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# YOUR ESSENTIAL GUIDE TO VICTORIA UNIVERSITY

STUDENT ADMINISTRATION AND SERVICES

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EDITION 2



# STEPS TO SUCCESS

## Prepare - Orientation Week

- Attend your course welcome session
- Attend a VU Ready session
- Check your enrolment status via MYVU Student Portal
- Check out the 'New to VU' web pages

## Activate - Week 1

- Set up your student email account
- Log in to VU Collaborate and download your unit guidelines
- Familiarise yourself with the Academic Calendar
- Log in to MYVU Student Portal

## Explore - Week 2

- Familiarise yourself with your campus
- Get to all of your classes
- Check out the academic learning support VU has to offer
- Explore the local area, shops and cafes

## Immerse - Week 3

- Immerse yourself in campus life
- Reconfirm your timetable
- Familiarise yourself with opportunities on and off campus
- Join a club and/or society

## Check In - Week 4

- Explore the library, find a Student Rover, they are there to help
- Double check your classes on your enrolment before census date
- This is your last chance to make changes to your

## YOUR ESSENTIAL GUIDE TO VICTORIA UNIVERSITY

### STUDENT ADMINISTRATION & SERVICES

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# SECTION ONE ABOUT VU

## WELCOME

**to all students of Victoria University (VU), one of Australia's leading professional and vocational universities.**

This guide contains useful information for you on many aspects of studying at VU including: key dates and activities for student administration; support networks available to you as a student; and how to enjoy your time with us while you study.

We recognise that each student is an individual with personal goals. Our student service and administration teams will empower and assist you to achieve your academic goals, and we aim to provide services with students at the centre of all that we do. Information on our Student Service Commitment is within this guide.

Outlined throughout the guide are your student administration responsibilities for key times during your study including enrolment, course information, results and graduation.

Our Student Services team is always here to assist you with administrative matters if you can't find the answers you're looking for in the guide. They work closely with our Colleges and other service providers within the University to ensure we can help you resolve any query you may have.



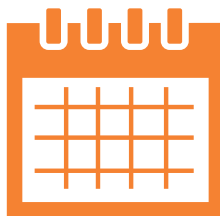
We have a range of ways you can contact us for assistance, including on campus at our Student Service Centres or to our Student Contact Centre via web, phone or live chat. No matter what your query is, our service teams are your first point of contact for assistance at VU.

The MYVU Portal is a great online resource for student administration and accessing information related to your study. Go to [myvuportal.vu.edu.au](http://myvuportal.vu.edu.au)

From all of us at VU, we wish you all the very best on your study journey. We are here to help at any time to ensure you have a great student experience at VU.

Regards

**Teresa Tjia**  
Academic Registrar and  
Executive Director, Student Services  
Victoria University



# 2015 KEY DATES



The academic calendar includes important study dates such as census dates, semester start and end dates, examination periods and graduation ceremonies.

## SEMESTER ONE

### January - March

- **9 February:** Vocational education/further education Semester 1 starts
- **23 February:** Higher education Semester 1 starts
- **31 March:** Census Date Semester 1



**TIP:** Make any enrolment amendments by the census date for higher education, TAFE Diploma and above courses.

## SEMESTER TWO

### July - September

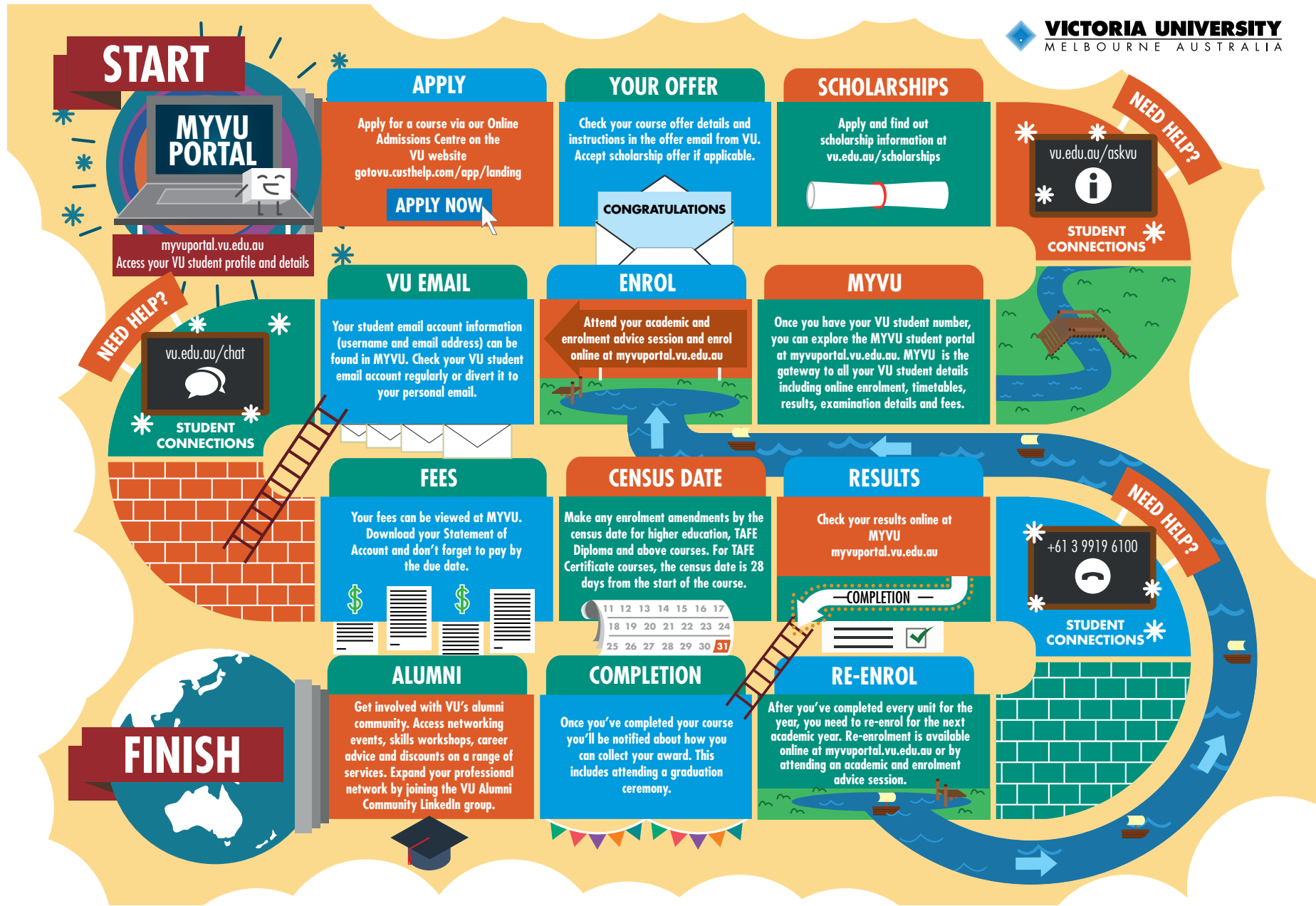
- **13 July:** Vocational education/further education Semester 2 starts
- **20 July:** Higher education Semester 2 starts
- **31 August:** Census Date Semester 2

### October - December

- **26 October:** Semester 2 examination period 26 October to 13 November
- **November - December** Re-enrolment period for students

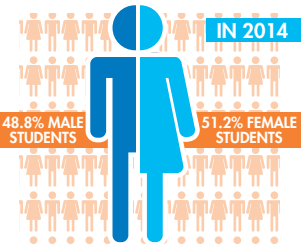
[vu.edu.au/timetables-calendars](http://vu.edu.au/timetables-calendars)

