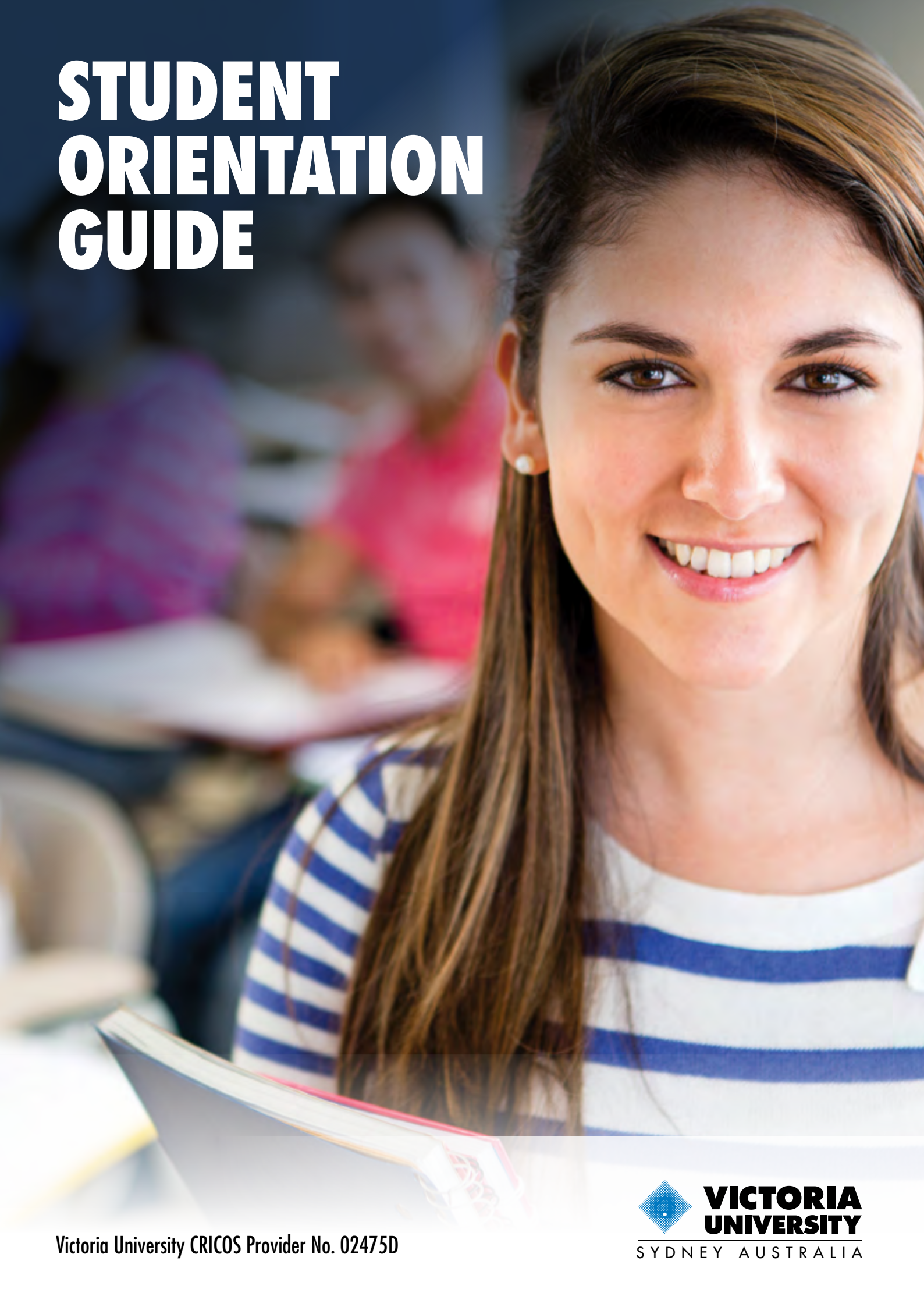


STUDENT ORIENTATION GUIDE



Victoria University CRICOS Provider No. 02475D

 **VICTORIA
UNIVERSITY**
SYDNEY AUSTRALIA

WELCOME TO VICTORIA UNIVERSITY SYDNEY

On behalf of the Victoria University Sydney community, I am delighted to welcome you. We value the intellectual and creative energy you bring as you embark upon a significant program of study.

Victoria University's Sydney Campus offers you a high quality academic experience in one of the world's most exciting cities. Our degree and postgraduate programs are delivered by academic experts in international education and are carefully designed to prepare you for professional careers.

As students, you are an important part of our community of scholars and we value your contribution and participation. We take great pride in supporting students from across the globe so that you can achieve the best outcomes.

I urge you to set high goals for yourself, and to take advantage of all that at Victoria University Sydney has to offer.



