



Veritas Institute Australia

RTO Number 41406 CRICOS Provider Code 03762M

Suite 14, Level 2 / 10–24 Moorabool Street | Geelong | Victoria 3220 | Australia

Email ID: info@veritas.edu.au Phone: 03 5221 0927

Website: www.veritas.edu.au

STUDENT ORIENTATION 2020

A photograph of a multi-story building with a sign that reads 'STEAM PACKET HOUSE'. The building has a mix of light-colored walls and dark-framed windows. A street with a traffic light and a few pedestrians is visible in the foreground.

ABOUT US

- ▶ **Legal name:** Veritas Education Pty Ltd
- ▶ **Registered trading name :** Veritas Institute Australia
- ▶ **Phone:** (+61 3) 5221 0927
- ▶ **Email:** info@veritas.edu.au
- ▶ **Address:** Suite 14, Level 2 / 6 - 24 Moorabool Street | Geelong | Victoria 3220 | Australia |
- ▶ **Commercial Kitchen Location:** Sacred Heart College, Retreat Rd, Newtown VIC 3220
- ▶ **Website:** www.veritas.edu.au
- ▶ **RTO No:** 41406 | CRICOS Provider No: 03762M
- ▶ **ABN:** 53 608 039 032



College facilities

- ▶ Free Student ID card (On First issue)
- ▶ Computers (Laptops and Computers equipped with necessary software)
- ▶ 30 Laptops to borrow (Students can borrow laptops for up to 2 hours at a time)
- ▶ Student amenities
- ▶ Disability restrooms (Ambulatory unisex toilet)
- ▶ Kitchen (Student lounge, eating space)
- ▶ Printing & free Wi-fi / internet (free printing only for course-related materials not personal printing)

OUR PEOPLE

Chief Executive Officer

NIDHI TALUJA

Director

RUCHITA BHARADWAJ

Marketing Manager

NAVISH KUMAR

Student Support Manager

PUNEET

Student Support

**MALIKA OBEROI
SHRUTI KHUNTE**

CEO's Message

As the CEO of Veritas Education Pty Ltd trading as Veritas Institute Australia, I assure that all stakeholders will fully support the provision of quality education through efficient and effective practices. Our five CORE values (Attend, Learn, Sustain, Lead and Succeed) guide us in providing the exciting, interactive and immersive learning experience to our overseas students. Our training delivery integrates teaching methods that are interactive, effective, novel, innovative, informative and contextualized to your learning style. Since we recognize individual differences in learning, Veritas Institute Australia uses holistic strategies in response to student need and combination with direct human contact.

Our trainers and assessors and staff will support you in all phases of the student journey.

To ensure further improvements in our service delivery, We will systematically obtain feedback from students.

Furthermore, our trainers will fine-tune training delivery in response to your immediate engagement during classes. We will proactively identify learners requiring additional support.

As time is a costly commodity, our immediate goal is to enable you to finish your studies within the expected duration.

In short,

VERITAS INSTITUTE AUSTRALIA PLEDGES TO UPHOLD THE ACADEMIC RIGOR FOR WHICH THE AUSTRALIAN EDUCATION SYSTEM IS KNOWN.

Director's Message

With a faculty of highly qualified and experienced world-class lecturers and trainers, we are here to help any talented professional in Australia become a better manager and outstanding leader.

We are dedicated to delivering great leadership and management education to our talented candidates and will go to greater extent to get the job done. Our courses offer a wide array of learning opportunities for students and professionals. Make the most out of your career with our expertise

OUR 5 CORE VALUES

1. Attend
2. Learn
3. Sustain
4. Lead
5. Succeed



OUR COURSES

Department of Leadership & Management

VET National Code	Course Name	CRICOS Course Code
BSB40520	Certificate IV in Leadership and Management	104008E
BSB50420	Diploma of Leadership and Management	104390E
BSB61015	Advanced Diploma of Leadership and Management	102901C
BSB80615	Graduate Diploma of Management (Learning)	102902B

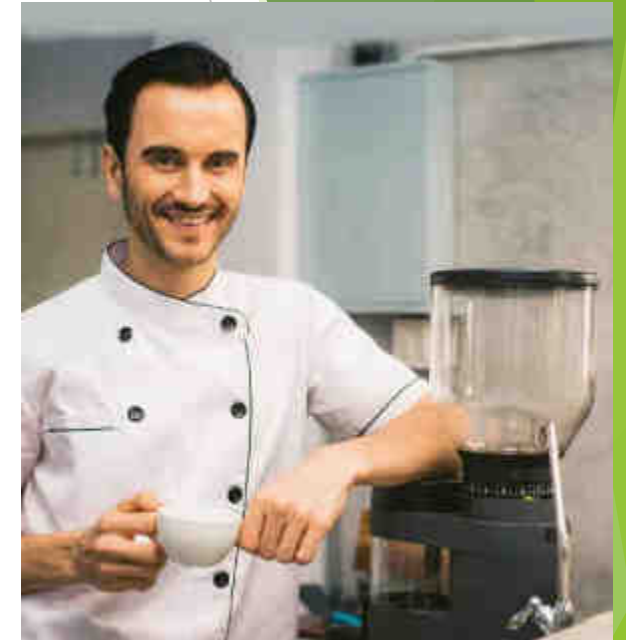


**READ COURSE MARKETING FLYERS FOR DETAILED INFORMATION*

OUR COURSES

Department of Commercial Cookery & Hospitality

VET National Code	Course Name	CRICOS Course Code
SIT30816	Certificate III in Commercial Cookery	0102174
SIT40516	Certificate IV in Commercial Cookery	0102175
SIT50416	Diploma of Hospitality Management	0102176
SIT60316	Advanced Diploma of Hospitality Management	0102177



**READ COURSE MARKETING FLYERS FOR DETAILED INFORMATION*

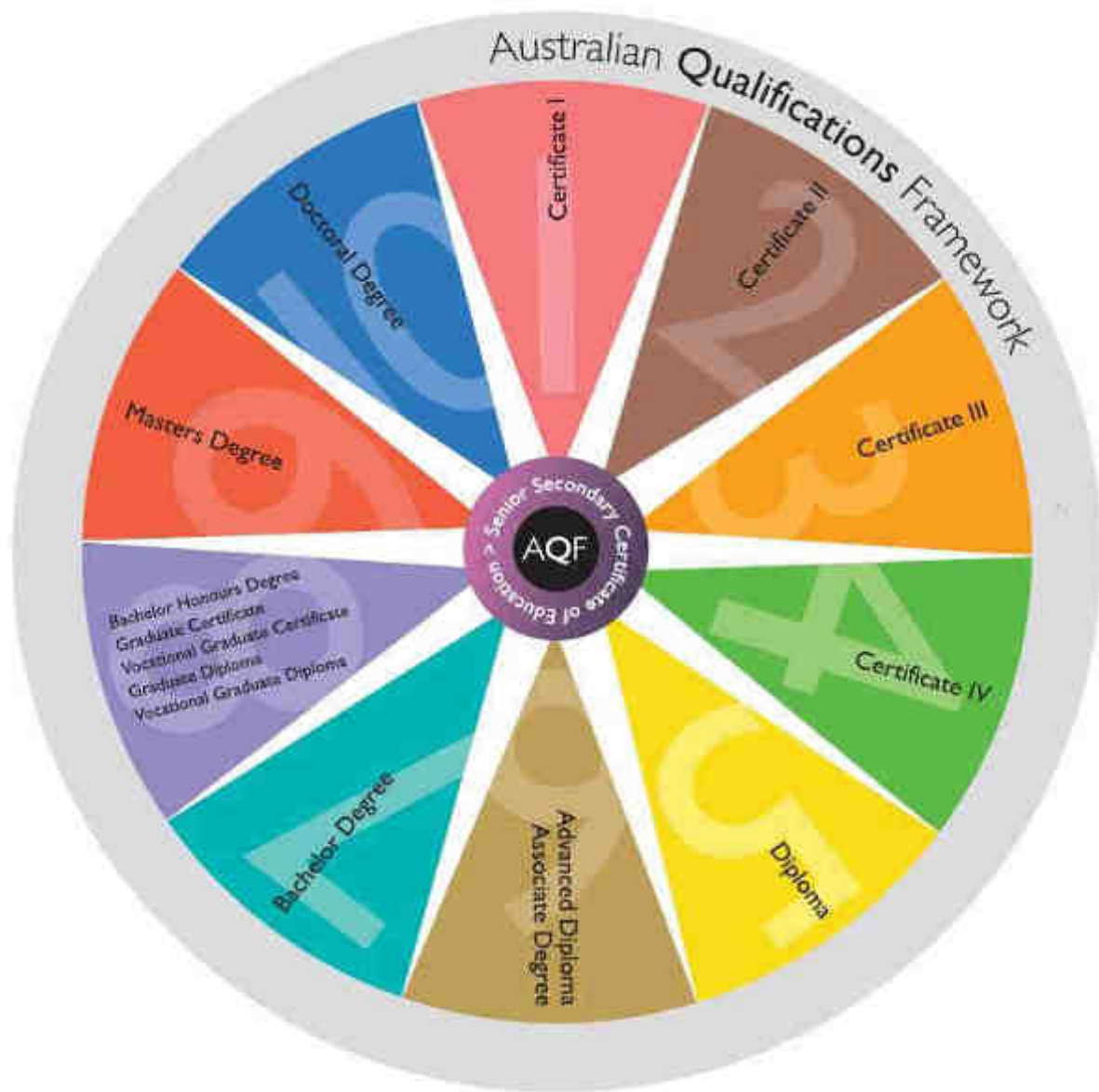
Student Offer & written Agreement - Terms & Conditions

Students are to abide by the terms & conditions outlined in the Student Offer & Written Agreement

- ▶ **Itemized fees**
- ▶ **Approved payment plan**
- ▶ **Refund Policy**
- ▶ **Student's default**
- ▶ **Change Of Address**
- ▶ **Deferment suspension & cancellation**
- ▶ **Course progress policy**



Australian Qualifications Framework (AQF)



Veritas Institute Australia offers AQF Qualifications. The Australian Qualifications Framework (AQF) enables the alignment of qualifications between different Australian education providers (e.g., University, Vocational college) and international education providers. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. Students can refer to the Figure as it is useful for determining course credits and recognition of your previous experience and study.

