Residences
- Welfare

Services, programs and facilities

Information on Services and Programs is available at: www.vu.edu.au/students

Many of our facilities are open to students and the wider public. Services include health clinics such as osteopathy, massage and nutrition. In addition we have facilities that offer beauty and dermal treatments. Facilities include Accommodation, Bookshops, Chaplaincy, Children's Centres, Clinics, Conference rooms, Creative arts facilities, Catering, Parenting rooms, Prayer rooms, Safety & security, student hubs & service Centres, transport & parking. www.vu.edu.au/campuses-services/our-facilities

SECTION 3

COMMUNICATION

COMMUNICATING WITH VU

During your time at VU, we will send you update relating to your studies, services we offer and events and opportunities on campus using the **VU website, Student email and MYVU Portal**.

These are your most up to date resources for what's happening at VU so make sure you check them regularly.

We will also send you SMS messages for key information notices throughout the year related to enrolment.

www.vu.edu.au/student-tools/communicating-with-vu

CONTACT US WITH AN ENQUIRY

Chat online

Monday-Friday: 10:00 am - 6:00 pm AEDT

Phone

Free-call in Australia 1300 VICUNI (842 864)

Student Contact Centre +61 3 9919 6100

International students +61 3 9919 1164

MYVU PORTAL

MYVU Portal is your gateway to Victoria University's online student services. It allows you to:

- View your enrolment details
- Apply to graduate
- Access STUDENT CONNECT, WebCT/VU Collaborate, Lecture recordings (ReVU) and My ePortfolio (Pebblepad: for existing users of PebblePad only. New ePortfolio users will use VU Collaborate)
- Download and print certified Statement of Results
- Access other important tools and information.


Access to MYVU Portal is available via the following link: myvuportal.vu.edu.au.

To login: Enter "s" (lowercase) followed by your student ID number. For example: s4111111.

Password: If you are a first time user, your password will be set to a default. The default password is in the following format: "Temp" (uppercase T) followed by your date of birth (Tempddmmyyy). For example if your date of birth is: 12th May 1983, your default password will be recorded as **Temp12051983**.

When logging in to MYVU Portal for the first time, you will be prompted to change your password to comply with VU's security policy.

Password Reset Self Service: MYVU Portal has a password reset feature to assist you if you have forgotten your password. It is highly recommended that you set up this feature once you have changed your password after logging in for the first time. Instructions on how to do this are available on the welcome page of MYVU Portal.

If you require any assistance to access MYVU Portal, please contact the Student Contact Centre on: +61 3 9919 6100 or alternatively as a question via ASKVU on the following webpage: <http://askvu.vu.edu.au/> 

ASK A QUESTION ONLINE (ASKVU)

ASKVU is an interactive web portal for current VU students, staff, alumni and graduates to view frequently asked questions (FAQs) related to student administration, enrolments, fees, admissions, assessments, library support services, graduations, examinations, results and much more. It also allows users to make and manage their enquiries.

ASKVU can be accessed via the following VU webpage: askvu.vu.edu.au.

Setting up an account

You can access all of ASKVU FAQs at any time, however if you would like to make specific enquiries related to your enrolment record or circumstances you will need to set up an ASKVU account.

The only information that you will need to provide when setting up an account is your name, an email address and your student ID number. You will also be asked to create a username and password. Do not use an email address that has 'mail forwarding' activated. Responses from ASKVU will be sent to your nominated email address and also stored in the "My Stuff" tab. To view "My Stuff" at any time you will need to login to ASKVU.

Please do not permit other people to ask questions on ASKVU using your account, as this may result in a breach of your privacy. VU will endeavour to advise account holders of any unauthorised use by a non-account contact.

You can login or search ASKVU to find answers or ask questions 24 hours a day, seven days a week. Questions will be responded to within one business day (excludes weekends, University and Australian public holidays).

STUDENT EMAIL

As a VU student, you will automatically be allocated a student email account upon enrolment to make communicating and collaborating easier and more efficient. To access your email account, visit the following VU webpage: www.vu.edu.au/studentemail or alternatively login to MYVU Portal, click "My Learning" then click "email".

If you are a first time user you can access your student email account within 48 hours of successfully enrolling at the University.