Jason Young
Campus Director and Principal,
Victoria University Sydney

**“We support students from
all over the world to achieve
the best possible educational
outcomes.”**

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ABOUT THIS GUIDE

The information contained in this guide was current at March 2015. The University reserves the right to alter any course, dates, procedure, regulation or fee. Students should carefully read all official correspondence and consult student services as necessary.

For the latest information visit www.vu.edu.au/vu-sydney

IMPORTANT DATES

SEMESTER 1, 2015

DATE	EVENT	WEEK
Monday 23 March – Thursday 26 March	Orientation/Enrolments	
Monday 30 March	Start of Classes Semester 1 2015	1
Friday 10 April	Enrolment Amendment Date (Last day to change enrolment)	2
Friday 24 April	Census date	4
Friday 19 June	End of Classes Semester 1 2015	12
Monday 22 June – Tuesday 23 June	Study days	13
Wednesday 24 June to Saturday 4 July	Exams	13 – 15
Friday 17 July	Results released	

SEMESTER 2, 2015

Monday 20 July – Thursday 23 July	Orientation/Enrolments	
Monday 27 July	Start of Classes Semester 2 2015	1
Friday 7 August	Enrolment Amendment Date (Last day to change enrolment)	2
Friday 21 August	Census date	4
Friday 16 October	End of Classes Semester 2 2015	12
Monday 19 October – Tuesday 20 October	Study days	
Wednesday 21 October – Saturday 31 October	Exams	
Friday 13 November	Results released	

SEMESTER 3, 2015 -2016

Monday 16 November – Thursday 19 November 2015	Orientation/Enrolments	
Monday 23 November 2015	Start of Classes Semester 3 2015	1
Thursday 24 March 2016	End of classes Semester 3 2016	12

PUBLIC HOLIDAYS AND HOLIDAYS*

- Good Friday 3 April 2015
- Easter Monday 6 April 2015
- Anzac Day Saturday 25 April 2015
- Queen's Birthday Monday 8 June 2015
- Labour Day Monday 5 October 2015

Note: * where this affects class delivery a catch up class will be scheduled

ENROLMENT

Enrolment is an essential step in maintaining your Australian student visa. All students must be correctly enrolled into each unit of study for their course before the deadline (see Important Dates table).

View the enrolment schedule at

www.vu.edu.au/vu-sydney/study-enrolment/enrolment-vusydney-courses

It is your responsibility as a student to ensure that you are enrolled as a full-time student in the correct unit(s) of study and that all details are accurate. If you fail to complete your enrolment by the enrolment deadline in the above table, you will be reported to the Department of Immigration and Border Protection (DIBP) for non-commencement of studies.

If you miss your enrolment session, contact the VU Sydney enrolment officer immediately to seek advice on 02 8265 3222.

It is advisable for students to maintain a personal file of all correspondence you receive from VUSydney relating to enrolment, payment of fees, academic progress and results.

COURSE DURATION

International students are required by law to be enrolled in full-time study in order to complete their course within the expected duration outlined in their electronic Confirmation of Enrolment (eCoE).

ACCESSING YOUR TIMETABLE

Timetables are available on the VU Sydney website, forums and on the notice boards around the campus. You are responsible for your timetable and confirming the location of lectures and tutorials. Visit the website regularly during the first few weeks of semester as timetables may change during this time.

CHANGING YOUR ENROLMENT

If you wish to vary any part of your enrolment, you will need to complete the appropriate form. You can amend your enrolment without penalty until enrolment deadlines outlined in the above table.

All information on changing your enrolment can be accessed at:

www.vu.edu.au/vu-sydney/study-enrolment/change-your-enrolment

The University has a legal responsibility to report any changes to your enrolment to the Department of Immigration and Border Protection (DIBP). This includes changes in your study load and when you are no longer a student with the University. If your enrolment at the University is reported to DIBP, you will need to contact DIBP directly to discuss your student visa options.

REDUCED STUDY LOADS

Discuss your situation with your course coordinator first. The VU Sydney Campus Manager must approve a reduced study load. All applications will be assessed before your enrolment can be confirmed. Where an application is not approved, your enrolment and fees may be subject to change.

Applications for a reduced study load can only be accepted in the following circumstances:

- Course structure - If you are unable to enrol in a full-time study load due to the structure of your course or if a unit of study becomes unavailable
- Academic progress - If you are at risk of making unsatisfactory progress, and academic staff recommend a reduced study load to help you meet course requirements
- Compassionate circumstances - If you are unable to study a full-time load due to illness, injury, bereavement of close family members or involvement in a traumatic experience.

The University will notify the Department of Immigration and Border Protection (DIBP) when you have been granted a reduced study load if it affects your course duration.

To apply, international students must complete a Reduced Study Load or Overload form along with the Unit of Study Amendment form found at

www.vu.edu.au/vu-sydney/study-enrolment/student-forms

NON-ENROLMENT AND WITHDRAWALS

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

Failure to lodge a withdrawal application for a unit/s of study or the whole course before census date means you will be charged fees for all units you are enrolled in whether you have attended classes or not.