Nationally Recognised Training

- ▶ Veritas Institute Australia is a Registered Training Organisation (RTO Code, 41406; CRICOS CODE: 03762M) delivering quality education in the field of leadership and management and Commercial Cookery and Hospitality management.



NATIONALLY RECOGNISED
TRAINING

Unique Student Identifier (USI)

The College cannot issue any AQF Qualification without USI. Students will need to provide Veritas Institute Australia their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters unique to each. From 1 January 2015, if you are undertaking nationally recognized training, you will need to have a Unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015, and all new students. Before completing the USI form, you should review the Fact Sheet: Student Information for the Unique Student Identifier (attached and available at the USI website www.usi.gov.au/students.) Please tick one:

☒ I have my own USI

My USI is:										
------------	--	--	--	--	--	--	--	--	--	--

☐ I have USI, but I can't remember

I authorize Veritas Institute Australia to look-up and verify my USI and personal records in the USI registry

☐ I do not have a USI yet.

Veritas Institute Australia can create your USI for you

While you may create your own USI, Veritas Institute Australia is also able to create a USI for you. The application form below should be completed and returned to Veritas Institute Australia as soon as possible for your USI to be created.

Create your own USI

<https://www.usi.gov.au/your-usi/create-usi>



Study Pathways

Leadership & Management Pathway

BSB80120 Graduate Diploma of Management (Learning)



BSB80320 Graduate Diploma of Strategic Leadership



BSB80315 Graduate Certificate in Leadership Diversity



BSB60420 Advanced Diploma of Leadership and Management



BSB50420 Diploma of Leadership and Management



BSB40520 Certificate IV in Leadership & Management

Pathways

Study Pathways

Commercial Cookery and Hospitality

SIT60316 Advanced Diploma of
Hospitality Management



SIT50416 Diploma of Hospitality
Management



SIT40516 Certificate IV in Commercial
Cookery



SIT30816 - Certificate III in
Commercial Cookery



Pathways

Available Free Student Support



Academic support (e.g., extra classes, trainer contact)



Complaints and appeals support



Deferment, suspension & cancellation related support



Critical incidents (incidents will be recorded for 2-years)



Course progress support



Information about legal services, accommodation, living in Geelong, transport



Accessing various support (i.e., student support contacts are contacted)

OUR STUDENT SUPPORT

Veritas Institute Australia has a range of student support services for each phase of your journey with us. The institute's Staff will support you in all 5 phases of student journey. Our available support examples are provided under each phase of your journey with us. For detailed information, please see our Student Handbook and Marketing Flyer (s). You may also talk to any staff member.



Support & progression



We will support you by providing you with access to sufficient support as identified during the enrolment phase.

Our purpose here is to maximize the study outcomes for the student. We will make use of information provided by you to systematically assess whether you need any support.

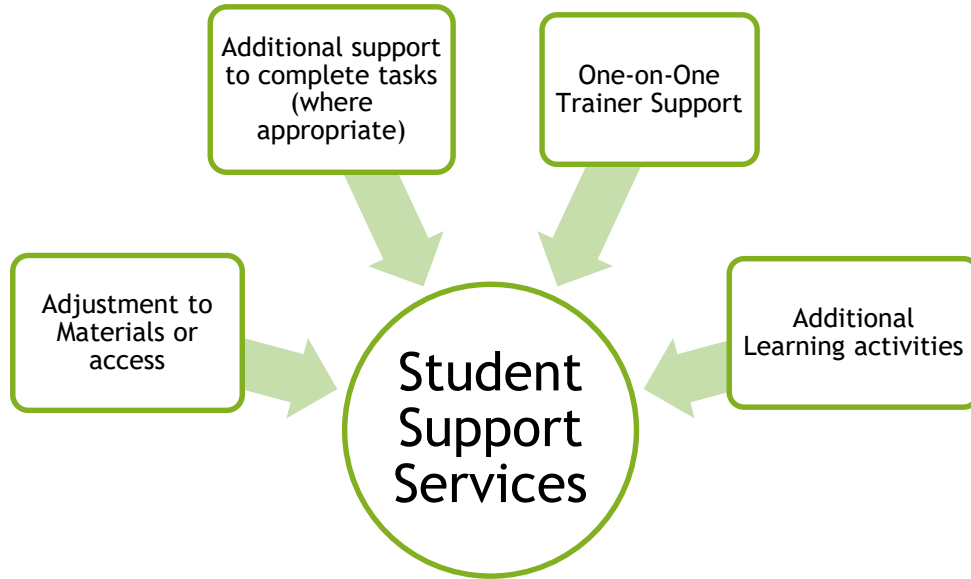
This support for example, may include helping you with English if you have problems understanding Australian English.

The College has the provision of free extra classes and students will be informed regularly on how and when to access classes.

The institute will support you by promptly responding to your complaints and appeals.

Furthermore, we will conduct a comprehensive orientation session informing you about important milestones relevant to Course Progress that you need to know to complete your studies with us.

Student Support Services



Student Support Officer

Your designated student support officer can be found at: Email: admin@veritas.edu.au

They are your first point of contact if you have any difficulties or needs in relation to:

- adjusting to study or life in Australia,
- achieving your learning goals, attending class, progressing through your course.

If necessary, they may involve our Compliance Manager, CEO or Trainer/Assessors to assist in a plan to support your needs.

Please do not hesitate to contact them during business hours.

External Support Services

These are listed in your Student Handbook with contact details for your convenience. Please ask the Student Support Officer if you are not sure which organisation to contact for your needs.

Lifeline Ph: 13 11 14

Reading and Writing Hotline Ph: 1300 655 506

Victorian Equal Opportunity & Human Rights Commission Ph:1300 292 153

Fairwork Ombudsman www.fairwork.gov.au

Victoria Legal Aid Ph: 1300 792 387

Reach Out www.reachout.com.au

Recognition of Prior Learning (RPL)

Students that have completed units at another college, are assessed as competent and are able to provide an official transcript of results will not have to do those units again. (credit transfer)

Recognised qualifications from overseas that are relevant to the course you are undertaking at Veritas may be considered. For instance a Computer Technology degree from India may be used as RPL for a unit such as 'Use Business Technology'.

In such an instance you may be required to do one assessment only.

STUDENT PRINTING

Students need to contact the College receptionist for printing. All the printing that is required for your coursework is free of charge. However, payments (20 cents per page black & white, 50 cents per page for Colored printing) will be applicable if you want to print something personal. The College does not do photo printing.

Training & assessment

Our qualified trainers and assessors will be able to support you throughout your studies by using available means possible as per our Support Policy.