# MYVU STUDENT JOURNEY



# VU FAST FACTS

46,500 STUDENTS



1,071 STUDENTS INVOLVED IN THE LEADERSHIP PROGRAM



## STUDENT STATS

2014

ENROLMENTS		COMPLETIONS	
ONSHORE	37,500	ONSHORE	15,561
OFFSHORE	9,000	OFFSHORE	6,431
HE	28,000	HE	11,937
VE	18,500	VE	6,431
RESULTS		EXAMS	
HE ONSHORE	119,937	HE ONSHORE	67,631
OFFSHORE	25,255	HE OFFSHORE	17,547

15,561 GRADUATES IN 2014



120,000 CURRENT ALUMNI



330 STUDENTS AS STAFF IN 2014



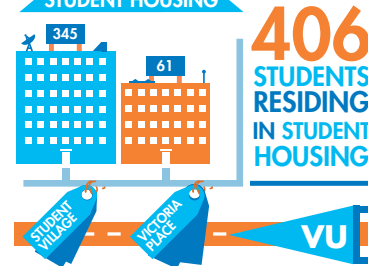
1200 STUDENTS RECEIVED FINANCIAL HELP



## CHOOSE YOUR PATHWAY



## STUDENT HOUSING



ACCOUNTING PHILOSOPHY LOGISTICS  
HEALTH DESIGNAGED MUSIC  
LAW EDUCATION CARE LEGAL  
SCIENCE FIRST AID SPORTARTS YOUTH  
MEDIA ENGINEERING FINANCE WORK  
TEACHING VISUAL ARTS BUSINESS  
PSYCHOLOGY NURSING MARKETING

OVER 450 COURSES

[vu.edu.au](http://vu.edu.au)



## OUR SERVICE COMMITMENT TO YOU

We believe in the power of education to transform lives and we will do everything we can to ensure that as a student you are well supported and informed.

We recognise that each student is an individual with personal academic goals. Our student service and administration teams will empower and assist you to achieve them.

We aim to provide you with a high quality service that gives you the best student experience at VU. To do this we deliver services using best practice customer service standards.

**Students are at the centre of all that we do and we commit to the following:**

- We will provide you with a great service experience by taking ownership of your student enquiry.

- We will deliver a service experience aligned to our VU values of being excellent, engaged and accessible.
- Our will always provide services from our friendly teams who are informed, proactive and engaged.
- We will be committed to the goal of resolving your queries at the first point of contact, with timely and accurate information.
- We will support you when you need assistance, to connect with the right people in the University.
- We will listen to you and understand your service needs to provide you with personalised service.
- We will offer flexible and online service options that enable you to be an active partner with us in your learning journey.
- We will continuously improve services to students based on your feedback.

# VU CAMPUSES

**We have campuses across Melbourne's central and western suburbs (and one in Sydney, too!), with purpose-built learning environments and state-of-the-art laboratories. We provide a range of services and facilities to help you get the most out of university life.**

## CITY FLINDERS

Be among all that the city has to offer. Our City Flinders Campus is right in the heart of Melbourne's business district and opposite Flinders Street Station. Study business, creative arts and multimedia right where the action is.

## CITY KING

City King is our health and beauty hub, located close to Southern Cross Station. There's even a hair and beauty salon that's open to the public. And as with all our city campuses, great coffee is never far away.

## CITY QUEEN

City Queen is a heritage building where our legal eagles go to study. It's right in the middle of Melbourne's legal precinct with two moot courts, computer labs, lecture theatres and seminar rooms.

## FOOTSCRAY NICHOLSON

Footscray Nicholson Campus is in the heart of culturally diverse Footscray and just a few minutes walk from Footscray and Seddon train stations.

## FOOTSCRAY PARK

Footscray Park is our largest campus and the region's hub for education. Only 10 minutes by train, plus a short walk from the city, students can enjoy the modern facilities on offer.

The world-class Sport and Learning Precinct features state of-the-art labs for researchers and elite athletes, and our impressive learning commons present a one-stop-shop for students. When you need a break, the view is wonderful – check out the city skyline, the Maribyrnong River and park, and Flemington Racecourse.

## METROWEST

VU at MetroWest is a new Victoria University facility in the heart of Footscray - part of VU's commitment to Footscray as a University Town. It's a buzzing hub available to the community as well as VU students and staff.

## MELTON

Melton Campus is a close knit, friendly learning environment. We deliver a range of local industry and community-based courses.

## ST ALBANS

St Albans Campus is rapidly becoming a health and education hub. It has a modern village-like feel and is set in a landscape of native grasses and gum trees. With a strong community feel, it's a relaxed and friendly place to study. There's plenty of parking if you want to drive, or it's a 10-15 minute walk from the train station.

## SUNSHINE

With a new ultra-modern, 6 Green Star rated trades building opened in 2013, the Sunshine Campus now delivers all of VU's building, construction, manufacturing and engineering trades, completing the 'trades hub'. It's easy to get there by train or bus, and there's plenty of parking.

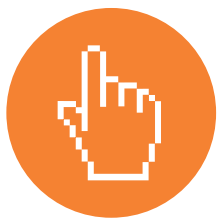
## WERRIBEE

Werribee Campus is part of a modern technology precinct. A hub for new and innovative research into water and food, as well as trades training, the campus is small enough to be personal but large enough to offer great facilities like childcare and a gym. You'll feel like you're in the country, but there are cafés and entertainment centres a short drive away. The campus has plenty of parking and is close to the train station.

## VU SYDNEY

Located in the heart of Sydney's Central Business District, our Sydney Campus delivers courses to international students.





# MYVU PORTAL



**MYVU Portal is your online gateway to all your Victoria University student details.**

**Access all your administration requirements via a single web page.**

### **CHOOSE YOUR COURSE**

Find out more about all our courses including course details, requirements, modes of delivery and locations. [vu.edu.au/courses](http://vu.edu.au/courses)

### **APPLY FOR A COURSE**

Apply for a course or transfer to another course via our Online Admissions Centre.

### **ENROL AND RE-ENROL IN A COURSE**

Enrol in most courses, change to another course, change classes via MYVU Portal.

### **CHECK YOUR FEES**

View invoices and make payments via MYVU Portal.

### **MY TIMETABLE, EXAMS AND RESULTS**

View your class and exam timetables, results, course history and unofficial transcript, or request your official transcript via MYVU Portal.

### **UPDATE YOUR DETAILS**

Update your personal details in MYVU Portal.



### **IF YOU ARE HAVING DIFFICULTIES LOGGING INTO MYVU PORTAL YOU CAN:**

- ask a question in ASKVU
- call the Student Contact Centre on +61 3 9919 6100 or 1300 VIC UNI
- visit a Student Service Centre.

[myvuportal.vu.edu.au](http://myvuportal.vu.edu.au)



# ASKVU

**ASKVU is an interactive web portal for current students.**

ASKVU has information and FAQs related to student administration, enrolments, fees, admissions, alumni, library, graduations, examinations and more.

You can login or search ASKVU at any time to find answers to your questions or speak with one of our staff via live online chat.

**TIP:** Remember to use MYVU Portal to manage your ongoing student administration [myvuportal.vu.edu.au](http://myvuportal.vu.edu.au).



[askvu.vu.edu.au](http://askvu.vu.edu.au)

# GET INVOLVED

Victoria University aims to enrich your social and learning experiences with events and opportunities both on and off campus.



Make new friends by joining a VU club or society. Meet others studying your course, students who live near your campus or just people with similar interests.

Enhance your student experience by participating in a range of events and activities, or study overseas as a part of your course.

The first social event on your calendar should be **Orientation**, which happens early in each semester.

[vu.edu.au/orientation](http://vu.edu.au/orientation)



## GET ACTIVE

Our sport and health services for students support an active University. Check out our sports facilities, which include fitness centres, a swimming pool at our Footscray Park Campus, athletics tracks and tennis courts. You can join a variety of sports and activities including cheerleading, martial arts, University Games, swim clubs and much more.