DEFERRING YOUR COURSE INTAKE

Deferring your course intake is available only to commencing students. If you wish to defer your course, you are required to complete a Defer Your Studies/Change of Course Preference form and submit it to admissions before your scheduled enrolment session.

apply@vusydney.edu.au

Please note the following information about deferrals.

- If your course is not available for commencing students in subsequent intakes, you may need to negotiate an alternative study option
- Applicants do not enrol before deferring. A deferral is a guarantee that the place of offer will be available for the applicant to enrol subject to course availability.

INTERMISSION (LEAVE OF ABSENCE)

In some limited circumstances, you may need time away from your studies. This is known as a leave of absence or intermission. We advise you to speak to your student welfare officer before you apply.

You may be able to apply for intermission if you have been affected by:

- serious illness or injury
- death of a close family member such as parents or grandparents, husband/wife or child
- major political upheaval or natural disaster in your home country requiring emergency travel and which has affected your studies
- traumatic experiences such as being involved in an accident or being the victim of a serious crime.

Your application must be approved by the VUSydney Campus Manager. If you decide to apply, you must submit an Application for Intermission Form to VU Sydney Student Welfare Officer with certified or original copies of any of the relevant supporting documents such as death or medical certificates.

Your application for intermission must be received by census date as per the table on Page 6. The University will notify the Department of Immigration and Border Protection (DIBP) that you have been granted an Intermission (also known as a leave of absence). Intermission may affect your student visa. For advice, please phone DIBP on 131 881.

eCoE EXTENSIONS

Some students may require an extension of their eCoE. Applications for eCoE

extensions should be lodged as early as possible, up to six weeks before your student visa expires by completing an International Request for an Electronic Confirmation of Enrolment.

CHANGE TO PERSONAL DETAILS

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.

Students can change contact details via the following:

MYVU PORTAL

1. Login via www.vu.edu.au under Student Essentials and select the Personal Details tab
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 to view more detail about a particular field of information.

ASKVU

<http://askvu.vu.edu.au>

IN PERSON

Collect a Personal Details Amendment form from Student Services or download the form from

www.vu.edu.au/vu-sydney/study-enrolment/student-forms

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 student services. 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 have enrolled.

PATHWAYS AND ADVANCED STANDING

WHAT IS A PATHWAY?

Pathways link the qualifications that you have already obtained or are in the process of obtaining with approved courses at Victoria University. These links allow articulation and credit transfer between courses.

For more information on pathways, please speak with your course coordinator.

ADVANCED STANDING

Advanced Standing is an assessment process that applies to individuals who may have prior study, or other relevant experience, but who do not have access to credit transfer arrangements for the chosen course. You are encouraged to discuss possible applications with your enrolment officer at enrolment and may be required to provide the syllabus details of your qualification.

If your application for advanced standing is successful, and your course duration is reduced, your eCoE will be updated with a new course end date. You will need to contact the Department of Immigration and Border Protection (DIBP) to check whether your visa status is affected.

ELIGIBILITY

All students enrolled in higher education courses at Victoria University are eligible to apply for advanced standing (credentialed or experiential).

CERTIFIED COPIES OF RELEVANT QUALIFICATIONS

Please include certified copies of your qualifications with your application. i.e. Do not send original documents. A photocopy of an original document can be certified (signed and dated) as a true copy of the original document by an authorised person (i.e. Justice of the Peace, police officer, doctor, accountant, school principal, bank manager, etc.) This person must sight both the original and the photocopy. You may be asked to provide the original documents at a later stage.

Please note: Victoria University may contact your former institution(s) for further information regarding your application for advanced standing.

INTERNATIONAL STUDENT FEES AND CHARGES

As a student of VU Sydney you are required to pay international student fees for your program of study. Fees and charges vary depending on your course. When you enrol or re-enrol you will receive an invoice from ECA. This details all fees

and charges and the due date for payment.

All fees are listed in Australian dollars (A\$), are indicative and may be subject to change. Payment options are listed on your invoice. After your first semester, the University will invoice you (or your sponsor) each semester according to your enrolment in that semester.

