



Student Handbook

Benleader Pty Ltd trading as

Victorian International Academy

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CRICOS#: 03394G

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Introduction

Welcome to Benleader Pty Ltd trading as Victorian International Academy (VIA).

We are a Registered Training Organisation. (TOID: 22511, CRICOS: 03394G)

VIA provides Nationally Recognised Training in Victoria in the following range of qualifications:

Hairdressing:

- SHB20216 Certificate II in Salon Assistant
- SHB30416 Certificate III in Hairdressing
- SHB30516 Certificate III in Barbering
- SHB40216 Certificate IV in Hairdressing
- SHB50216 Diploma of Salon Management

Individual Support:

- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability
- CHC52015 Diploma of Community Services

Our trainers and assessors are highly qualified and have extensive experience in their industries. We are here to support our students through our training programs and to ensure they have an enjoyable learning experience.

The RTO Standards

You are about to become a student in a learning process that can result in achieving a nationally recognised qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO) or TAFE.

To be an RTO we need to meet the requirements of the current RTO Standards. The current standards are the ***Standards for Registered Training Organisations (RTOs) 2015***. Governance of our adherence to these and other requirements is done by the Australian Quality Skills Authority (ASQA).

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Student's and VIA's Rights and Responsibilities

As a Student of our RTO, you have certain rights and responsibilities as do we, the RTO, has certain obligations and responsibilities to you. By enrolling in a course at VIA, you have accepted the rights, responsibilities and conditions outlined in this Student Handbook, Student Code of Conduct and Rules and agree to adhere to these and all other VIA policies and procedures.

These rights and responsibilities are:

1. Both the Student and VIA have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both VIA and you, the Student, have an obligation to adhere to ALL legislation applicable in Australia.
2. The Student has a responsibility follow VIA's Student Code of Conduct and Rules at all time and understand that if the Student breaches this Code or Rules, VIA will follow principles and procedures for handling breaches, which may include; a formal warning, conditions imposed on student's attendance and cancellation of a student's enrolment.
3. We have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities and that at no time will the safety and health of any person or property be risked.
4. You have a right to a safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

5. We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to and until you formally tell us that you are withdrawing from the program, we have an expectation that you will work on the process and meet your commitments.
6. We have a responsibility to provide you with the very best support and assistance by guiding you to the completion of the Course. We will maintain a high standard of current documentation, good service, qualified trainer/assessors who are current in their knowledge and experience in the relevant qualifications being undertaken.
7. We have a right to expect that all assessments provided by are your own work, not copied, taken or plagiarised from someone else.
8. You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. If this is required, please approach your trainer or the VIA administration team.
9. You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.
10. You have a right to expect that all course requirements are compliant to the principles defined in the Standards for RTOs, and that the qualification issued by us to you will be received in good standing.
11. You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.
12. We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow students and other people whom you meet and come in contact with at the VIA.
13. We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect. We will be morally and socially responsible at all times. We expect the same from our students.
14. You have a right to be provided with the services for which you have enrolled. You have a right to expect the course to be delivered in the manner it was advertised. We have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.
15. You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled students.
16. We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by VIA.
17. You have a right to complain and appeal about anything or any decision we make at the VIA, be it about you or about how we conduct the business of the RTO.
18. We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.
19. You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.
20. We have an obligation to clearly state all fees and charges associated with the course requirements.
21. We have an obligation to provide and you have a right to receive; prompt evaluation of your course work with clear and unambiguous feedback on the results and assessment decision.
22. You have a right to provide feedback on our Training and Assessment and on the Client Service's we have provided.
23. We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

24. We have an obligation to clearly convey to you the policies and procedures that affect your participation in our training programs. You have an obligation to attempt to understand those policies and procedures.

25. VIA has a responsibility to its students to provide quality training and assessment services, compliant to the Standards for Registered Training Organisations (RTOs) 2015, in a competent manner through the provision of quality resources and staff resulting in the issuance of AQF Certificate or Statement of attainment.

26. VIA has a responsibility to its clients and students to keep them informed of any changes in the service delivery including trainers, our ownership, the engagement of third parties or any other aspect of the students training experience.