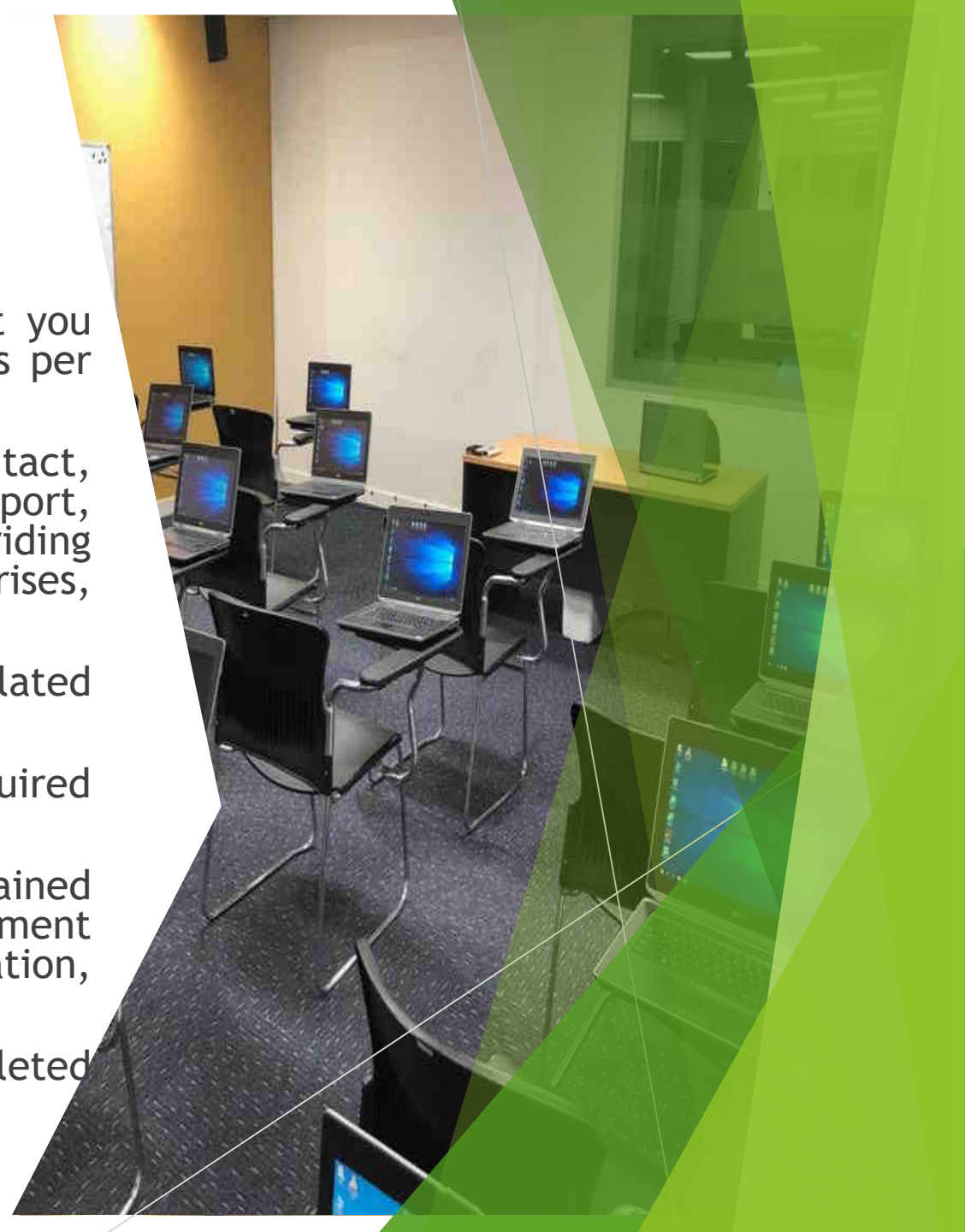
The support will include extra classes, extended trainer contact, helping you with appeals, ZOOM support, Microsoft Teams support, email support, answering your questions within classes, providing reasonable adjustments during assessment if the need arises, allowing you 2 free attempts for assessment completions.

Students will be able to access our facilities (i.e., simulated learning resources, computer lab, extra classes).

Our course length is determined so that you absorb the required skills and knowledge.

We will attempt to provide you with valid & well-explained assessment activities reflecting fairness. Learning and assessment time table will be provided to you during the orientation, specifically guiding you to important milestones.

Students will be given helpful feedback for their completed assessments, allowing positive outcomes.



Training & Assessment

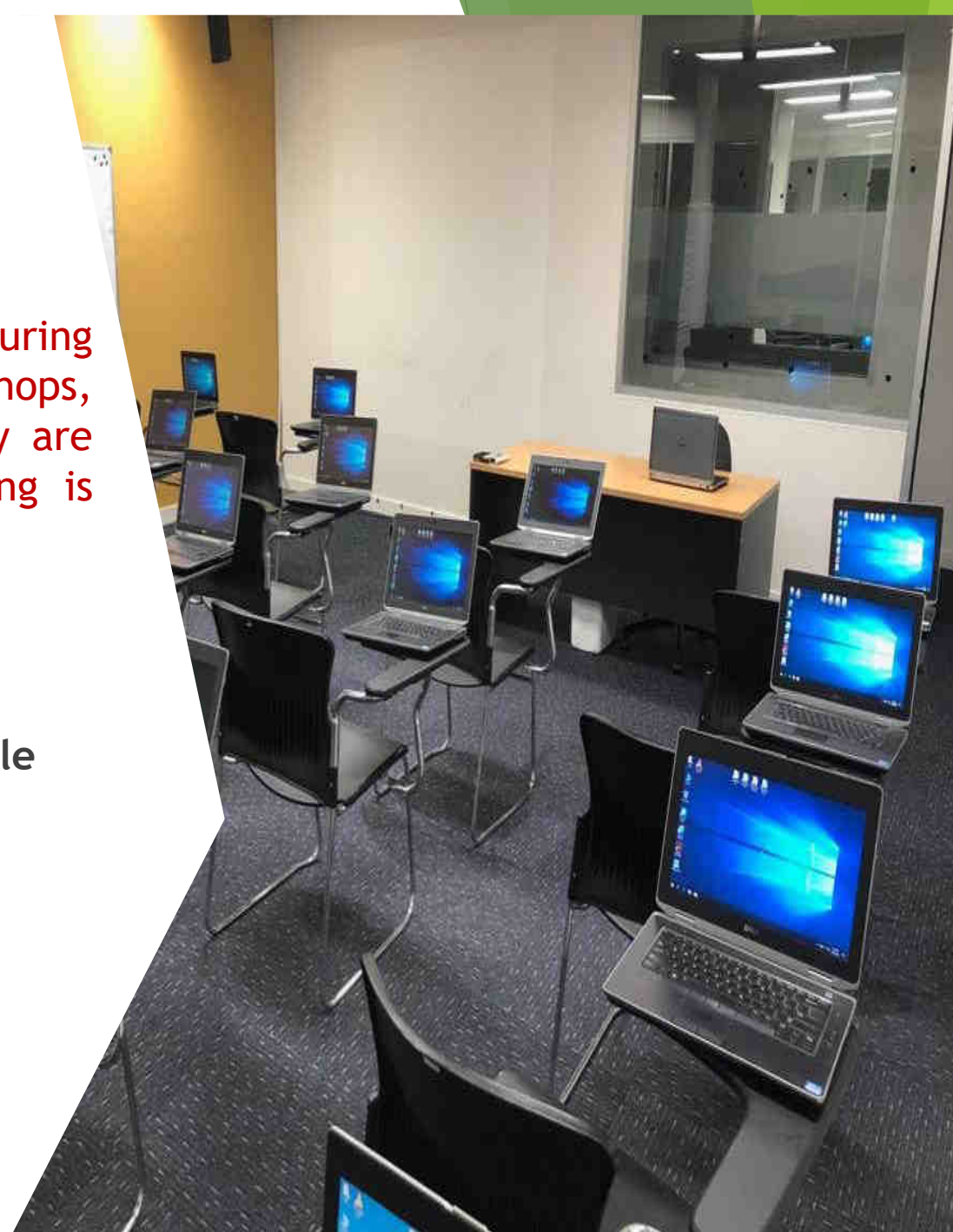


- ▶ Competence-based assessments
- ▶ Vocational education system vs. Higher education
- ▶ What is the difference?
- ▶ Assessment completion
- ▶ Type of assessment tools
- ▶ Trainer / assessors
- ▶ Assessment methods
- ▶ Rules of evidence and principles of assessments

Training

Courses provided by Veritas are face to face and online (during COVID 19) and include classroom tutorials, kitchen workshops, seminars, webinars, self guided computer research. They are conducted over a period of 20 hours per week. Training is organised in a variety of ways and may involve:

- ▶ Training seminars, video's
- ▶ Case studies / Projects / Assignments / Presentations / Role plays
- ▶ Guest speakers
- ▶ Individual and Group work