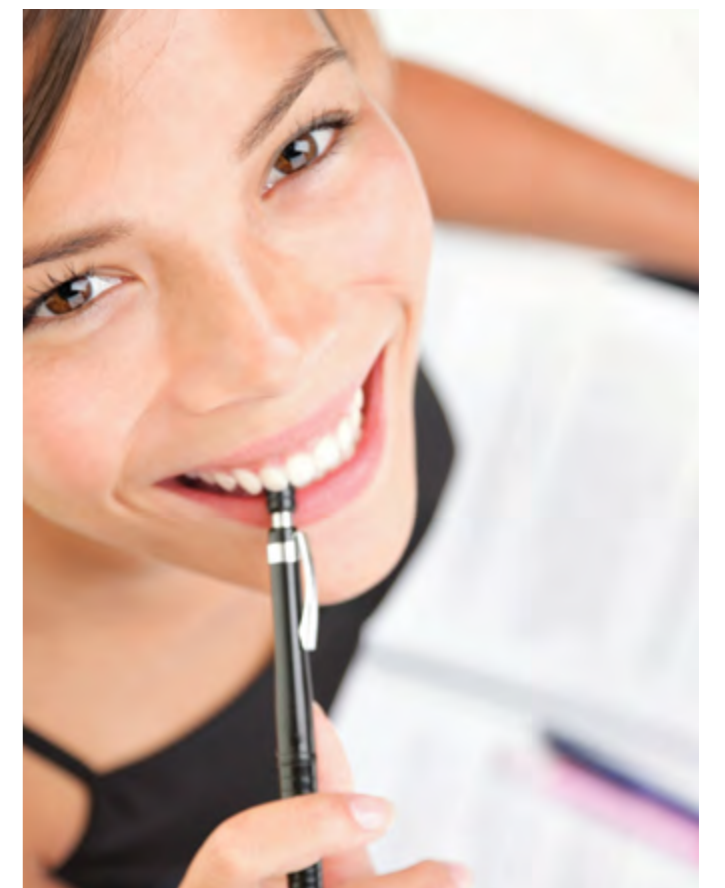
VU reserves the right to annually adjust course fees to take into account increases in university and course delivery costs. Course tuition fees are invoiced per semester based on the enrolment for that particular semester.

If your fees are not paid by the due date, your enrolment will be cancelled and this will affect your student visa. VU is required to report any student who is no longer enrolled to the Department of Immigration and Border Protection (DIBP). If your cancellation of enrolment is reported to DIBP by the University, you will need to contact DIBP directly to discuss your student visa options.

INTERNATIONAL STUDENT REFUNDS

International students who have paid their tuition fee up front for a given semester and withdraw before the census date may be entitled to a full or partial refund according to the International Student Refund Policy.

www.vu.edu.au/vu-sydney/study-enrolment/student-forms



STUDENT ESSENTIALS

STUDENT SERVICES

There are a variety of programs and services available for all students:

- Orientation
- Computer labs
- Student email
- Forums (ECA operated service for VU Sydney students)
- VU Collaborate
- MYVU Portal
- ASKVU
- Academic support and study skills
- Academic transcripts
- Graduation services
- Student Welfare Services
- Student complaints resolution policy
- Social events and activities.

For more information visit

www.vu.edu.au/vu-sydney/campus-facilities-services/student-support

STUDENT CHARTER

The Student Charter represents a spirit of goodwill between the University and students that reflects the sentiment of mutual obligation for genuine support and action. We ask that all staff and students model their behaviour to reflect our values.

ACCESS

Victoria University is an accessible and friendly university to students and staff from diverse countries and cultures, socio-economic and educational backgrounds, as well as to our industry, government and community partners.

EXCELLENCE

Victoria University is committed to excellence in education, research and knowledge exchange.

RESPECT

The staff and students of Victoria University demonstrate respect for others from diverse countries and cultures, educational and socio-economic backgrounds, and for the natural environment. It is expected that students will:

1. engage actively with the educational, social and cultural life of the University
2. be fully committed to their own learning including taking responsibility for monitoring their own progress
3. respect the diversity of all students and staff and support an environment free from discrimination and harassment in accordance with Commonwealth and State Legislation and associated University policy
4. acknowledge that membership of the Victoria University community

requires commitment to the ethical values of honesty, trust, fairness and responsibility including treating other students with respect

5. respect all university staff, property and facilities
6. provide honest and constructive feedback about their academic programs and participate in the continuous quality assurance processes of the University
7. acquaint themselves with university policies and procedures relevant to their enrolment and course of study and adhere to the rules and regulations of the University as they apply to students
8. take responsibility for meeting reasonable attendance requirements
9. take responsibility for keeping their own record of submitted work

STUDENT WELFARE SERVICE

The Student Welfare Service is available to all enrolled students to assist when life manages to get in the way of your studies. Our dedicated Student Welfare Officer can assist you as an advocate; mediator or supporting person with a range of issues you may encounter during your studies.

These issues may include:

- applying for special consideration
- applying for intermission (also known as leave of absence)
- late tuition fee enquires
- assistance with accessing academic support services
- enquiries on Overseas Student Health Cover (OSHC)

The Student Welfare Service is also available to provide advice and available options if you are:

- accused of non-academic misconduct
- at risk
- on a conditional enrolment
- suspended or excluded from studies
- thinking of withdrawing from your studies
- wanting to take leave from your studies
- wanting to be involved in on-campus activities and social events.