Students who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the Operations Manager, and may result in cancellation of your enrolment and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

Vocational Outcomes

While the training offered by VIA will aid Students in acquiring new skills and knowledge, VIA makes no guarantees or offers any assurances on the vocational outcomes that this training may bring.

VIA, does not guarantee or offer any advice on what roles or positions may become available to a student through completion of this training.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the RTO Manager is responsible for ensuring that all staff are made aware of any changes.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Amendment Bill 2015
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Data Provision Requirements 2012
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Racial Discrimination Act 1975
- Racial Discrimination Amendment Act 1981
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Competition and Consumer Act (Australian Consumer Law) 2010

State Based Legislation

- Occupational Health and Safety Act 2004

- Occupational Health and Safety Regulations 2017
- Audit Act 1994
- Disability Act 2006
- Education and Training Reform Act 2006
- Electronic Transactions (Victoria) Act 2000
- Equal Opportunity Act 2010
- Freedom of Information Act 1982
- Information Privacy Act 2000
- Penalty Interest Rates Act 1983 (Victoria)
- Public Records Act 1973
- Ombudsman Act 1973
- Victorian Charter of Human Rights and Responsibilities 2006
- Working with Children Act 2005
- Child Wellbeing and Safety Act 2005

Workplace Health and Safety Policy

The Commonwealth Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes the VIA's duty of care to provide a safe and healthy working environment for all employees and students, and the employee and students have a duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with appropriate procedures that are aligned with current standards
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know and to whom the individual has given permission to divulge to.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - refers to all employees and students of the VIA.

Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Privacy

VIA takes the privacy of our students very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the Standards for RTOs we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the student.

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle is to ensure that VIA entities manage personal information in an open and transparent way.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with VIA in relation to a particular matter.

Principle 3 – Collection of solicited Personal Information.

VIA must not collect personal information unless the information is reasonably necessary for VIA business purposes.

Principle 4 – Dealing with unsolicited personal information. If VIA receives personal information, VIA must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy **Principle 3**, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

Principle 5 – Notification of the collection of personal information. Requires

VIA to notify our clients, staff and students of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that

VIA holds on an individual that was collected for a particular purpose, VIA must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As VIA holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross Border disclosure of personal information. Where

VIA discloses personal information about an individual to an overseas recipient, VIA must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government related identifiers.

VIA must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes issued by either the State based regulators, or the department of Innovation with regard to the Unique Student Identifier.

Principle 10 – Quality of personal information.

VIA must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that VIA collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If an VIA entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As VIA holds personal information about an individuals, VIA must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As VIA holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; VIA must take such steps as are reasonable in the circumstances to correct that information.

Working with Children

The Working with Children Check assists in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them are subject to a screening process.

Passing a Check is a legal requirement for everyone in Victoria doing paid or voluntary **child-related work** who doesn't qualify for an exemption.

The Check is just a starting point. The Check does not assess a person's suitability to work with or care for children in a particular role. It is the responsibility of organisations to assess paid and voluntary workers' suitability to work with children and to establish sound, ongoing supervision practices so that children are safe from harm.

Organisations must comply with the [Child Safe Standards](#) that have been introduced as part of the Victorian Government's response to the [Betrayal of Trust Inquiry](#). These are compulsory minimum standards under the *Child Wellbeing and Safety Act 2005* that apply to organisations that provide services for children. The standards help ensure the safety of children.

Organisations must also comply with the [Reportable conduct scheme](#) requirements that came into effect on 1 July 2017. For more information go to [Commission for Children and Young People](#).

The *Working with Children Act 2005* (the Act) exempts a range of people from the Check who are already subject to rigorous screening processes as part of their professions. This includes Victoria Police officers, Australian Federal Police (AFP) officers and teachers registered with the Victorian Institute of Teaching (VIT). These exemptions are designed to reduce administrative burden, particularly on voluntary organisations using the Check.

Fees and Refund Policy

Our training and assessment programs do attract fees. These fees are paid as per the terms on the course flyer.

Please see the course flyer for details of our refund policy, but as fees are only paid upon completion of the course, there are very limited grounds for a refund.