As a student, you are expected to regularly check your email account for:

- Updates on the management of your course
- Key student administration matters
- University events
- Individual emails from your lecturers or tutors

When communicating with VU, ensure that you use your VU email account and include your VU student ID number. **If you prefer to use another email account, please forward your VU student email to this preferred account.**

SECTION 4

POLICIES,

STUDENT CHARTER,

HEALTH AND SAFETY

POLICIES

Please familiarise yourself with the University's policies that relate to you as a student. Some of the more significant policies are listed below:

- Enrolments – onshore
- Enrolments – Offshore
- Fees
- Onshore enrolment
- Plagiarism
- Privacy
- Refunds
- Remission of HECS/SLE
- Advanced Standing Student assessment and Progress
- Student complaint resolutions
- Use of Email
-

You can view all University policies at www.vu.edu.au/governancepolicy.

STUDENT CHARTER

The Student Charter outlines your rights and responsibilities as a student at Victoria University.

We are committed to improving the many programs, services and processes that relate to students to help you achieve your potential and foster positive interaction and constructive behaviour between students and staff.

It is important for you to know your rights and responsibilities so that you are able to exercise them appropriately. Please visit www.vu.edu.au/about-us/vision-mission/student-charter to read the Student Charter.

STUDENT REPRESENTATION

Victoria University encourages students to actively participate in student life at the University. There are numerous leadership groups and opportunities catering for a diverse range of interests, and having various time commitments. Refer to www.vu.edu.au/current-students/campus-life/leadership-and-professional-development/leadership-groups-and-opportunities for more information about student representation.

STUDENT COMPLAINT RESOLUTION

Victoria University has a Student Complaints Resolution policy to guide you through the steps you can take to resolve issues related to your time at the University. For further information go to: www.vu.edu.au/student-life/getting-help/student-complaints-resolution

STUDENT SUPPORT AND COUNSELLING SERVICES

Adjusting to university life can be difficult. It involves meeting new people, adopting new routines, skills and coping with extra expenses. This is coupled with the demands of study and life outside university. Victoria University provide a range of free services to support you while you study. Go to www.vu.edu.au/student-life/getting-help for advice and counselling services.

HEALTH AND SAFETY INFORMATION

SAFETY ISSUES AT VU

VU is committed to providing and maintaining, as far as practicable, a safe working environment to ensure all students are not exposed to situations that can be detrimental to health and wellbeing. This obligation extends to staff, students, contractors, their employees and visitors to ensure:

- a) Their own health and safety within the workplace and
- b) To avoid adversely affecting the health and safety of others.

As learning and teaching takes place in a variety of settings, it is important for students to know that VU has a responsibility to ensure that you are provided with information, instructions, training and supervision in order for you to study in a safe and secure manner.

There are a broad range of activities you may be involved in that could present a risk to your health and safety such as:

- Laboratory learning and teaching due to the presence of hazardous chemicals and/or the need to use particular types of instruments, equipment or machines.
- Exercise laboratories, construction, and plumbing workshops due to the equipment and/or programs that need to be run.
- Field trips and other off-campus activities such as workplace learning, community service and overseas student exchange programs that place students in unfamiliar situations where you may also be exposed to increased levels of risk.
- Emergencies that may involve evacuating the building you are in.

What can you do to keep safe?

- Be informed – VU has its own Occupational Health and Safety Charter and a range of associated policies and procedures to reduce the likelihood of our students and staff being put at risk (see below).
- Be involved – Each semester there will be evacuation exercises to practice what to do, be prepared to join in and learn.
- Be prepared – It is important for you to identify with your teacher/lecturer/instructor the potential hazards and risks that exist and to follow the safety instructions given.

This will help to maintain the safe and caring delivery of learning and teaching across a range of on-campus and off-campus environments.

SAFETY CHARTER

At VU we all acknowledge our responsibilities and obligations under the Occupational Health and Safety Act 2004.

We will all take reasonable and practicable precautions to manage hazards and risks for the health of each one of us. VU is committed to constantly working towards maintaining a safe University.

Achieving these key objectives requires:

- acceptance of OHS responsibilities by everyone at VU
- consultation with all stakeholders including staff, students and contractors
- continuous improvement based on sound safety management and planning
- provision of resources to further develop, monitor and maintain the effective management of health and safety

To read about the VU Occupational Health and Safety policies and what they mean to you, go to www.vu.edu.au/governancepolicy and search for key word OHS.

www.vu.edu.au/askvu

GLOSSARY OF COMMONLY USED TERMS

Universities use many terms and words that you might not be familiar with. Our glossary will help you understand what you hear and read while you're a student at VU.

Click on each letter listed here to find an explanation of some common words:

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

An up to date and complete Glossary can be accessed at:

www.vu.edu.au/student-life/new-to-vu/glossary