The Student Welfare Service is also able to refer students to a range of internal and external services if needed.

The Student Welfare Office is located next to the reception area on Level 3. Email appointment requests and enquiries to studentwelfare@vusydney.edu.au

STUDENT COUNSELLING SERVICE

In partnership with the Education Centre of Australia (ECA), an on-campus counselling service is available to Victoria University Sydney students. This service is free of charge with our appointed counsellor an expert in international student related issues. Appointments can be organised through our Student Welfare Officer at Level 3 reception.

STUDENT IT SERVICES

Once you are successfully enrolled, your IT access accounts are created. The best place for the latest information on services available is:

www.vu.edu.au/student-tools

This guide provides information on default login details and how to get help for systems used within VU. It also provides information in relation to using Active Directory (AD) to login to VU Collaborate and MYVU Portal.

ONLINE ID CARD SUBMISSION

VU Sydney students can apply for their ID card on line through the VU website. <https://askvu.vu.edu.au/app/IDsubmit/session/L3RpbWUvMTQwNTI4Nzg5MC9zaWQvejd5Ui1jWmw%3D>.

You must have a VU Student ID card to sit your examinations.

Any issues please contact VU Sydney Student Services reception.

STUDENT EMAIL – MICROSOFT LIVE

VU provides you with a free email account upon enrolment. You will have access to:

- 50GB of email storage
- instant messaging and photo sharing
- calendars

As a student, you are expected to regularly check your account for updates on the management of your course, key student administration matters (e.g. census dates, results, re-enrolment, fees, graduations etc.), individual emails from your lecturers and fellow students, and advice from the IT Service Desk. You are strongly encouraged to use your student email account as your primary account to ensure you are receiving important emails from within the VU community. This is the fastest and safest way to communicate with VU staff and students.

HOW TO ACCESS MICROSOFT LIVE EMAIL

Information on accessing your email account can be found by clicking on the Student email link at

www.vu.edu.au/student-tools

MYVU PORTAL

MYVU Portal allows you to view all your enrolment details and results. You can modify the portal view using drag and drop, add content, add and remove tab etc. MYVU Portal can be accessed at <http://myvuportal.vu.edu.au>

NEW STUDENTS

Login = s<student ID number> eg. s1234567
Password = date of birth (Tempddmmyyyy)



CONTINUING STUDENTS

Login = s<student ID number> eg. s1234567
Password = your existing MyVU Portal password

If you have difficulties, contact the ITS Service desk on servicedesk@vu.edu.au or +61 3 9919 2777 or ask a question on ASKVU.

ASKVU

ASKVU is an interactive web portal for current Victoria University students to view frequently asked questions (FAQs) and make and manage enquiries. You can login or search ASKVU at any time to find answers to your questions, or to ask a question. Your question will be responded to within one business day, excluding weekends, university and public holidays.

ASKVU provides answers to questions about student administration, enrolments, fees, admissions, graduations, alumni/graduates and library for onshore students. www.vu.edu.au/askvu

SETTING UP AN ASK VU ACCOUNT

To make enquiries specifically related to your personal enrolment record or circumstances you will need to set up an ASKVU account. However, you can access all ASKVU FAQ's without an account.

The only information you will need to provide when setting up an account is your name, a username, password and email address. You must provide one primary email address and you can choose to provide up to two alternative addresses. Do not include email addresses with mail forwarding activated

Responses from ASKVU to email addresses that are incorrect, suspended or closed may be discarded.

LOG INTO ASKVU



You need to login (using your username and password) if you want to make an enquiry. Responses from ASKVU are emailed to your email account. Responses from ASKVU are also stored in the My Stuff tab. You need to login to check My Stuff.

If you don't have a username, please see account assistance at https://askvu.vu.edu.au/app/utills/login_form/redirect/ask

VU SYDNEY FORUMS

The VU Sydney forums (forums.vusydney.edu.au) contain the most up-to-date information regarding your current studies. Students and staff are welcome to use the forums to discuss any academic or administrative issue. Often lecturers will post announcements and information that is relevant to a specific subject or course that you might be enrolled in.

You may subscribe to a specific forum that is relevant to you, and receive automatic email alerts when new information is posted. To register to the forums, go to the forums main page at forums.vusydney.edu.au and click on the 'Register' button.

VICTORIA UNIVERSITY SYDNEY RESOURCE CENTRE (ON LEVEL 3)

Victoria University Sydney Resource Centre keeps copies of each required VU textbook for students to borrow. Please see level 3 reception to borrow these books.

LIBRARY RESOURCES

For access to eBooks, eJournals, referencing style guides and more visit

www.vu.edu.au/vu-sydney/campus-facilities-services/sydney-facilities/library-resources

Victoria University students also have access to library facilities as listed on the National Borrowing Scheme. This is a cooperative arrangement that allows students and staff of Australian and NZ universities to borrow in person from any other participating university library.