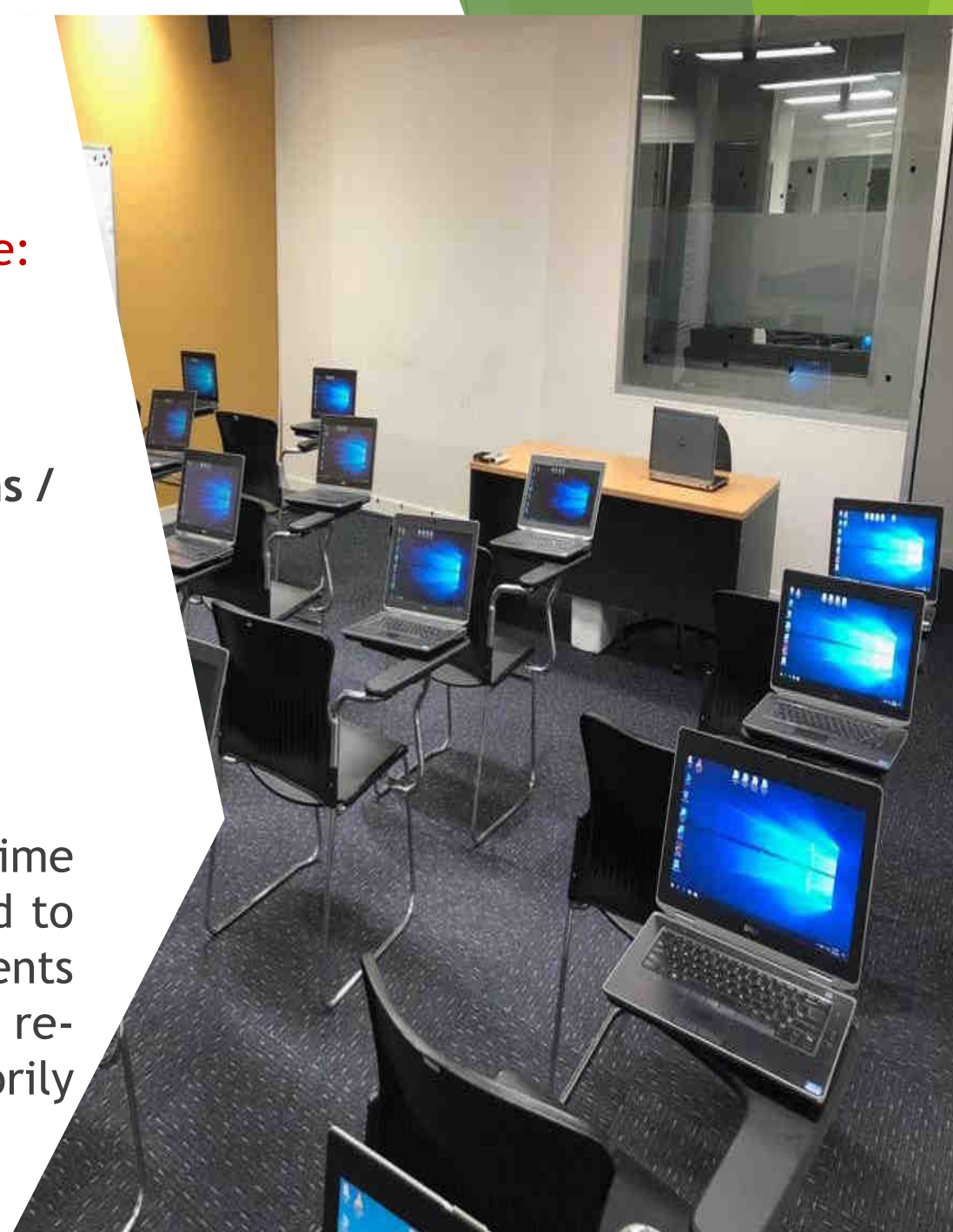


Assessment

In general terms assessment during training will involve:

- ▶ Observation of performance
- ▶ Case studies / Projects / Assignments / Presentations / Role plays
- ▶ Written tests
- ▶ Integrated assessment of some units may occur

Students will be given advance notification of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. Students will be given an opportunity for at least one re-assessment for any assessments not satisfactorily achieved on the first attempt



Assessment Marking

- ▶ To be deemed Competent (C) for a unit you must demonstrate competency on multiple occasions. That means you will be assessed every session in one way or another.
- ▶ If you miss ANY assessment you will be at risk of not passing that unit depending on your performance on other assessments of the same unit.
- ▶ The more assessments you will miss the more difficult it will be for you to achieve competency.
- ▶ If you are deemed Not Yet Competent (NYC) you will be required to do additional work or redo assessments so as to attain competency. An NYC is generally given if you have missed or failed ONE or more assignment(s). Practical reassessment will cost you.

Not Yet Competent / Re-Assessment

If you have received an NYC you are entitled to do a re-assessment on a specific day allocated by your teacher. For practical reassessments a fee of \$250 will be charged. If you fail or do not attend re-assessment you will be charged.

DO NOT WASTE THE OPPORTUNITY AND MAKE SURE YOU ARE WELL PREPARED FOR YOUR FIRST ASSESSMENT to avoid unnecessary cost

Cheating, Copying & Plagiarising

Not Acceptable

If you are caught cheating you will FAIL that module and receive a written warning. If caught a second time you may be suspended for up to two weeks.

You cannot copy another person's work. This includes printed materials and website content



Overseas Student Visa requirements

If you are granted a visa, you must abide by its conditions.

Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

- ▶ **Condition 8202** - Maintain satisfactory academic progress & you must remain enrolled in a registered course
- ▶ **Condition 8501**- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- ▶ **Condition 8516** - Your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.
- ▶ **Condition 8533** - Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- ▶ **Condition 8105** - You are permitted to work 20 hours per week during school terms (unlimited outside of school term)
- ▶ Remain with the principal education provider for 6 calendar months, unless released by the provider to attend another institution

For a full list of mandatory and discretionary student visa conditions please visit

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

WORKING IN AUSTRALIA

Most student visa holders can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

Veritas will not schedule classes around your work

Check your VISA

Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

Your rights: Youtube: <https://www.youtube.com/watch?v=IKVwRLml5l0&feature=youtu.be>

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

You require a TAX FILE NUMBER from the tax office (ATO). If you earn more than \$450.00 per month you are entitled to a minimum of 9.5% superannuation (this is yours to take with you when you return to your country)

More information: <https://www.studyinaustralia.gov.au/english/live-in-australia/working>

Help: Get assistance from the Fair Work Ombudsman:

www.fairwork.gov.au Phone: 13 13 94

Translating and interpreting service: 131 450



Geelong

The **Geelong Railway Station** serves passengers travelling by **train or bus** to and from the following locations:

Waurin Ponds, Marshall and South Geelong

North Geelong, North Shore, Corio and Lara

Melbourne and Werribee

The Great Ocean Road

Warrnambool, Port Fairy and Mount Gambier

Bannockburn, Meredith, Buninyong and Ballarat

All bus and train travel across Geelong will require a [MyKi card](#).

Train

Geelong's train service is operated by [V/Line](#), with regular services between Geelong and Melbourne.

There are also daily services between Geelong and Warrnambool.

Train is also a great way to travel within Geelong with stations at and regular services between Lara, Corio, North Shore, North Geelong, South Geelong, Marshall and Waurin Ponds.

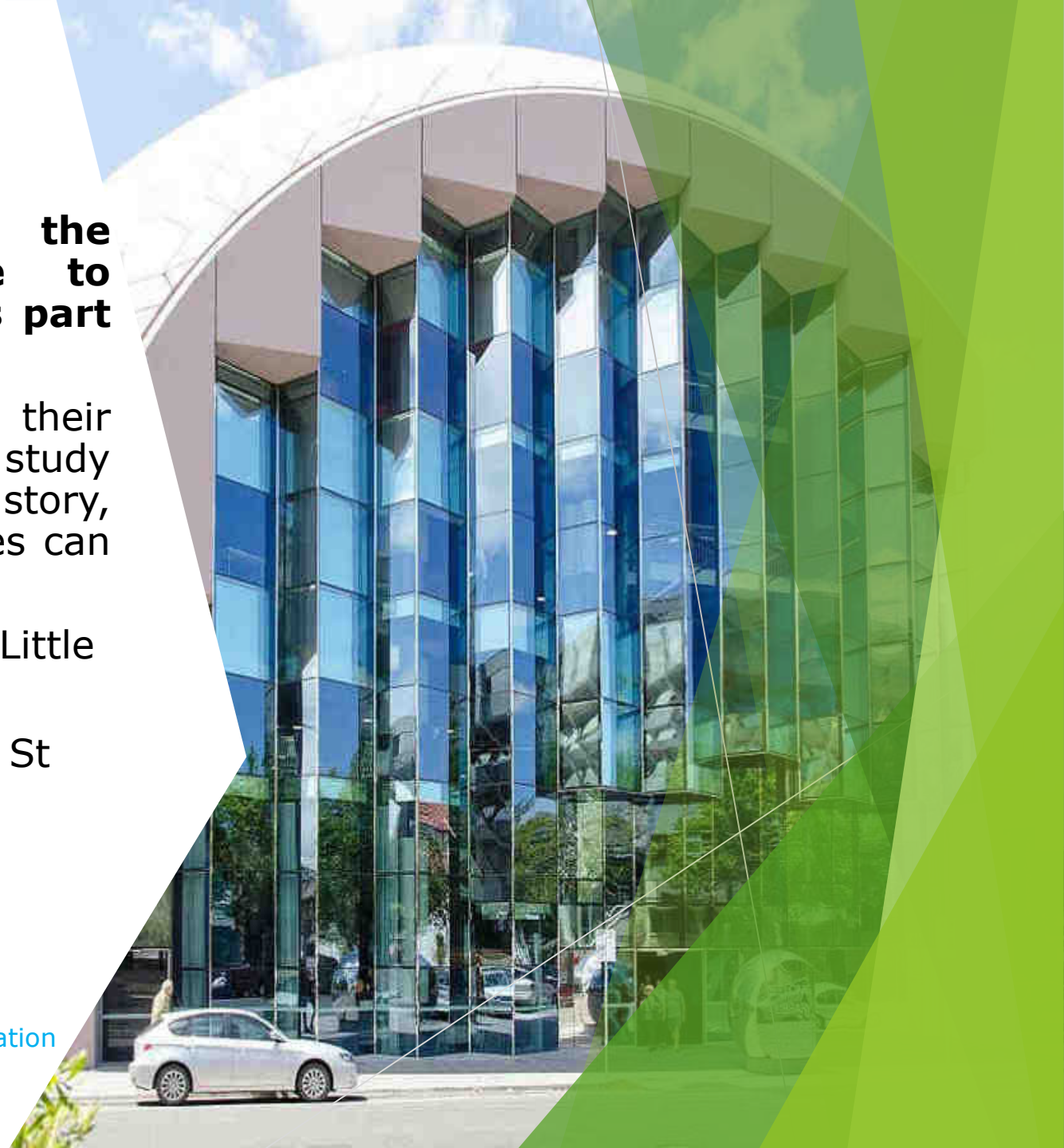
LOCAL LIBRARIES

Veritas Institute Australia makes all the necessary study resources available to students with the enrolment pack and as part of the material fees.