In cases of extreme hardship, an appeal can be made to our Operations Manager who can review your circumstances.

VIA charges for replacement statement of attainments, should a replacement certificate be required, the Employer/School or the Student will be charged \$55 including GST for a replacement statement of attainment.

Student Documentation Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our student's privacy.

Individual hardcopy student records will be stored in a lockable secure office area.

Our electronic records are stored in our computer system which is protected by password and backed up to the cloud.

The Operations Manager is responsible to conducting a backup of our computer systems to a Cloud based backup system.

Our software and hardcopy systems will retain Student results for a period of not less than 30 years.

Student records will be stored in our Excel spreadsheets, which will be converted to PDF annually and archived.

Issued qualifications will be generated and stored in our Student Management System (SMS) as PDF versions stored by the name of the student and cross referenced against identifying metrics such as date of birth or USI should these need to be reproduced. Our Certificates, Statement of Attainments and Record of Results contain a Document Number generated by our SMS as an authenticity measure to reduce fraudulent copying of our documentation.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We are required to submit statistical data on our students to the AVETMISS standard, we will use WiseNet Software to upload our results for AVETMISS reporting.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Student training records will be limited to those required by the Standards for RTOs, the National Code of Practice for Providers of Education and Training to Overseas Students and the Department of Education and Training, such as:

- trainers and assessors, to access and update the records of the students whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- students authorising releases of specific information to third parties in writing,
- the students themselves, after making application in writing. For example, students seeking a replacement copy of their Certificate.

We are required to ensure that we issue our Certificates and Statements of Attainment to a student within thirty days (30 days) where the student has:

- Completed the course
- Been found competent in that unit(s) of competency
- Provided a verified USI number
- And paid all agreed fees owed to VIA.

Transfer of Student Records if we cease to be a RTO

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

Recognition of other Qualifications

VIA will accept and provide credit to learners for units of competency previously achieved, relevant to the course they are enrolling in.

Students can make such an application at any time during the training programme.

Such an application may reduce the amount to training needed to be undertaken, the duration of the course or both, as each case is individual, such applications should be discussed with the trainer or the VIA's RTO Manager.

Where an application is to proceed, the Student will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- An authenticated VET transcripts issued by the Registrar, such as ASQA.

Credit Transfer Policy

Credit Transfer is available to all students enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency of a RPL Applicant by reviewing the acquired knowledge and skill of the applicant. This acquired skill and knowledge may have been acquired through formal, non-formal and informal learning to such an extent that the individual has attained skills and knowledge to meet the requirements specified in the training package or a VET accredited courses.

Recognition of prior learning (RPL) is defined in the AQF as follows:

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

An individual's relevant prior learning may include:

- a. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- b. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and
- c. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Thus students who feel that they have already attained the required skills and knowledge covered in our courses are able to make an application for Recognition of Prior Learning.

Students seeking RPL will be able to undertake the course assessments without the training component as an evidence based assessment, i.e. an assessment without the learning and training.

Students can apply for RPL at any time.

Students who fail to demonstrate their skills and knowledge in the RPL process will be able to re-enter the course.

Enquires on the RPL process can be made to the Trainer and/or to the VIA's Operations Manager.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

- All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to the VIA's Operations Manager.

Client Selection

There are pre-requisites to enrolling in our training programs.

Specific details of these pre-requisites are contained in individual course flyer.

If you have any questions, please do not hesitate to discuss the course with your trainer or the VIA's Operations Manager.

Enrolment

To enrol in our course please contact VIA administration, the contact details for which are located on the front of this document.

Once accepted, you will need to complete a Pre-Training Review, Language, Literacy and Numeracy Assessment and Enrolment Form, which will require you to provide personal details, evidence of the required pre-requisite documentations and details on the Unique Student Identifier (USI).

Unique Student Identifier

The Unique Student Identifier (USI) initiative commenced on 1 January 2015 and is a reference number made up of ten numbers and letters that is free and easy to create and stays with you for life. If you are a new or continuing student undertaking nationally recognised training, you will need a USI in order to receive your qualification or statement of attainment.