You can register for the National Borrowing Scheme directly at the host institution and is a simple process. You will need to provide a photo ID as well as proof of current enrolment - this could be student card from your home institution, enrolment advice or other proof from your university.

Some libraries may charge a fee for registration (this is indicated with an asterisk on the list of participating libraries).

LEARNING COMMONS

Victoria University in Sydney has recently created a learning commons to support students' access to the VU online library resources and to provide a comfortable place for collaboration and group work. The learning commons provides a flexible learning space for students working alone or with others with excellent access to high quality IT facilities including PCs and smart TVs. The space is available for all students throughout the semester.

VU COLLABORATE

In 2014 VU transitioned to a new Learning Management System (LMS) called VU Collaborate.

Using VU Collaborate you can:

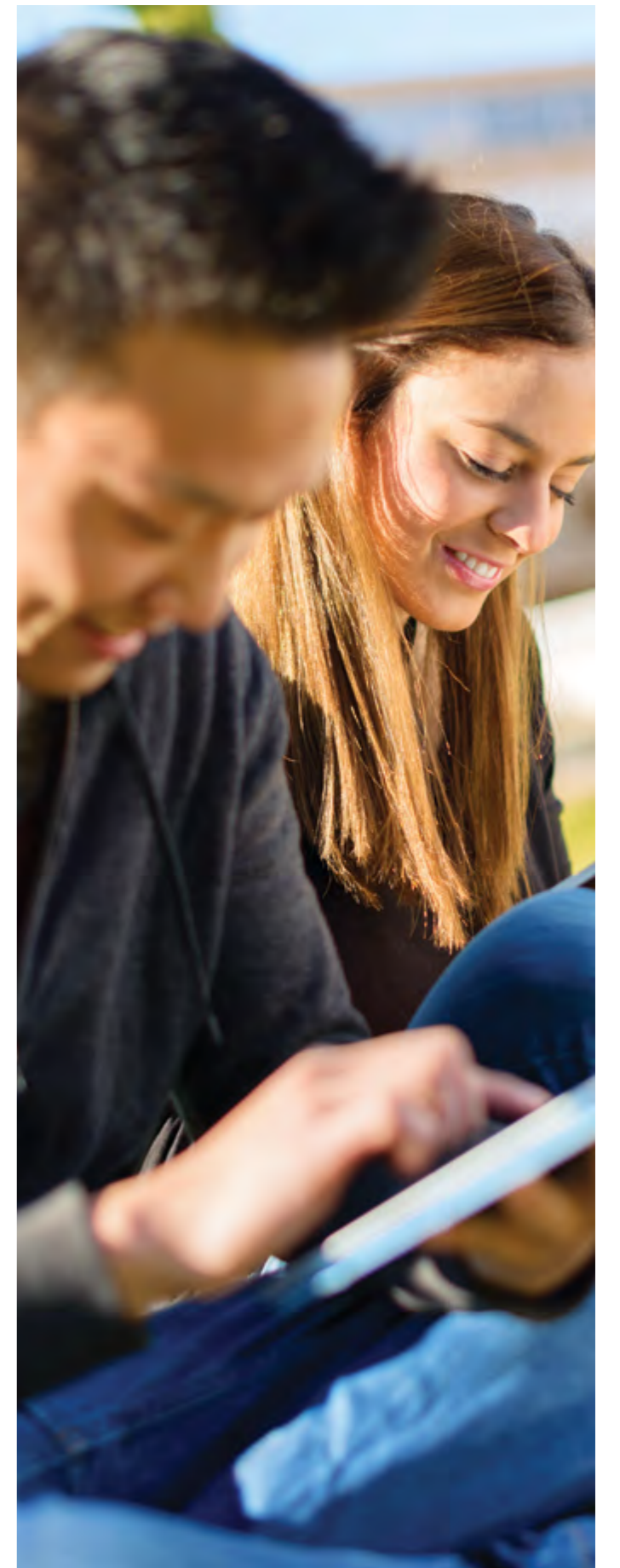
- view content and materials related to your studies
- upload and conduct assessments online, such as assignment submission and quizzes
- communicate and collaborate with your peers, tutors and instructors
- stay up to date with your learning progress.

LOGGING IN

- We recommend that you use Google Chrome as the preferred browser.
- Use MYVU Portal to login to VU Collaborate.
- Log in with your "s" number (s1234567) and your AD login password (ie: same as computer and email login).
- Once logged in to MYVU Portal, click on the 'VU Collaborate' link under 'My Learning'.