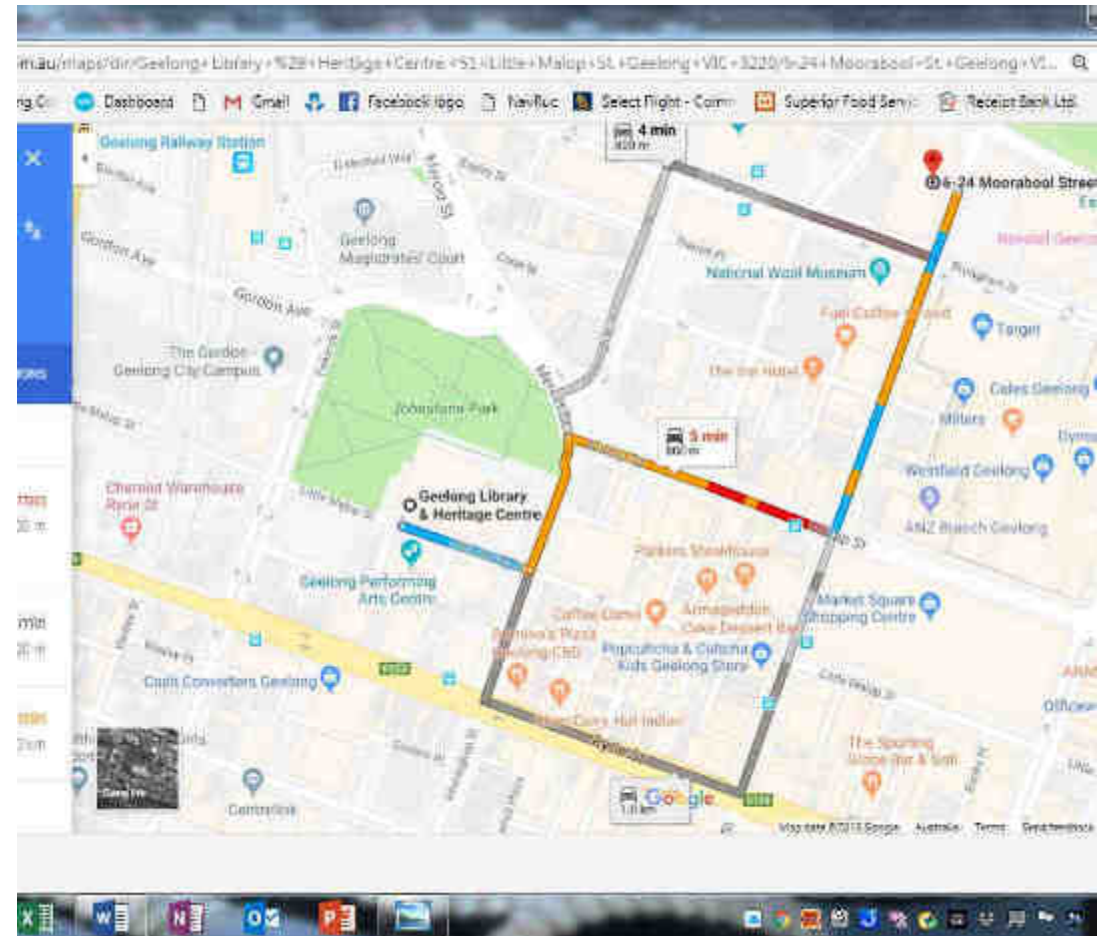
However, if students want to supplement their learning with more books and materials, and study other areas of academia just for fun (e.g., history, art, music etc.), nearby and city-based libraries can be visited.

- ▶ **Geelong Library & Heritage Centre** : 51 Little Malop St
- ▶ **Deakin Library Waterfront:** 1 Gheringhap St
- ▶ **Geelong West Library:** 153A Pakington St
- ▶ **Chilwell Library:** 51 Russell St
- ▶ **Newcomb Library:** Bellarine Hwy
- ▶ **Belmont Library:** 163 High St

Please refer to your student handbook and prospectus for more information about local libraries



College & Train Station Map



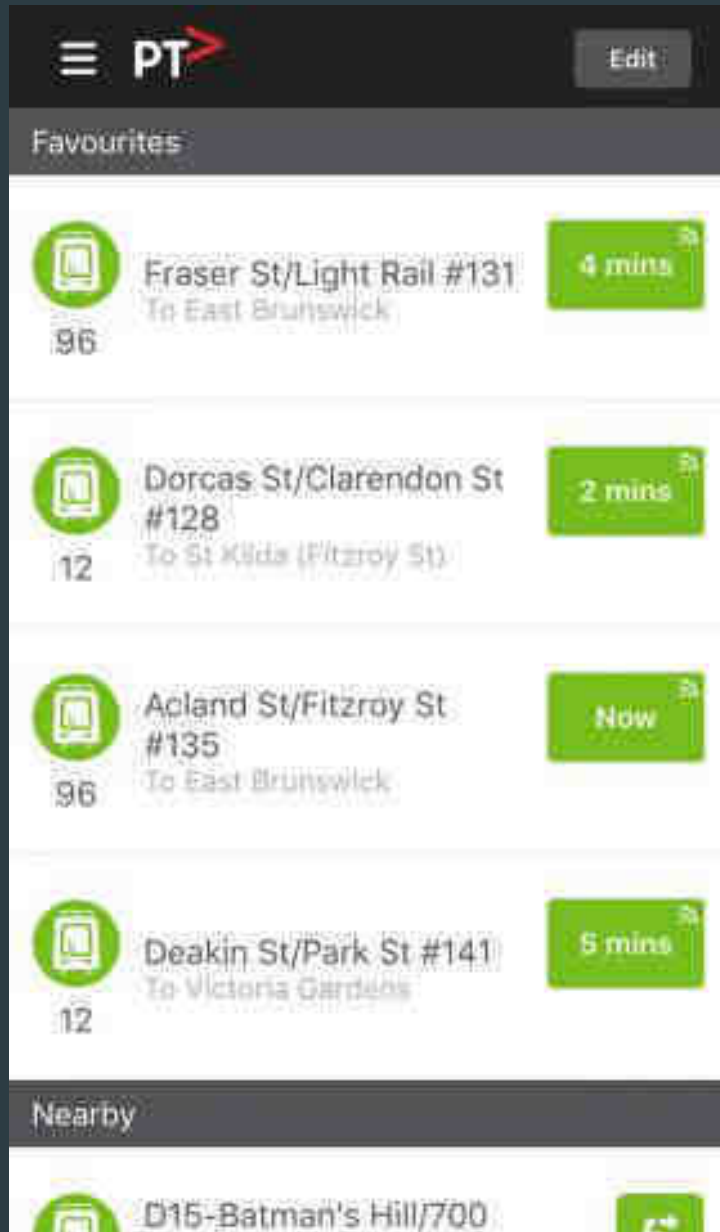
myki Transport Card

- ▶ myki is your ticket to travel on trains, tram and buses in Melbourne and many parts of regional Victoria.

Students will need a myki card if you're travelling on:

- ▶ Melbourne's trains, trams and buses
- ▶ V/Line trains between metropolitan Melbourne and Eaglehawk/Epsom, Seymour, Traralgon, Warrnambool and Wendouree
- ▶ Buses within **Geelong**, Ballarat, Bendigo, Seymour and the Latrobe Valley.





Public transport



- ▶ Geelong station (near Campus). Show students physically where the train station is)
- ▶ Visit the website: <https://www.ptv.vic.gov.au/>
- ▶ In the website, you could download a mobile app: for handy knowledge of public transport.
- ▶ Taxi rank near College
- ▶ Bus station
- ▶ UBER (share rides)
- ▶ Ferry services

Accommodation information

Easy roommates (share
stay)

Flatmates (share stay)

Student one

Oz Homestay

Homestay Network

Urbanest

Australian home stay
network

Gumtree

There are many others.....

Accommodation information

- ▶ **Homestay** Stay with an Australian family. Accommodation, 3 meals a day, all inclusive.....
- ▶ **Flats, units, apartments**
- ▶ **Share house**
- ▶ **Student accommodation**

FIND PLACES

- ▶ **Make an appointment with Student Support Services**
- ▶ **Real estate agents in the area where you choose to live**
- ▶ **Student notice boards**
- ▶ **Internet**



Accommodation information

Paying a bond:

A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than AU\$1,000 dollars and is refundable when you leave the premises permanently

Property Inspection:

Always inspect the premises and list/photograph ANY signs of damage. Bring this to the attention of the landlord or real estate agent immediately. If you don't report existing damage you could potentially be blamed for that damage which may cost you a lot of money...

WHY SHOULD YOU PAY FOR SOME ONE ELSE'S MESS??

Signing a Lease

The importance of signing a lease.....

- ▶ **Protects you from being exploited by your landlord or house mates**
- ▶ **Gives you legal rights** (and responsibilities)
- ▶ **Makes arguing your case less complicated**

**NEVER MOVE INTO A HOUSE OR FLAT WITHOUT
SIGNING A LEASE AGREEMENT MAKING SURE TO
READ THE CONTRACT BEFORE YOU SIGN IT**



BANKS

Open Monday to Friday

To open a savings account you can apply online or go into a branch. You will need to provide ID. (100 points - passport etc) see bank websites.