[vu.edu.au/sport](http://vu.edu.au/sport)



## GET SOCIAL

Find like-minded people at our social and cultural clubs and societies. There are groups to cover almost any interest – from fashion and films, to philosophy, politics and religion.

[vu.edu.au/clubs](http://vu.edu.au/clubs)

# LEADERSHIP AND PROFESSIONAL DEVELOPMENT

VU can assist you in developing leadership skills and confidence by offering a range of avenues for you to take part within the University community. Choosing to participate in any of these opportunities will also help you to develop professionally and enhance your employability.



**“I saw the Student as Staff program as a great chance to immerse myself in VU culture. I know this has the potential to open up many different career paths for me.”**

**Sarah English,**  
Bachelor of Education



## SECTION TWO

# APPLY TO STUDY

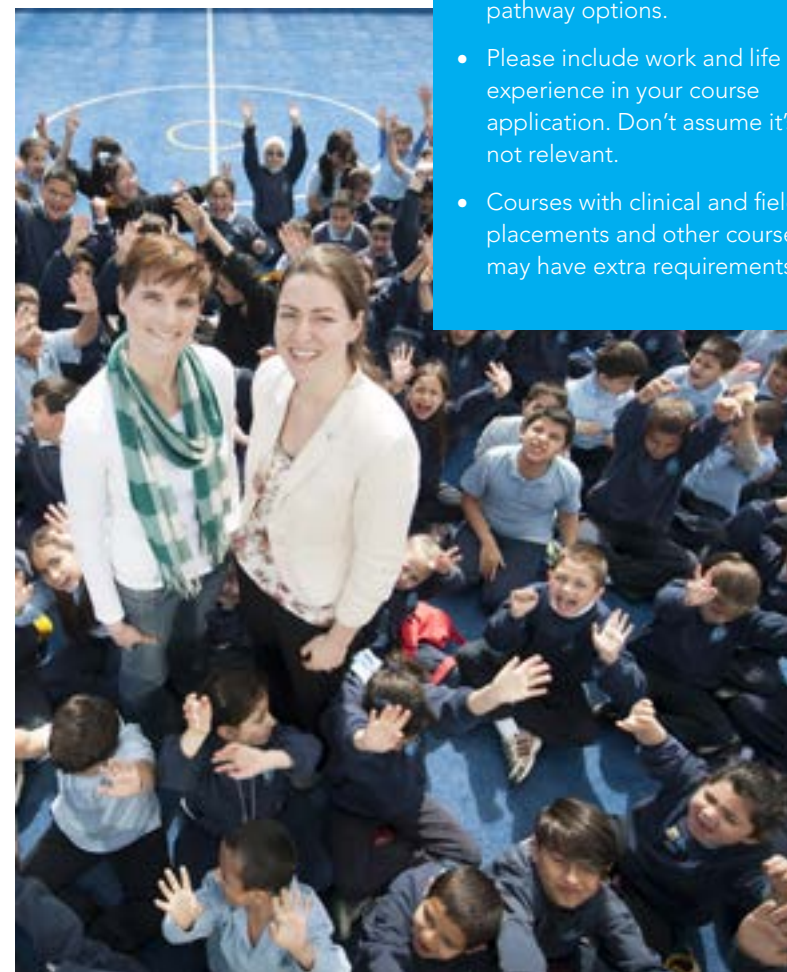
**Apply to study via the Online Admissions Centre or VU website.**

**[vu.edu.au/admissions](https://vu.edu.au/admissions)**

If you are an international student, apply via VU International [vu.edu.au/international-application](https://vu.edu.au/international-application)

### TOP THINGS TO KNOW

- Is the course of interest available? Find out by going to [vu.edu.au/courses](https://vu.edu.au/courses).
- Make sure your application is complete (including mode and campus) and includes supporting documentation.
- If your first choice isn't available, VU will help you to identify pathway options.
- Please include work and life experience in your course application. Don't assume it's not relevant.
- Courses with clinical and field placements and other courses, may have extra requirements.



Rose was born in a refugee camp in Thailand during a time of civil conflict, and spent ten years of her education in a Burmese orphanage.

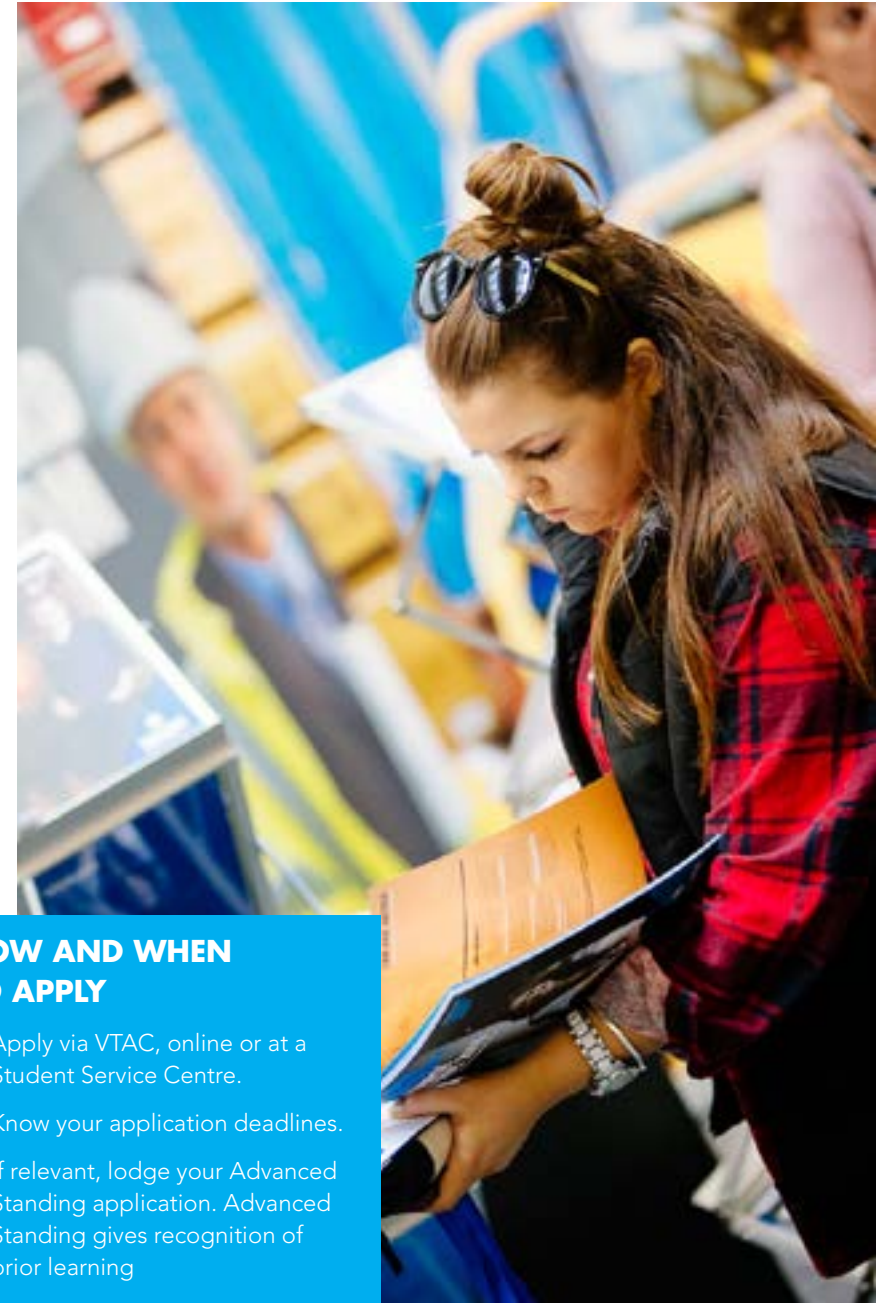
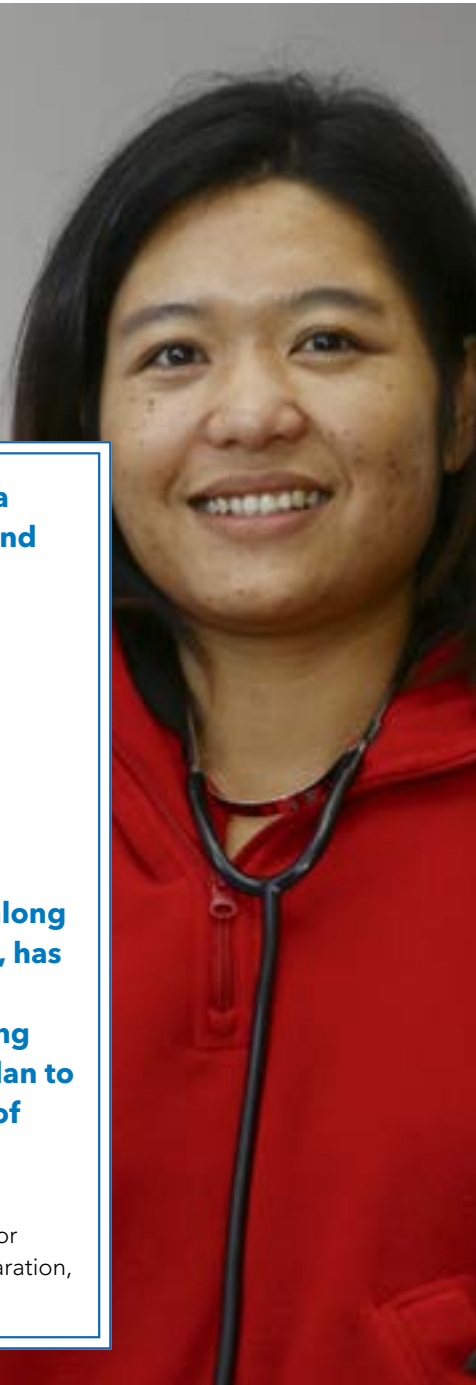
At 22, she was trained as a midwife by doctors at a Thai health organisation. Thanks to VU's pathways, she is now well on her way to achieving her goals.