ACCESS UNITS OR ONLINE SPACES

- All students will have access to a Student Induction Space.
- The Student Induction Space allows you to try out VU Collaborate as a student and learn more about the common tools that can support you in your studies.
- Access to other units or online spaces will be based on whether your unit or course is currently using VU Collaborate — if you are unsure, ask your lecturer or teacher



HELP & TROUBLESHOOTING

We have created a VU Collaborate Student Help site, which has information on:

- supported browsers
- computer requirements
- general troubleshooting.

YOU CAN ACCESS HELP:

- within the VU Collaborate application after you have logged into MYVU Portal. Click on the Support Link > Student Help
- directly from the VU Collaborate Student Help site.

ITS SERVICE DESK HELP

Contact ITS Service Desk on +61 3 9919 2777 if you:

- have issues logging in
- experience system errors or technical errors
- cannot find information related to your issues and continue to have problems.

CONTACT US

For help relating to VU Collaborate:

- Contact your lecturer
- Go to the VU Collaborate Student Help site (also available within VU Collaborate under the Support link)
- Contact ITS Service Desk via phone on +61 3 9919 2777 or use the self-service tool to log an issue or request
- Ask a question through ASKVU.

PLAGIARISM

WHAT IS PLAGIARISM?

Many people think of plagiarism as copying another's work, or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offense:

In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterward.

All of the following are considered plagiarism:

- turning in someone else's work as your own
- copying words or ideas from someone else without giving credit
- failing to put a quotation in quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism.

TURNITIN

The Plagiarism prevention software used by VU is Turnitin which calculates the percentage of 'similarity' between an essay and multiple sources. You may be asked to submit assignments via Turnitin on VU Collaborate. Turnitin allows lecturers to check for improper citation by comparing it against continuously updated databases using the industry's most advanced search technology.

SPECIAL CONSIDERATION

Students whose performance at an examination is seriously affected by illness or other special causes or are prevented from attending an examination by illness or other special causes should apply online for Special Consideration within three working days of their examination - Applications for special consideration must be lodged online, except if exceptional circumstances apply.

Reasons for Special Consideration may be:

- death of an immediate family member
- medical reasons (either yourself or someone in your immediate family)
- personal trauma or crisis (eg. victim of crime, severe disruption to domestic arrangements)
- serious illness or psychological condition (eg. hospital admission, serious injury/illness, severe anxiety or depression)
- loss or bereavement (eg. death of close family member, family/relationship breakdown).

All applications for special consideration from students should be submitted **within three (3) working days** of the due date of exam. This time frame can only be waived under exceptional circumstances.



All information on special consideration can be accessed on the VU Sydney website at <http://www.vu.edu.au/student-life/exams-results/special-consideration-alternative-supplementary-exams>.

Please contact VU Sydney Student welfare Officer directly if you have any eligibility questions on special consideration at studentwelfare@vusydney.edu.au.

Once the application for special consideration has been assessed; students will be **notified of the outcome within five (5) working days of receipt** of the application. The outcome notification will be through your VU email address.

Only submit correctly completed applications - any incomplete or late forms will be rejected unless exceptional circumstances apply.

ACADEMIC PROGRESSION

There is an academic advisor assigned to each course at Victoria University Sydney for students to consult with at any point during their studies. Academic advisors:

- Provide students with accurate information about course progression and degree requirements
- Assist students in understanding academic policies and procedures
- Help students access academic resources which will enhance their ability to be academically successful
- Assist students in overcoming educational and personal problems via referral to counsellor or tutoring service.

STUDENT ASSESSMENT AND ACADEMIC PROGRESS

ATTENDANCE

Victoria University Sydney will monitor your academic performance in accordance with the Student Progress and Assessment Policy.

- You must achieve satisfactory academic progress.
- You are expected to complete your course within the duration stated on your electronic Confirmation of Enrolment (eCoE).

STUDENTS AT RISK

A student designated as "at risk" is one whose academic performance is such that it appears he or she may require the provision of specific learning support and assistance as a consequence of:

- A student's semester results displaying a level of achievement that is judged to be less than, or only marginally, satisfactory.
- The student's self review and subsequent declaration that some form of support is needed.
- Observational assessment by teaching staff that the student appears to be vulnerable in terms of achieving satisfactory learning progress.



UNSATISFACTORY PROGRESS DEFINITION

A student is considered to have made unsatisfactory progress, whilst enrolled in a particular program of study, if that student:

- a) fails the same Unit of Study on more than one occasion; and/or
- b) fails 50% or more of the enrolled program load for the relevant teaching period; and/or
- c) fails to comply with a conditional enrolment agreement set by the Academic Adviser, Program Coordinator, Progress Committee or Faculty Board of Studies.

Students who are failing to make satisfactory academic progress can risk having their eCoE cancelled and their student visa revoked. By law (under the ESOS Act) the University is required to report international students to DIBP if they breach the conditions of their student visa.

USEFUL STUDY RESOURCES

TUTORING SERVICE

If at any point you feel you need some assistance with your study, and want to improve your understanding of a unit, VU Sydney provides a free tutoring service for all students.