FOREIGN CURRENCY

Plenty of outlets around the city

The fiscal year in Australia is from 1st of July till 30th of June.

Check if you must lodge a Tax Return on

<https://www.ato.gov.au/Individuals/>

Overseas Student Health Cover

OSHC provides a safety net for international students. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines).

Your cover may vary depending on your choice of provider but must include as a minimum:

- Benefit amount listed in the Medicare Benefits Schedule (MBS) fee for out-of-hospital medical services (for example, a general practitioner)
- 100 per cent of the MBS fee for in-patient medical services (for example, surgery)
- Public hospital shared ward accommodation
- Private hospital shared ward accommodation (only for hospitals that have contractual arrangements with the overseas student's health insurer)
- Day surgery accommodation
- Some prosthetic devices
- Pharmaceutical benefits up to \$50 per pharmaceutical item to a maximum of \$300 a year for a single membership (\$600 for a family membership). Overseas students may face significant out of pocket costs if they do not have appropriate coverage for treatment with pharmaceuticals, particularly oncology (cancer) treatment.
- Ambulance services.

All students have the right to:

- ▶ Be treated fairly and with respect by Veritas staff and other students
- ▶ Learn in an environment free of discrimination and harassment
- ▶ Learn in a supportive and stimulating environment in which to pursue their goals
- ▶ Have access to counselling, if desired or required
- ▶ Privacy concerning records that contain personal information, subject to statutory requirements
- ▶ Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- ▶ Lodge a complaint without fear of retaliation or victimization.
- ▶ Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors.
- ▶ Students are also required to adhere to academic rules and regulations as directed by Veritas Institute Australia

Student rights

Your consumer rights & protections

Protecting your tuition fees

- ▶ Australia is widely recognized as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study with options:
- ▶ Veritas Institute Australia can refer you to an alternative course within the college only if you agree to it.
- ▶ Veritas Institute Australia can refund your prepaid fees and will refer you to an alternative education provider. However, it will be the responsibility of the student to meet their admission criteria and initiate enrolment.
- ▶ Veritas Institute Australia can refund your prepaid fees and provide you with a letter of release and advise you to contact Australian Government regarding Tuition Protection Service (TPS).



**FEE PROTECTION
SERVICE**

Important terminology

Academic Misconduct

Complaints and Appeals (including assessment)

Course Progress and be able to completing course on time all the times

Read Deferment, suspend or cancellation policy and processes

Student Transfer - 6 months completing principal course

Apply for a release for Intercampus student transfer

Refunds

Reporting students to Immigration

Student Requirements

- ▶ Reporting Change of address
- ▶ Course Fees and late fee charges
- ▶ Appropriate code of conduct
- ▶ Abiding student visa conditions
- ▶ Finishing course within eCoE time-frame



Communicate with your teacher and ask about your progress and results each time you have completed or are about to complete a unit

Student ID card



Contact our administration staff



Get a picture taken



Eligibility for concession (e.g.,
bus, ferry, train)

Upon Arrival in Australia – important tips on what to do

- Call home informing that you have reached safely
- Settle into your accommodation
- Contact the College and inform the College about your arrival
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend student orientation
- Request for a student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend course specific orientation sessions
- Get Learning Materials from College
- Start classes
- Apply for a tax file number if seeking work
- Get involved in student life and associations (e.g., music, sporting and cultural clubs).

PRIVACY POLICY

- ▶ The purpose of the Privacy information is to inform you that in certain circumstances, Veritas Institute Australia will share your personal information with various agencies. This is to ensure that you know and agree with this condition before enrolling with us.
- ▶ In some circumstances students' personal information may be disclosed.

DATA RECORDS POLICY

- ▶ Veritas Institute Australia will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. Student can request at any time point within 2-years a copy of any record we keep.
- ▶ If the Institute ceases its operations, the student records will be handed



Occupational Health and Safety Act 2004

- ▶ The Occupational Health and Safety Act 2004 and related regulations aim to keep Victorian workplaces safe. This will ensure that you are being trained and assessed in a safe environment by Veritas Staff.
- ▶ The principal OHS law in Victoria consists of the Occupational Health and Safety Act 2004, supported by the Occupational Health and Safety Regulations 2007.
- ▶ <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

Intervention Strategies



- ▶ Students could be offered **extra classes** (e.g., when identified at risk)
- ▶ **One-to-feedback** trainer/assessor feedback
- ▶ Given **extra time** to finish a task.
- ▶ **Free 2** assessment resits
- ▶ Your **Trainer/assessor** is your **first point of contact**.
- ▶ Please **respond to all warning letters** based on course progress as it can lead to the cancellation of your enrolment.
- ▶ **LLN classes**
- ▶ **Keep your contact details up to date.**
- ▶ Students can access the **College's appeal processes against College's decision.**

Qualification issuance

- ▶ Award upon completion
Learners obtaining a competent result for all units of competency will achieve the nationally recognised award, for which they have enrolled
- ▶ Learners completing less than required units towards the qualification will receive a Statement of Attainment - The statement lists all units passed for courses recognized within the Australian Qualifications Framework (AQF).



CERTIFICATES AND STATEMENTS OF ATTAINMENT

- Apply and collect from reception
- Usually takes about 20 working days
- Need to bring ID
- Fees may apply for interim copies
- Speak with your trainer for individual unit results after completion of each unit

Attendance Policy

- ▶ 20 Hours of compulsory classroom training per week as per the time table.
- ▶ Students are to keep the Time Table with them.
- ▶ Students are to read Attendance Policy
- ▶ Veritas records attendance in every class.
- ▶ Students will receive warning letters if your attendance falls below 80%.
- ▶ Please collect the Attendance Policy from the person delivering orientation session.
- ▶ Individualised Support

Course Expectations

Plagiarism, cheating and collusion

What is plagiarism?

Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own.

When you submit assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with others.

If you are found to have plagiarised, cheated or colluded you will be given the opportunity to respond and will most likely have to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your Visa.

If you are unsure or would like clarification please speak to your trainer.

Academic Course Progress

- ▶ While Australian government has ensured that the student receives quality education, the National Code 2018 places certain requirements and obligations on international students.
- ▶ Therefore, as per National Code 2018 it is the responsibility of Veritas Institute Australia to clearly inform all incoming and current students about student visa requirements tapping academic course progress and where applicable, course attendance. Veritas Institute Australia is obliged to inform and report student violations to Australian Government.

Course progress

The College:

- Systematically monitors, records and assesses students' course progress.
- Proactively notifies and provides counselling support to students who are at a risk of not meeting their course progress requirements.
- Report students under section 19 of the ESOS Act who have breached the course progress requirements (Students achieving less than 50% of course progress in 2-consecutive study periods after finishing intervention and appeals, see Figure 1 next for a complete procedure).
- Monitors, records and assess the course progress of each International VET student for all units of the course for which the student is enrolled in.
- Assesses each student's course progress at the end point of each unit of competency and study period. A Study period is a discrete duration of time and is usually between 10-14 weeks.
- If the student has failed to show competence in 50 per cent or more of the units attempted in any study period - the college will begin intervention strategy to help students achieve satisfactory course progress.

Academic Course Progress Policy

- ▶ Students need to stay up to date with course work all the time so you can complete your studies within eCoE duration.
- ▶ Unsatisfactory Course Progress is a form of serious breach that will be reported to DHA.
- ▶ Failing 50 % or more course work in 2 study period is a breach.
- ▶ Individualised Student Support

Academic Course Progress Policy

Determining at risk students

Students will be deemed at risk of not meeting course progression requirements if they:

- Do not participate in a summative assessment task.
- Do not submit an assessment task **within 2 weeks of the due date.**
- Have received an assessment outcome of **Not Yet Competent for one or more assessment tasks.**

Extension to an expected course duration

Extensions to the course duration specified on the CoE are only allowed where:

- A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
- An approved deferral or suspension of studies has been granted in accordance with Veritas Institute Australia's Deferral, Suspension and Cancellation Policy and Procedures.
- Compassionate or compelling circumstances apply (suitable evidence must be provided) - see Student Handbook.

Deferment Policy

Students are informed about Deferment, Suspension & Cancellation in the event of compelling & compassionate circumstances. Student Handbook has the Policy & description of compelling circumstances.

Evidence of your reason(s) for deferral MUST be provided

Deferral of 13 days or less will not be reported to DHA

Veritas is legally obligated to report deferrals of 14 days or more

Please make an appointment with the admission manager to discuss your eligibility

If you defer your course for two months or more, a group change may be required as you would have missed too many classes and catching up is not feasible.

If you don't defer by notifying Veritas administration and leave to go overseas anyway or decide to stay home, you will be considered absent and be subsequently assessed as not yet competent for the units you've missed.