**"I migrated to Australia on a refugee visa with my husband and baby son in 2008. I dreamed of gaining my midwifery qualifications in Australia, and knowing my English needed work, I first completed English as an Additional Language (EAL) courses.**

**My step-by-step pathway, along with support from lecturers, has built up my skills and confidence. I'm now studying the Diploma of Nursing. I plan to pathway into the Bachelor of Midwifery."**

**Rose Moo Sanhtwe,**

Courses in EAL, General Education for Adults, Tertiary And Vocational Preparation, Diploma Of Nursing



### HOW AND WHEN TO APPLY

- Apply via VTAC, online or at a Student Service Centre.
- Know your application deadlines.
- If relevant, lodge your Advanced Standing application. Advanced Standing gives recognition of prior learning
- Existing VU students should apply directly to VU for a new course.



# SECTION THREE

# ENROLMENT AND RE-ENROLMENT



**All new and returning students need to enrol to officially start or continue studies at Victoria University.**

### FIRST TIME ENROLMENT

Most enrolments begin with an in-person information session, to:

- get academic advice from College staff
- complete the enrolment process, which could be online or by paper.

### What to bring

- Proof of citizenship
- Fee-related documents, concessions and Australian Tax File Number.

### TOP THINGS TO KNOW

After you enrol:

- **Log into MYVU Portal and:**
  - activate your student email account
  - view your invoice and pay your fees or ensure you have provided your tax file number to defer them
  - schedule your timetable via My Timetable.
- Collect your student ID card from the Student Service Centre
- Pick up your Student Diary from a student lounge or Student Service Centre
- Make a note of the census dates for your units.

[vu.edu.au/enrolment](https://vu.edu.au/enrolment)



**TIP:** Ensure you enrol by the specified dates to secure your place in the course.

### THINGS TO REMEMBER

- A reminder to re-enrol will be sent to your student email account.
- Check your course delivery plan or get academic advice from your College.
- Make a note of the census dates for your units.

# RE-ENROLMENT

**Current VU students are required to re-enrol for the following year.**

**You can do so by:**

- personally attending a scheduled re-enrolment session, or
- re-enrolling online if your course is enabled to do so.

We will send a reminder to your student email account about the re-enrolment dates.

### GET ADVICE

Check your course delivery plan for information about your course structure for 2015 ([vu.edu.au/course-delivery-plans](http://vu.edu.au/course-delivery-plans)).

**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 all semesters.





## SECTION FOUR STUDYING AT VU

# MAKING A SMOOTH TRANSITION

### Preparing for study can be a big change.

Here are the most important things that you need to know as a new student to get you started and find help and advice.

### TOP THINGS TO KNOW

- Check your offer and ensure you enrol on time
- Check the key dates, including census dates, on the academic calendar
- Explore the MYVU Portal
- Check your student email account regularly
- Make sure that your fees are paid.



# FEES



**When you enrol in a course, re-enrol or change your enrolment, you will receive an invoice with the amount you are required to pay via your MYVU Portal.**

The fees you pay may depend on a number of factors, including:

- your citizenship status
- when you commence the course
- your prior qualifications
- the units and course that you enrol in.

**TIP:** We can assist you in several ways if you are having problems paying the required fees. Contact us early to discuss payment plan options.

## HOW MUCH DO I OWE?

Log onto MYVU Portal using your student ID to find out how much you owe. Once logged in, go to My details/My fees.

Pay by the due date on the Statement of Account (invoice) to avoid blocks on your record.

## TOP THINGS TO KNOW

- Access your Statement of Account on the MYVU Portal
- Confirm your key dates for fee payment
- Find out the unit and course withdrawal rules
- Pay your Statement of Accounts on time
- Consider a payment plan, or deferment of fees, if eligible
- You must read the online 2015 HECS HELP, VET fee help, or Fee Help booklets on the Study Assist website: [studyassist.gov.au](http://studyassist.gov.au)
- Understand consequences for non-payment.

## HOW TO PAY

You can pay your fees on or before the due date shown on your account by:

- Cheque, BPAY and online by credit card. Refer to your invoice for these details
- EFTPOS at any VU Student Service Centre
- Cash (if less than \$500) at Footscray Park, St Albans, Sunshine and City Flinders Student Service Centres
- Online through the MYVU Portal using your student ID and password

Check the fee payment hours of your closest Service Centre

[vu.edu.au/contact-us/student-service-centre-details](http://vu.edu.au/contact-us/student-service-centre-details)



[vu.edu.au/fees](http://vu.edu.au/fees)



# SCHOLARSHIPS



## BE AWARDED SCHOLARSHIPS

We want you to achieve your very best.

We know that education can transform lives, and that scholarships can make that transformation possible by helping with the cost of your studies.