Contacts for tutors can be found on the Tutoring Service Poster on the Noticeboards and Forums.

ASSISTANCE WITH STUDY SKILLS

www.vu.edu.au/campuses-services/student-support/learning-study

E-LIBRARY

www.vu.edu.au/library

VICTORIA UNIVERSITY SYDNEY LIBRARY RESOURCES

www.vu.edu.au/vu-sydney/campus-facilities-services/sydney-facilities/library-resources

POLICIES

Please familiarise yourself with the University's policies that relate to you as a student. Please note that fees are paid by the student to ECA (not to VU direct). Policies include:

- Student Charter
- Academic Honesty and Preventing Plagiarism
- Enrolment - Onshore
- International Student Refund Policy
- Student Assessment and Progress
- Student Complaint Resolution
- Student Equity and Social Inclusion
- Learning and Teaching
- Children on Campus
- Copyright Material (Use of)

- Use of Email (Staff and Students)
- Privacy

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

HEALTH AND SAFETY INFORMATION

SAFETY AT VICTORIA UNIVERSITY SYDNEY

Victoria University is committed to providing a safe working environment to protect the health and well being of students. This obligation extends to it's staff, students, contractors, and visitors to ensure:

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

WHAT CAN YOU DO TO KEEP SAFE?

Be informed – VU has Occupational Health and Safety policies and procedures to reduce the likelihood students and staff being put at risk.

At VU we all acknowledge our responsibilities and obligations under the Work Health and Safety Act 2011.

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 WHS 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.

EMERGENCY CONTACT

Fire, Police and Ambulance: 000

EVACUATION PROCEDURE

There is a map in each area showing the nearest assembly point.

Leave your classroom in an orderly fashion and pay attention to your teacher/lecturer and/or the emergency warden coordinating the evacuation. Remember the following important points:

- Don't panic
- Leave the upper levels of the building by using the stairs only
- Do not use the lifts under any circumstances
- Leave by the nearest safe exit to your room
- Regroup with your class members and your emergency warden/teacher/lecturer at the designated assembly point or area designated by the

emergency warden as soon as you are clear of the building.

- Do not wander off from your group until your emergency warden/teacher/lecturer marks you off the roll or gives you clearance to leave.
- Do not re-enter the building under any circumstances until the "All Clear" signal has been given by the Fire Brigade or Emergency Warden.

MEDICAL EMERGENCY

If a situation is life threatening, follow these procedures:

- Remember to clearly state your location street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so by the Ambulance Service.
- A 24-hour emergency hotline is also available to you through your OSHC policy (if your policy is with our preferred provider Allianz Global Assistance). The contact phone number for this service is 1800 814 781.
- All incidents, near misses and any first aid given are to be reported to your Teacher/Lecturer and must be recorded, regardless of severity of outcome.
- A University Incident Report form is to be completed by your Teacher/Lecturer.
- In the cases of students under 18 years of age, a parent/guardian will be contacted.

Please note: Student Services are not the first point of call in cases of severe injury and/or acute illness.

Contact the Ambulance Service first on 000.

THEFT PREVENTION

Many thieves are opportunistic and there are many ways to reduce the chance of being a victim of theft by taking a few simple steps.

- Mark your property using a permanent dye and record any serial numbers, makes, models, colour, value etc. This will help in the identification of your property.
- Make property difficult to steal by using locks to secure computer notebooks and similar equipment.
- If working in a library or open area, don't leave bags, phones, wallets or computers unattended.
- Be alert to suspicious people in your work area. If you see anyone that looks suspicious, contact Student Services on Level 3.

PERSONAL SAFETY

All staff and students are entitled to feel safe and secure, whether they are on campus, at home, on public transport or just in your local community. An important part of feeling safe is to develop a personal safety plan. This may be as simple as thinking about what you would do and where you would go if confronted by a potential attacker. Planning ahead will help you to think clearly.

- Be aware of your surroundings and know where you are going
- If walking at night, walk with a group or a friend and keep to well-lit paths and roads.
- Be aware of who is behind you when using ATM's.



CONTACT US

Level 3
545 Kent Street
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PHONE
+61 2 8265 3222

ENQUIRIES
info@vusydney.edu.au

APPLICATIONS
apply@vusydney.edu.au

STUDENT SERVICES
studentservices@vusydney.edu.au

COMMUNICATION FROM THE UNIVERSITY TO YOU

Noticeboards in the corridors and VU Sydney Forums are used to advise you of:

- Important dates
- Important deadlines
- Other important enrolment, fees and graduation information
- Emails forwarded from the University will be sent to your VU student email account. You must access your student email account at least weekly to ensure that you are aware of important information that relates to your enrolment.
- SMS may be used as a mode of communication.

www.vu.edu.au/vu-sydney

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