Deferment Policy

Compassionate or compelling circumstances

- ▶ Deferral and suspension of studies will only be granted in circumstances which are beyond the control of the student and which have an impact upon the student's course progress or wellbeing.
- ▶ These could include, but are not limited to:
- ▶ serious illness or injury, where a medical certificate states that the student was unable to attend classes
- ▶ bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- ▶ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- ▶ a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- ▶ where **Veritas Institute Australia** is unable to offer a pre-requisite unit
- ▶ inability to begin studying on the course commencement date due to delay in receiving a student VISA
- ▶ ****The Department of Home Affairs will be notified of deferment, suspension or cancellation of studies which may affect the student's visa status**

Deferment Policy

- ▶ When determining whether compassionate or compelling circumstances exist, **Veritas Institute Australia** considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- ▶ A retrospective deferment or suspension may be justified if the student was unable to contact **Veritas Institute Australia** because of a circumstance such as being involved in a car accident.
- ▶ Where a student initiated deferral or suspension of enrolment is granted, **Veritas Institute Australia** will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled
- ▶ Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per **Veritas Institute Australia** Course Transfer Policy and Procedure.
- ▶ **Veritas Institute Australia** may also initiate suspension or cancellation of a student's enrolment on the grounds of:
 - misbehaviour of the student or non-payment of fees.
- ▶ Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
- ▶ Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per **Veritas Institute Australia** Course Progress and Attendance Monitoring Policy and Procedures.

You must have a valid reason to qualify for deferment....

Valid reasons:

- ▶ Marriage (your own)
- ▶ If you suffer from a physical or psychological illness that is serious enough to require treatment and that impairs your ability to come to classes (common cold, headaches, etc. are not considered serious enough)
- ▶ Death or serious physical and/or psychological ailment of a parent, grandparent, brother or sister or child.

Non Valid reasons:

- ▶ Marriage of family, neighbours and friends
- ▶ Minor illnesses
- ▶ If your cousins dog has gone missing
- ▶ Work

All deferments must be applied for formally and an interview may be required to ascertain whether you qualify or not. This is a normal procedure

Complaints and appeals



- ▶ What is the difference between a complaint and appeal?
- ▶ Policy and procedure available on our website, www.veritas.edu.au
- ▶ Complaint and appeal forms are in place
- ▶ College always happy to reach resolution
- ▶ We can get independent review after our internal system is exhausted (LEADR)
- ▶ Independent review is free of charge
- ▶ We can arrange independent mediation via, <https://www.resolution.institute/membership-information/student-mediation-scheme>
- ▶ Always follow the right procedure to complaint or lodge an appeal

Complaints & Appeals Policy

Veritas Institute Australia responds to all allegations involving the conduct of:

- ▶ The RTO, its trainers and assessors and other staff.
- ▶ Any third-party providing Services on behalf of Veritas Institute Australia
- ▶ Complaints may be made in relation to any of Veritas Institute Australia's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student

Appeals should be made to request that a decision made Veritas Institute Australia is reviewed.
Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by Veritas Institute Australia

Complaints & Appeals

Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Veritas Institute Australia's head office at Suite 14, Level 2 / 10-24 Moorabool Street | Geelong | Victoria 3220 | Australia, attention to the Chief Executive Officer.

Complaints and appeals will be acknowledged in writing.

- When making a complaint or appeal, provide as much information as possible to enable Veritas Institute Australia to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing - describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.

Fees / refunds



- ▶ See our fees/refund structure on Marketing Flyer, International Student Handbook found on our website, www.veritas.edu.au
- ▶ Students will only pay fees after course acceptance written agreement is finalized.
- ▶ **2 free assessment attempts and re-sit charges**
- ▶ Non-tuition fees are not necessary to complete a course and may include airport pickup fees, accommodation fees, healthcare etc. Non-tuition fees will vary as a function of the service requested.
- ▶ Refund is covered in detail in our **Student Handbook**.

Critical Incident Policy and procedure

The College has documented **critical incident policy** together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and the action taken.

Dial 000 in any emergency to call police, ambulance or fire

2 CONTACTS 24-7 during Emergency:

Nidhi Taluja [0435 147 434] 24-hour phone number

Ruchita Bhardwaj [0450013029] 24-hour phone number

Support staff can be contacted



Critical Incidents

Critical incidents may include: Ø
Missing students Ø Severe
verbal or psychological aggression Ø
Death, serious injury or any threat
of these Ø Road accident Ø Jail
following a crime in Australia or abroad
Ø Natural disaster Ø Issues such as
domestic violence, sexual assault, drug or
alcohol abuse

Emergency Services:

Police, Fire and Ambulance: Phone: 000

Poisons Information Centre: 131126

Lifeline (24-hour crisis counseling line:131
114

Geelong Police: (03) 5225 3100

Health Department: 134 325 84

24 hours College Contact Number
(identified above)

Tuition Fees Protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

complete their studies in another course or with another education provider or

receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at <https://tes.gov.au/Home/NotLoggedIn>.

Campus Physical Tour





Our Kitchen



Around the Campus

Lunch spaces with microwave on all areas in the campus.



Students are responsible for keeping microwaves clean!!

Bins are provided on every floor so use them.



Absolutely no smoking inside the campus including stairwells, bathrooms, lifts and stairs





Fire Safety Plan (s)




- Campus Exits
- Emergency Plan
- Evacuation plans
- Safety tips
- Emergency gathering area

EMERGENCY PROCEDURES

IN AN EMERGENCY TELEPHONE: FIRE BRIGADE 000 POLICE 000 AMBULANCE 000	WHEN YOU DIAL THE EMERGENCY NUMBER: 1. Advise Location. 2. Provide your name and telephone number and any other information requested by the operator.	IF YOU HEAR THE FOLLOWING ALARMS: ALERT ALARM  Action: All wardens to respond. Staff to check immediate area for signs of danger and stand by. (Outside normal working hours immediately evacuate on sounding of the Alert Alarm) EVACUATION ALARM  Action: All staff evacuate via the nearest exit and proceed to the assembly area.
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IN ALL CASES, ADVISE PROPERTY MANAGER

EVACUATION PROCEDURES  IF IN IMMEDIATE DANGER, or on hearing the evacuation alarm, or on being instructed to evacuate: 1. If safe to do so secure your office and evacuate the building via the nearest exit and proceed in single file in an orderly manner to the assembly area. DO NOT USE LIFTS 2. Do not re-enter the building unless advised to do so by an authorised person. N.B. OUTSIDE NORMAL WORKING HOURS EVACUATE ON SOUNDING OF THE ALERT TONE.	KNOW YOUR EXITS  FOR YOUR SAFETY MAKE SURE YOU KNOW THE LOCATION OF THE NEAREST EMERGENCY EXIT
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FIRE EXTINGUISHERS AND HOSE REELS IF SAFE TO DO SO : FIRE EXTINGUISHERS  Select the correct extinguisher 1. Remove from bracket. 2. Carry to scene of fire. 3. Whilst clear of fire remove pin and test the extinguisher. 4. Proceed to fire and initially from a distance of no closer than 2 metres direct agent at base of fire. FIRE HOSE REEL  1. Open valve (ensure that hose reel is turned off at nozzle). 2. Run out hose towards scene of fire. 3. Open nozzle and direct stream at base of fire. NB. NOT FOR USE ON FIRES WITH AN ELECTRICAL HAZARD	BOMB THREAT PROCEDURES 1. Remain Calm.. 2. Record exact wording of threat. 3. Keep the caller talking - try to obtain as much information as possible using the Bomb Threat Checklist. 4. Report call to: CHIEF WARDEN, YOUR MANAGEMENT and POLICE ON "000" . 5. Record details of caller's voice and background noise. 6. Await instructions from authorised persons. 7. DO NOT HANG UP THE PHONE AFTER CALLER HAS FINISHED. 
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Students are responsible for treating toilet areas with respect.

Leave the toilets as you would at home

There are toilets at the entry

Code of Conduct - you should conduct yourself in a manner that is respectful to the people around you including staff and fellow students. Respect College property. Depending on the severity, breaking the Code of Conduct may result in temporary suspension or cancellation of CoE

The College does NOT tolerate harassment, victimisation, bullying, discrimination against race, religion, disability or gender

The dress code at The College is fairly casual but you should wear neat and clean clothes and footwear. During practical training you must wear a clean and pressed uniform IN FULL including safety boots. Teachers have the right to deny your entry into the kitchen/workshop if a complete, clean and pressed uniform is not worn.

NO food or drinks in the classroom or labs (water excepted)



GEELONG TOUR

- ▶ Train Station
- ▶ Buying and charging transport cards (myKI Cards)
- ▶ Local Library tour
- ▶ Bus Station
- ▶ Café Tour
- ▶ Take away shops tour

Geelong is a very liveable city with a relaxed lifestyle. It is close to beaches and the countryside yet Melbourne is only an hour away. Geelong has affordable housing, is not as congested as other cities and has great healthcare and recreational facilities.