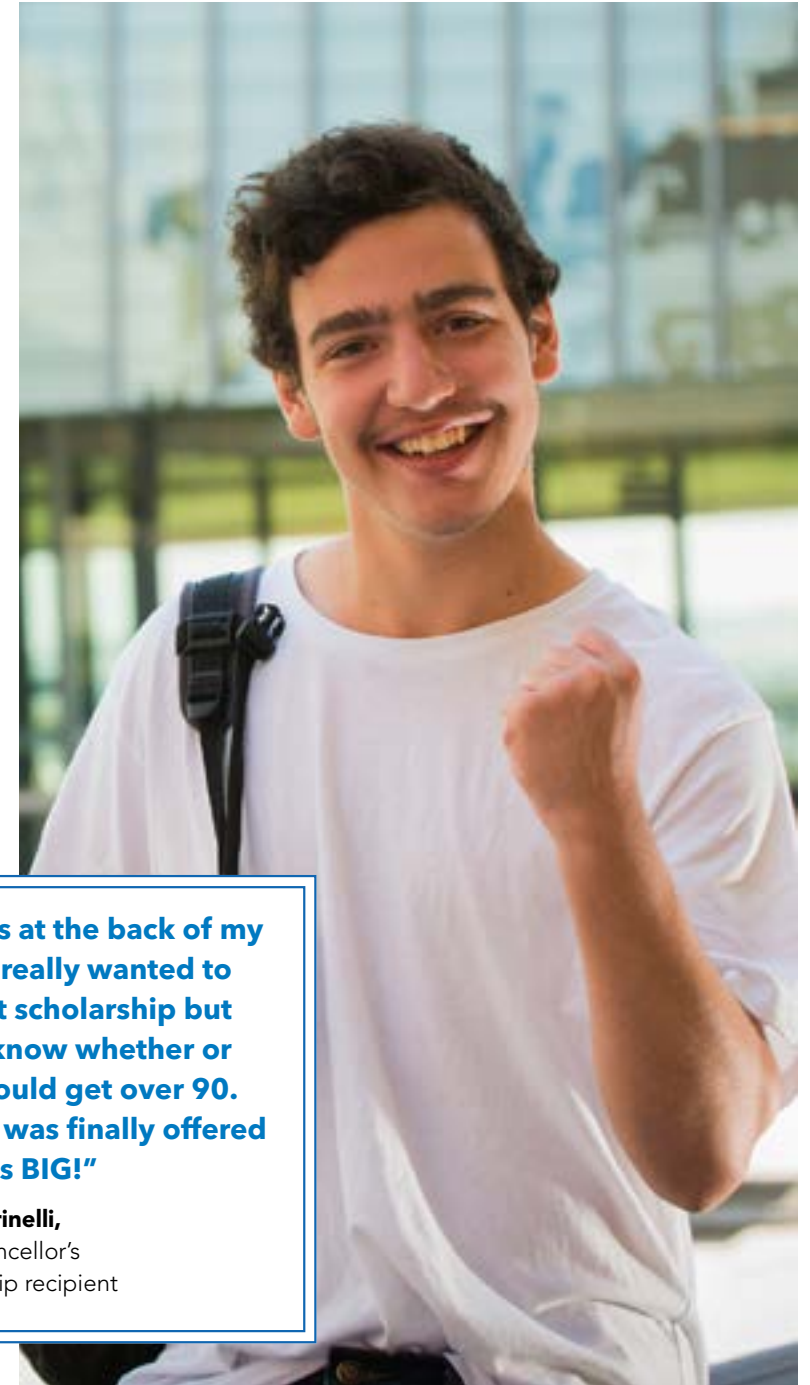
VU awards hundreds of scholarships worth millions of dollars in total for domestic students at all levels – vocational education (TAFE), undergraduate and postgraduate. Our professionally trained staff can provide you with advice on the opportunities available.

[vu.edu.au/scholarships](http://vu.edu.au/scholarships)

## CHANCELLOR'S SCHOLARS PROGRAM

The Chancellor's Scholars Program is designed to help you develop leadership skills, and become more adaptable, capable, confident and creative. The program provides experiences that foster your personal development into a more responsible and ethical person as you progress in life and in your chosen career.

Along with other Chancellor's Scholars you will participate in specially designed activities, be a key leader within the University community, and have many opportunities to make friends and contribute to the life of the University.



**"Always at the back of my mind, I really wanted to get that scholarship but didn't know whether or not I would get over 90. When I was finally offered it, it was BIG!"**

**Luke Marinelli,**  
2014 Chancellor's  
Scholarship recipient

# STUDENT ADMINISTRATION

## STUDENT EMAIL

Activate your student email after you have enrolled (allow 48 hours to process your enrolment first).

This is where we will send course updates and important student information, so check your VU email regularly.

For information on how to activate your email via web and mobile device visit [vu.edu.au/student-email](http://vu.edu.au/student-email)

## STUDENT ID CARD

Your student card is your passport to:

- validating your VU enrolment status
- library services including PC bookings
- services like counselling and student advisory services
- student discounts at major retailers

Submit an application for a Student ID Card online at:  
[askvu.vu.edu.au/app/IDsubmit](http://askvu.vu.edu.au/app/IDsubmit)

Cards are available for collection at your preferred Student Service Centre.

## UNDERSTANDING YOUR TIMETABLE

MyTimetable is an online class allocation system for higher education students and can be accessed through MYVU Portal.

In MyTimetable you can:

- browse available times for the units you're enrolled in
- specify your time preferences when you'd like to attend class
- change your allocated class times after preferences have been sorted (subject to availability).



## YOUR RESULTS

An important part of sitting your exams is finding out how you did! Access your vocational education and higher education exam results via MYVU Portal and learn about VU's academic results codes:

[vu.edu.au/result-codes](http://vu.edu.au/result-codes)

## PREPARE TO STUDY

- Check out the learning and study services available to you.
- Test your access to WebCT/Blackboard (using the MYVU Portal), to access course materials.

# ACADEMIC PROGRESS AND ATTENDANCE

**TIP:** Our Student Advocacy service provides confidential advice, support and representation to help you find success during your time at university.

## Progression through your course is a basic requirement for studying at VU.

Victoria University monitors all students' academic progress. It is expected that you advance through your course within a reasonable time frame.

Academic support services are available to provide you with skills, resources and advice to help you successfully complete your course.

For vocational students, satisfactory attendance is also a requirement and is monitored.

If you are not progressing or attending at the expected rate, you may need to:

- provide reasons for your unsatisfactory academic progress or lack of attendance
- negotiate a plan of action to achieve satisfactory academic progress or attendance moving forward.

[vu.edu.au/support-services](http://vu.edu.au/support-services)

# MAKE YOURSELF AT HOME



**There are student lounges and informal learning spaces available for all students to use at all the VU campuses.**

Student lounges and informal learning spaces are places for students to gather. The spaces can be used for multiple purposes - whether it's to get together with your class mates to work on a group assignment, chill out between classes or heat up your lunch. They have wi-fi access, moveable and fixed furniture, powerpoints and some kitchenette facilities.

Find your nearest student space at [vu.edu.au/student-spaces](https://vu.edu.au/student-spaces)

# LIBRARY OPTIONS

**Our online library resources are available 24 hours a day from wherever you are. You can also visit any of our seven campus libraries for help with your information needs, access to a PC or a quiet place to study.**

The campus libraries offer a number of programs throughout the year to assist students to develop research skills and understand how to use the full range of information resources available. The programs range from one-hour information sessions to two-hour hands-on workshops.

[vu.edu.au/library](http://vu.edu.au/library)



## INFORMATION SESSIONS

- Drop-in sessions
- E-book sessions
- Assignment help
- Law Student Essentials
- Database training
- Researcher training.



## STUDY AND SEE THE WORLD

### You have many options to study overseas as part of your course.

Participate in an exchange program or study abroad with a partner institution, or join a study tour or short term program.

#### By studying overseas you can:

- develop a network of contacts and extend your career opportunities
- learn a language and enhance your communication skills
- develop life experiences and self confidence
- receive credits towards your Victoria University degree, in consultation with your course co-ordinator.

As part of their Diploma of Nursing program, VU students volunteered at Hanoi's National Paediatric Hospital, the Hoa Bihn Peace Village (an orphanage for victims of Agent Orange with disabilities) and at Blue Dragon, an organisation that helps rescue trafficked children.

**"This experience made me realise we take so much for granted in Australia. I will definitely be looking to use my skills to volunteer overseas again."**

**Kellie McWilliam,**  
Diploma of Nursing



**TIP:** Find out how you can expand your horizons [vu.edu.au/study-overseas](http://vu.edu.au/study-overseas)

# STAY SAFE ON CAMPUS

Everyone at VU is responsible for ensuring a safe campus environment. We maintain a close relationship with the police and other emergency services, and offer a number of crime prevention strategies to ensure that VU remains a safe place to study.



**VU security regularly patrol buildings and car parks, both on and off-campus and are here to help you.**

## **SHUTTLE BUSES**

If you are leaving the campus after 5pm, consider taking the St Albans shuttle bus or Footscray Park shuttle bus to the local train station.

## **SECURITY ESCORTS**

You can request a security escort on campus. Simply phone the Security Operations Centre on +61 3 9919 4999.

Security escorts provide:

- escorts to other buildings on campus for students and staff
- assistance walking from your office or study area to your vehicle (if parked in a VU car park).

**Emergency phone number: +61 3 9919 6666**  
**[vu.edu.au/security](http://vu.edu.au/security)**

# TRANSPORT



Each of our campuses are well serviced by public transport.

Check out the Public Transport Victoria journey planner to help you plan your route to VU ([ptv.vic.gov.au/journey](http://ptv.vic.gov.au/journey)).

Limited car parking is available at most of our campuses. There is a carpooling program available so you can share a ride with fellow students. We also have bicycle parking at all campuses.

## **BICYCLE HUB**

Our Footscray Park and Footscray Nicholson bicycle hubs have showers, lockers for your clothing and secure bike parking. Bike parking is available at all campuses.

## **CARPOOL**

The VU Carpool Program lets you make car sharing arrangements with fellow students who travel to and from similar destinations.

[vu.edu.au/transport](http://vu.edu.au/transport)



# WE'RE HERE TO HELP



## Victoria University takes student support very seriously because we want you to achieve your best during your time with us.

Whether you need help with your studies, career advice, or health referrals, we offer support.

### VU SUPPORT SERVICES AVAILABLE TO YOU

- Advice and Counselling
- Careers and Employment
- Chaplaincy
- Child Care Centres
- Complaint Resolution
- Disability Services
- Financial Assistance
- Health and Personal Services
- Housing Service
- Indigenous Student Support
- International Student Support
- IT Service Desk
- Learning Support
- Scholarships
- Student Advocacy
- Student Leadership
- Student Life
- Tax advice
- University Residences
- Welfare.

[vu.edu.au/student-support](http://vu.edu.au/student-support)

# RESOLVING ISSUES

We encourage you to be independent and effective problem solvers. By using our three step process we can guide you through the steps to resolve problems.

## **STEP ONE** Identify the problem and a solution

Clarify your problem and, if you can, think of some possible solutions. You can then approach the most appropriate staff to talk about your concerns.

## **STEP TWO** Seek assistance

You have free and confidential access to our support services to assist you with your problem.

## **STEP THREE** Initiate action

Speak to the relevant staff member and try to work out reasonable and realistic solutions. If you want, a Student Advocate can help you speak to a staff member.

**Find more information on the support available to resolve any issues at**

[vu.edu.au/complaint-resolution](http://vu.edu.au/complaint-resolution)



## SECTION FIVE

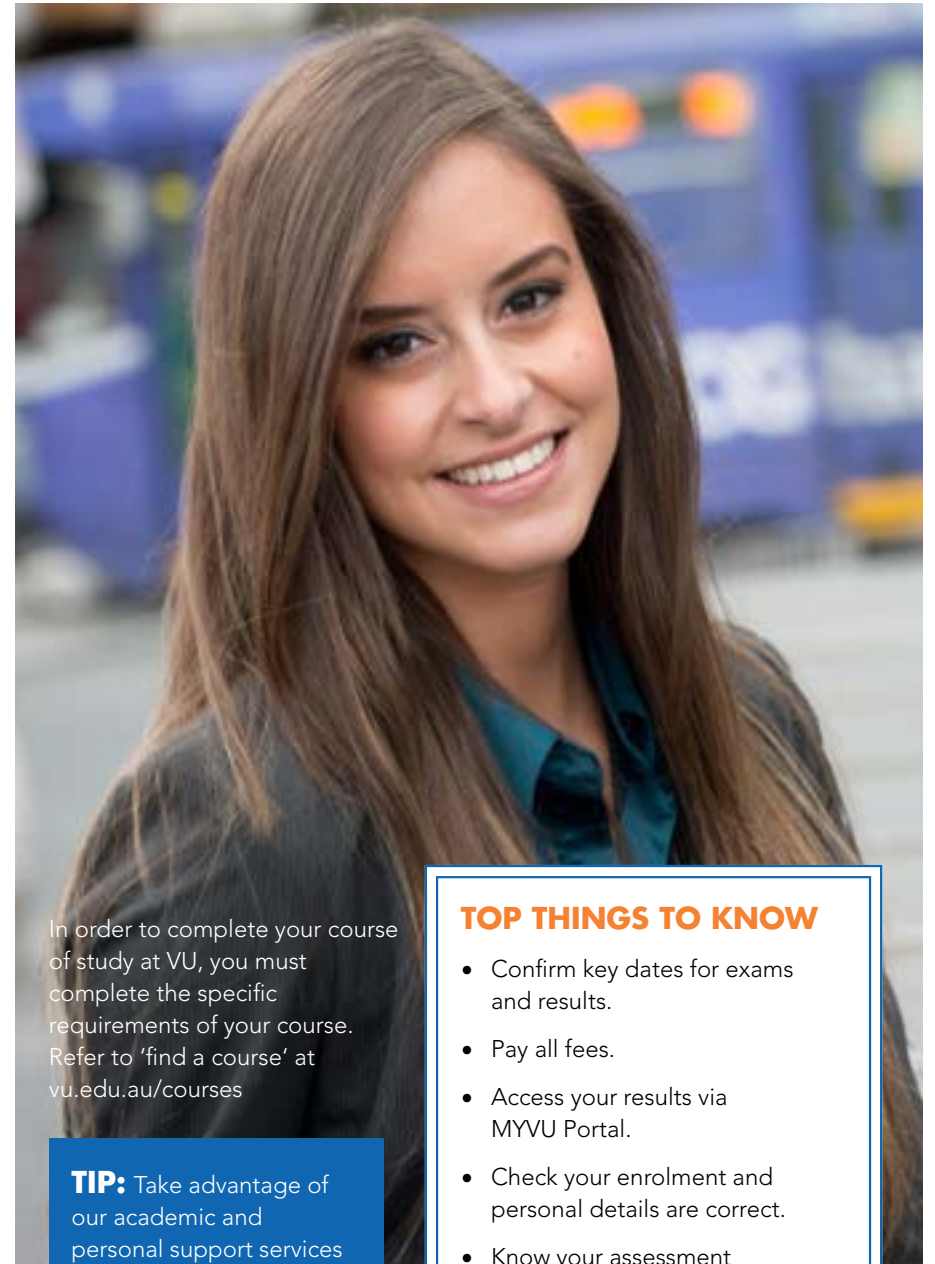
# COMPLETING YOUR STUDIES AT VU

In order to complete your course of study at VU, you must complete the specific requirements of your course. Refer to 'find a course' at [vu.edu.au/courses](http://vu.edu.au/courses)

**TIP:** Take advantage of our academic and personal support services designed to help you reach your goals  
[vu.edu.au/student-support](http://vu.edu.au/student-support)

### TOP THINGS TO KNOW

- Confirm key dates for exams and results.
- Pay all fees.
- Access your results via MYVU Portal.
- Check your enrolment and personal details are correct.
- Know your assessment requirements and complete them on time.