Read on to discover practical information to help you get started living in Geelong from <http://www.thinkgeelong.com.au/live-geelong>

	January	February	March	April	May	June	July	August	September	October	November	December
Avg. Temperature (°C)	19	19.3	18	15.1	12.5	10.2	9.4	10.2	11.7	13.5	15.3	17.4
Min. Temperature (°C)	13.5	14	12.9	10.5	8.5	6.4	5.4	6	7.2	8.7	10.2	12
Max. Temperature (°C)	24.5	24.6	23.1	19.7	16.6	14	13.5	14.5	16.3	18.4	20.5	22.8
Avg. Temperature (°F)	66.2	66.7	64.4	59.2	54.5	50.4	48.9	50.4	53.1	56.3	59.5	63.3
Min. Temperature (°F)	56.3	57.2	55.2	50.9	47.3	43.5	41.7	42.8	45.0	47.7	50.4	53.6
Max. Temperature (°F)	76.1	76.3	73.6	67.5	61.9	57.2	56.3	58.1	61.3	65.1	68.9	73.0
Precipitation / Rainfall (mm)	41	37	36	43	54	44	47	53	54	59	49	47

Emergencies Only

FIRE



POLICE



AMBULANCE



Dial 000

Ensure you are familiar with the emergency procedures of Veritas Institute including fire drills

Australian Laws

The laws of Australia must always be respected and obeyed .

Here is an overview of some important laws to be aware of

- **Alcohol** - people under the age of 18 are not permitted to consume alcohol in public. Some public areas are designated 'Dry Zones' which means drinking is not permitted other than in licenced establishments such as pubs or hotels. There are heavy penalties for people who drink and drive' - the legal alcohol limit is 0.05.
- **Drugs** - There are several penalties for illegal drug use or dealing drugs. Avoid being in any situation where illegal drugs are involved.
- **Smoking** - It is an offence to lend, give or sell cigarettes or tobacco to anyone under 18 and it is also illegal to buy cigarettes or tobacco for anyone under the age of 18. It is illegal to smoke in enclosed public areas.
- **Nightclubs and Entertainment Venues** - You will need to provide proof of age to buy alcohol or enter a licenced venue. It is an offence to provide false identification.
- **Stealing & Vandalism** - There are severe penalties for anyone involved in stealing, shoplifting or damaging public or private property. Penalties will vary depending on the severity of the crime.
- **Harassment & Discrimination** - In Australia it is illegal to discriminate against anyone based on gender, sexuality, marital status, pregnancy, race, physical or intellectual impairment, or age. All educational institutions and workplaces have anti-discrimination policies.

External Legal Services

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

SAFETY

Victoria is one of the safest states in the world.

For information about staying safe in Victoria, Geelong or Melbourne visit:

<https://www.studymelbourne.vic.gov.au/help-and-support/some-tips-for-staying-safe>

SAFETY IN WATER

We want you to come to college

So look after yourselves

Remember some things are very different in Australia

In 2017 - 2018 107 drowning incidents

2019 22 dead up to 01/02/2019 in Victoria



The person most likely to die from drowning in Australia is either very young (under 5 years of age) or a foreign visitor/student.

Victoria has many great beaches, most are very safe
Some are not!

Always swim between the flags

This is where the lifeguards are looking



INSECTS		SNAKES	
<p>Many Australian spiders are venomous Some can kill Most are just annoying</p>		<p>Australia has some of the most venomous snakes in the world. Most Australian snakes will kill you. About half the deaths are due to bites from the brown snake; the rest mostly from tiger snake, taipan and death adder.</p>	
Red back Sydney	Funnel Web		



It is uncommon to die within four hours of a snake bite. So don't panic you have time. All Australian hospitals carry anti-venom to the most common snakes and spiders in their area. If bitten, identify the snake/spider and go to hospital

Jellyfish/blue ringed octopus

Blue ringed octopus, is very pretty but has one of the most toxic venoms in the world. 1 death already in Victoria this year. Jellyfish, mainly in northern waters, 8000 people stung in Dec.18 - Jan. 19



Sharks

More people drown than are attacked by sharks
The risk is real but small.
Swim between the flags

UV & Melanoma

Man made chemicals have depleted the ozone layer above Australia.

Information on ultraviolet (UV) radiation is essential for our lives under the Australian sun

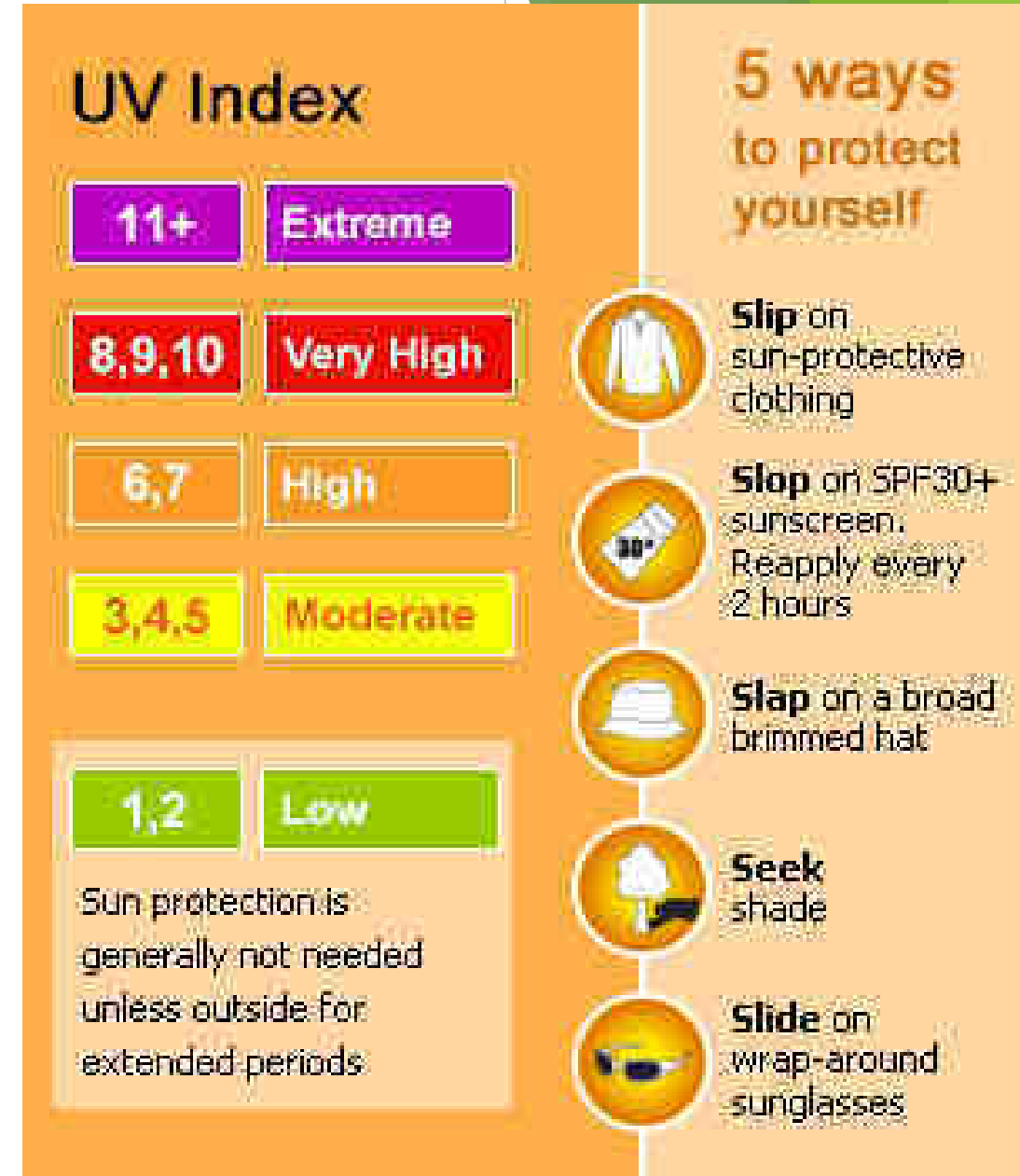
Listen to weather reports and on days of high UV index stay out of the sun

High UV exposure causes skin cancer. In 2008, it was estimated that every year around 434,000 people will be diagnosed with one or more non-melanoma skin cancer in Australia. In 2006, 410 people died from non-melanoma skin cancer in Australia.

This number is growing

1905 number of deaths from Melanoma in 2018

1331 males 574 females



VERITAS INSTITUTE AUSTRALIA's Obligations

- As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of our nationally recognised and ELICOS courses.
- To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request.
- In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.
- For nationally recognised training, as the RTO, we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.
- If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following the Complaints and Appeals Policy.

COVID 19 Guidelines at Veritas

- ▶ Wear face mask at all times when on campus.
- ▶ Sanitise your hands on entry or re-entry to the campus
- ▶ Do not come to the campus if you feel unwell. Inform your trainer and admin staff at the campus immediately by calling us at 03 5221 0927
- ▶ Take a COVID 19 test immediately if you feel unwell or have visited a COVID 19 hotspot zone.
- ▶ Maintain a safe social distance of 1.5 meters with others when on campus.
- ▶ Keep your self updated with the latest news on COVID 19 in Victoria using the following links:
- ▶ <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>
- ▶ <https://www.coronavirus.vic.gov.au/>

Questions??



This is your time to ask questions



Always remember that you can contact support staff during any need



For academic purposes, trainers and assessors will be your first point of contact



Pay your fees on time



Know your obligations



I wish you luck in your journey with us.

Ask questions, never hesitate!!!

There are plenty of staff members that can help you achieve your goals

Don't wait asking for help until it is too late

Many problems can be avoided if you just talk about them so we can help

Balance-balance-balance

Your success will depend on your ability to balance your studies with work, recreation and your relationship with others

Work hard....be honest....attend classes
and enjoy your stay