# RESULTS



## OFFICIAL STUDY RECORDS

Be aware of your exam results. You can see your results on MYVU Student Portal.

You can apply for:

- an official transcript
- a Statement of Attainment (for partial completion of a course)
- an academic transcript [vu.edu.au/academic-transcripts](http://vu.edu.au/academic-transcripts). If an original transcript is destroyed, you can get a replacement.

- Submit your assessments on time. Submitting late may cause delay in assessments or failure
- Your results are published in MYVU Portal. If there's a problem, it may be because your student record, including results, has been encumbered due to outstanding fees.

## KEEPING YOUR ACADEMIC PROGRESS ON TRACK AND COURSE COMPLETION

Are your results not meeting your expectations?

If you are not meeting the requirements of your course, due to unsatisfactory progress, the University will contact you by email and you will be provided with a range of options to assist you. These include speaking to your course co-ordinator or lecturer about study plans and enrolment or using the free VU support services.



# GRADUATION



**Attending graduation is one of the most exciting parts of obtaining your qualification.**

Graduation is a formal event, and an important part of recognising your academic achievement. You will be surrounded and supported by fellow graduates, friends, family and the VU community.

Once you have completed or nearly completed your course you must formally apply to graduate in order to receive your award/certificate.

[vu.edu.au/graduation-beyond](http://vu.edu.au/graduation-beyond)

## YOU WILL RECEIVE:

- Testamur
- Academic Transcript
- Australian Higher Education Graduate Statement (AHEGS) (available for degree and above students).

**TIP:** If you decide not to attend your graduation ceremony you can nominate to have your testamur/letter of completion sent to you by post.



# MAKE CONNECTIONS

**We will help you realise your potential and prepare you not just for a career, but for life.**

Through our solid connections with industry, we can offer you meaningful work placements, industry-relevant curriculum, access to industry experts and the opportunity to work on real-world projects.

[vu.edu.au/industry-connections](http://vu.edu.au/industry-connections)

**TIP:** If you are looking for a job or career advice, visit [vu.edu.au/careers-service](http://vu.edu.au/careers-service)

**“VU has a reputation of having a very practical law school. It was drummed into us that we need to go out and get some practical experience. I saw that I could practice what I was learning in the classroom.”**

**Damian Clancy,**

Victoria University Bachelor of Laws (First Class Honours), 2008  
National Lawyers Weekly Under 30 Law Award, 2014

Employers value our graduates because they learn from industry-relevant curriculum, giving them real-life experience.

Our high profile partners include the University of Melbourne, Western Health, City West Water, the Western Bulldogs and the Australian Institute of Sport.



## SECTION SIX

# STAYING FRIENDS



### **When you graduate from VU, your connection doesn't need to end.**

Participating in the alumni community gives you access to a range of benefits including networks with other professionals, career advice and participation in lifelong learning.

We welcome all graduates, students, staff, former staff and friends of the University as members of the broader VU alumni community.

You may participate in the VU alumni community as a financial or non-financial member, with access to a range of facilities and discounted services.

### **ALUMNI BENEFITS:**

- Career advice
- Health and well-being services
- Invitations to network events
- Library access
- Malthouse Theatre benefits
- Discounts for short courses
- Special sport and fitness centre memberships.

**TIP:** Give VU your personal email address so we can keep in touch.  
[vu.edu.au/become-a-member](http://vu.edu.au/become-a-member)

[vu.edu.au/alumni](http://vu.edu.au/alumni)

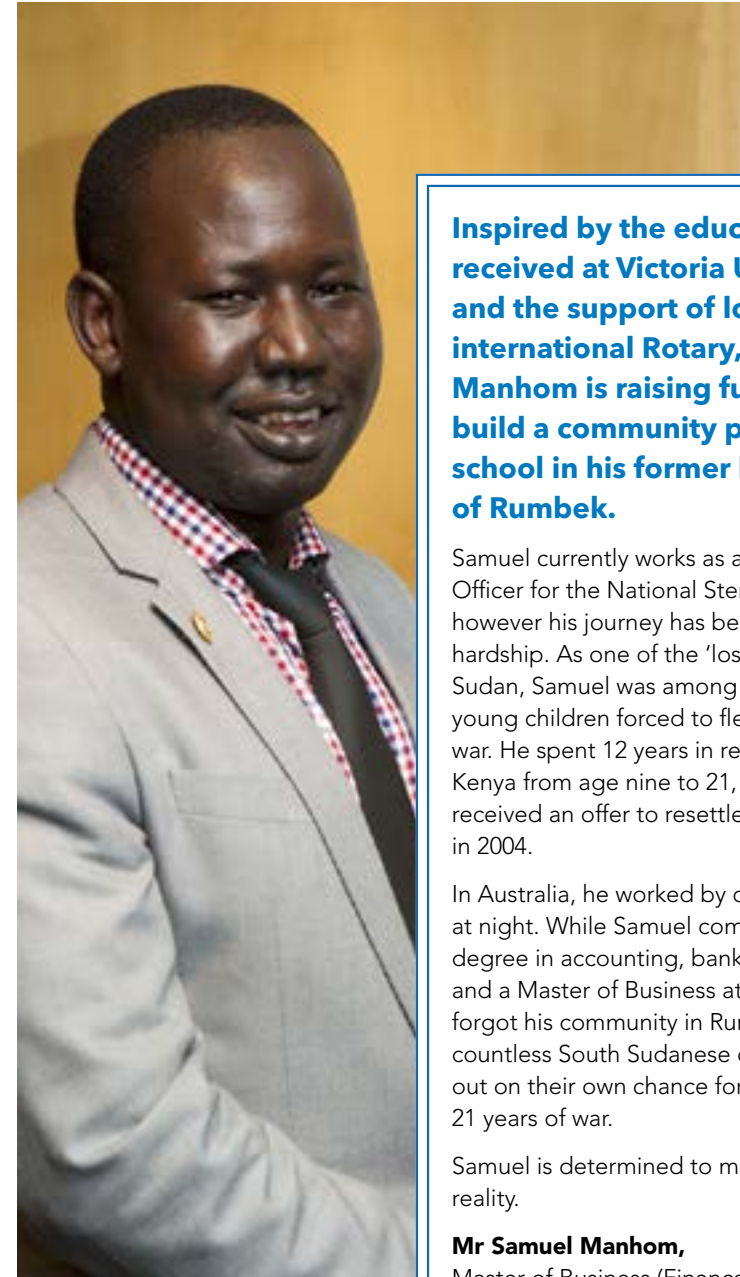
**"At 31, I was the youngest woman to be elected Mayor in the history of Maribyrnong City Council and my passion for lobbying and policy making has grown immensely.**

During my studies I learned about how communications can create change through my work placement at the Ecumenical Migration Centre. Working in the Marketing department of Hume Council ignited my desire to run for Council where I could combine my PR background with my love for advocacy.

I received VU Alumni's Young Achiever Award in 2011 for my community service and practices as mayor. Alumni Relations has been proactive in maintaining the relationship, which is driving my passion to seeing the Footscray University Town project succeed.

VU has a commitment to their students and the community, and the education I received was second to none."

**Sarah Carter,**  
Bachelor of Communication (PR), 2006



**Inspired by the education he received at Victoria University and the support of local and international Rotary, Samuel Manhom is raising funds to build a community primary school in his former hometown of Rumbek.**

Samuel currently works as an Accounts Officer for the National Sterling Group, however his journey has been one of hardship. As one of the 'lost boys' of South Sudan, Samuel was among thousands of young children forced to flee during civil war. He spent 12 years in refugee camps in Kenya from age nine to 21, before he received an offer to resettle in Australia in 2004.

In Australia, he worked by day and studied at night. While Samuel completed a double degree in accounting, banking and finance and a Master of Business at VU, he never forgot his community in Rumbek, nor the countless South Sudanese children missing out on their own chance for education after 21 years of war.

Samuel is determined to make his dream a reality.

**Mr Samuel Manhom,**  
Master of Business (Finance) 2012, Bachelor of Accounting, Banking and Finance 2010, Young Achiever Alumni Award 2014

# NEED TO KNOW CONTACTS

## MYVU Portal

myvuportal.vu.edu.au  
Login with your Student  
Number

## ASKVU

askvu.vu.edu.au

## Aboriginal studies and Indigenous Australian students

vu.edu.au/indigenous  
moondani.balluk@vu.edu.au  
+61 3 9919 2836  
or +61 3 9919 2078

## Advice and counselling

vu.edu.au/counselling  
+61 3 9919 5400

## Clinics: health and personal services

vu.edu.au/clinics

## Complaints

vu.edu.au/complaint-resolution  
student.matters@vu.edu.au  
+61 3 9919 5007

## Disability support

vu.edu.au/disability  
+61 3 9919 5400

## Financial support

vu.edu.au/financial-assistance

## Health and medical

healthadvice@vu.edu.au  
+61 3 9919 4417

## Housing and accommodation

vu.edu.au/housing

## Learning support

vu.edu.au/academic-support-  
development  
studentlearning@vu.edu.au  
+61 3 9919 4744

## Library support

vu.edu.au/library

## Security Operations Centre

vu.edu.au/security  
+61 3 9919 4999

## Student advocacy

vu.edu.au/advocacy

## Student Contact Centre

askvu.vu.edu.au  
+61 3 9919 6100

## Victoria University International

international@vu.edu.au  
+61 3 9919 1164

# WHAT DOES THAT MEAN?

**Universities use many terms and words that you might not be familiar with. Below are some key terms to get you started. Find the full glossary at [vu.edu.au/new-to-vu](http://vu.edu.au/new-to-vu).**

**Academic Calendar** - The key dates at the University. There are two academic calendars - one for higher education and one for vocational and further education.

**Alumni** - Alumni are graduates of the University.

**Articulation** - The process of getting credit for subjects completed through a course when moving from TAFE to university.

**Census date** - This is the date on which higher education, TAFE diploma and above student enrolment details must be finalised for each semester.

**Clubs and societies** - Social, cultural or sporting clubs run by students for students through VU. Joining clubs and societies is a great way to meet new people who share your interests.

**Colleges** - Colleges are organisational structures focusing on particular disciplines, professions and industries. They were previously known as faculties.

**Course coordinator** - The staff member who oversees a particular course. Direct any of your course-related queries to this person in the first instance.

**Dean** - The head of a College.

**Enrolment** - At the beginning of each academic year, there is an enrolment period in which students must finalise subject choices and pay fees.

**Fees** - Students pay a range of course fees depending on whether they are a local or international student, undergraduate or graduate, or in a fee-paying course or Commonwealth-supported course.

**Graduation** - Following successful completion of a course, students attend a graduation ceremony where their degree is conferred upon them.

**ID number** - The student identification number printed on your student card. You keep the same ID number throughout your studies at VU.

**Lecture** - Large, formal classes in which lecturers present course material to all students enrolled in a given subject.

**Orientation** - The process of welcoming new students to the University. During orientation you will be introduced to your campus, receive an overview of your course, meet teaching staff, fellow students and most importantly, have fun!

**Pathway** - a general term describing the opportunity VU provides students to easily and successfully progress to the next level of education with recognised credits.

**Recognition of Prior Learning (RPL)** - VU recognises that students gain knowledge from work and/or life experience as well as study.

**Semester** - There are two 12 week higher education semesters in each academic year.

**Tutorial or 'tute'** - Usually less formal than a lecture, tutes are small classes where material from lectures and readings can be discussed in more detail.

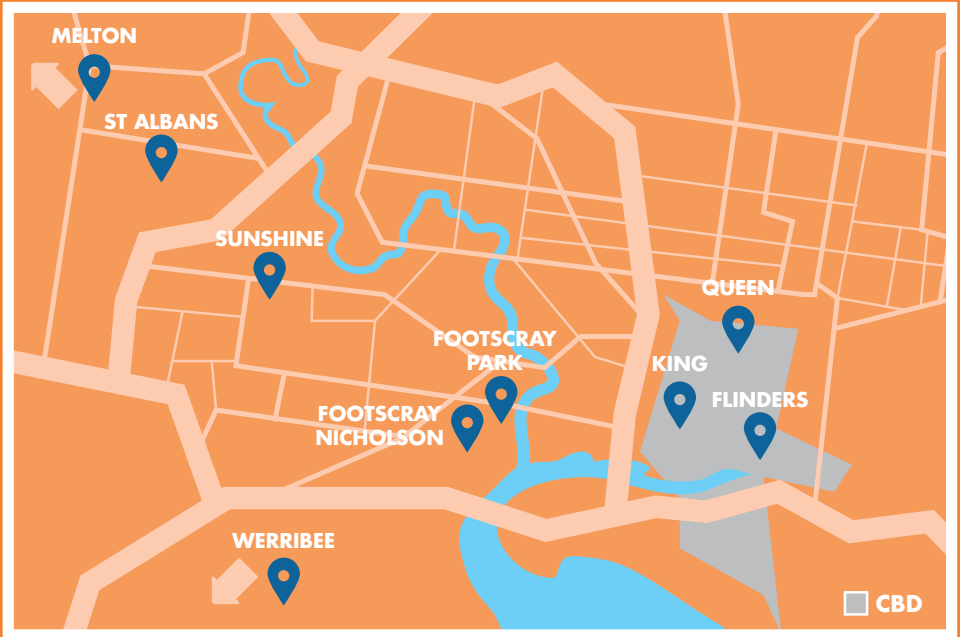
**Unit of study** - A term used for individual subjects. Each course is made up of a number of units of study.

**Vice-Chancellor** - The most senior administrative staff member of the University. The current Vice-Chancellor is Professor Peter Dawkins.

**VUSU** - The Victoria University Student Union, which represents and supports all VU students.

[vu.edu.au/glossary](http://vu.edu.au/glossary)

# CAMPUS LOCATIONS



## CITY FLINDERS

300 Flinders Street  
Melbourne  
Business, multimedia

## FLINDERS LANE

301 Flinders Lane  
Melbourne  
VU English and our  
Osteopathy Clinic

## CITY KING

225 King Street  
Melbourne  
Hair, make-up,  
massage, student  
clinics

## CITY QUEEN

295 Queen Street  
Melbourne  
Law

## FOOTSCRAY NICHOLSON

Corner of Nicholson  
and Buckley Streets  
Footscray  
Creative arts,  
engineering

## FOOTSCRAY PARK Ballarat Road Footscray

Arts, business, sport,  
engineering,  
education

## MELTON

Rees Road  
Melton South  
English language  
studies, carpentry,  
plumbing, bricklaying

## ST ALBANS

McKechnie Street  
St Albans  
Education, health and  
nutrition research,  
student clinics

## SUNSHINE

460 Ballarat Road  
Sunshine  
Construction,  
electrical,  
engineering,  
plumbing

## WERRIBEE

Hoppers Lane  
Werribee  
Science, engineering

## VU SYDNEY

565 Kent Street  
Sydney  
Accounting,  
information systems,  
computer science

Our team is here to assist

[vu.edu.au/askvu](http://vu.edu.au/askvu)



[myreport@vu.edu.au](mailto:myreport@vu.edu.au)



[vu.edu.au/chat](http://vu.edu.au/chat)



+61 3 9919 6100



Service Centres