The USI will give you access to an online record of your nationally recognised training in the form of a USI Transcript. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Under the Student Identifiers Act 2014 and Student Identifiers (Exemptions) Instrument 2014, training organisations are not allowed to issue a qualification or statement of attainment unless the student has a USI or the student or the training is exempt from the USI initiative.

To obtain your USI, you will need to:

1. Obtain it yourself from www.usi.gov.au by providing information about yourself that match your ID, or
2. Authorise a third party such as VIA to obtain it on your behalf. To enable us to generate your USI, you will need to:
 1. Accurately complete the VIA Enrolment Form, ensuring that the details you provide match your ID.
 2. Provide us with one of the following form of unique identification:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport) for international students
 - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
 - Certificate of Registration by Descent
 - Citizenship Certificate
 - ImmiCard
3. Nominate the preferred method of contact so that your USI activation notice can be sent to you, options include, email, phone or mailing address.

Once your USI has been generated, you should:

- write down your USI somewhere safe or enter it into your phone for safe keeping.
- activate your USI account at some stage in the near future.
- if you do not activate your account, your USI still works.
- when you do activate your account, you will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates. Any USI provided to use by a student will need to be verified as being accurate. To achieve this, our staff will visit the USI website www.usi.gov.au. If the USI is; not provided, is identified as not being correct, or "rejected" we are not permitted to issue a Statement of Attainment or a Certificate.

Please also be aware that any copies of student personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed, unless required for proof of eligibility purposes.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

In the event that a student's needs exceed our support capacity, we may refer the student to complete an LLN course prior to commencing the training.

Student Support, Welfare and Guidance

We will assist all students in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer or another member of the VIA's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with VIA's Operations Manager who will assist you as best as they can and if your needs exceed our support capacity we will refer you onto an appropriate external agency.

You can also seek support immediately by contacting:

Reading Writing Hotline

<https://www.readingwritinghotline.edu.au/student-resources/>

P: 1300 6 555 06

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

Lifeline

<https://www.lifeline.org.au/>

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

P: 131 114

Study Melbourne Support Centre

<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smsc>

E: info@studymelbourne.vic.gov.au

P: 1800 056 449

At the Study Melbourne Student centre we provide general information and help with accommodation, health, employment and legal problems. We can also help international students to access services in the community.

International Students Work Rights Legal Service

<http://jobwatch.org.au/home/international-students-work-rights-legal-centre/>

We are a free, confidential and independent legal service for international students. Our lawyers can help international students with work-related legal problems, (excluding migration). We also offer free talks and workshops for international students about common legal problems and how to avoid them.

Interpreting Services:

Translating and Interpreting Service

P: 13 14 50

A free interpreting service for people who do not speak English.

Flexible Delivery and Assessment Procedures

VIA recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will still achieve good results.

VIA will make any necessary adjustment to meet the needs of a variety of students, the inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to students or they may include having someone record the student's spoken responses to assessment questions.

VIA undertakes to assist students achieve the required competency standards where it is within our capacity. Where we cannot assist a student, we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your trainer or the VIA's Operations Manager.

Dress Code Requirements

As a student of VIA, we prepare you to become hairdressing and community service professionals of the future. Students must maintain the highest standards of grooming and cleanliness. This dress code applies to all hairdressing, aged care, disability and community service students who attend training and may also include defined standards to meet the requirements of Work Placement Host Employers. Footwear is to be plain, fully covered, non-slip soled shoes, other clothes and grooming needs to meet VIA's Dress Code Requirements.

Complaints and Appeals

VIA treats complaints and appeals from staff, partner organisations, students, and other parties very seriously and we will deal with these in an effective and timely manner.

Complaints can be made about VIA, it's staff, other learners or third parties and we aim to resolve all complaints within three weeks.

Appeals can be made about any decision, including assessment decisions made by VIA. These, like any complaints are intended to be resolved, where possible within a three-week period.

VIA will act upon any substantiated complaint or appeals; these will be recorded into our Complaints and Appeals Register in the RTO Management System and will lead where appropriate, to continuous improvement activities. The data entry responsibility including maintaining security of these complaints and appeals lies with the Operations Manager.

A person or organisation can complain about any aspect of our dealings with them, and the student can appeal any decision we make, including assessment decisions. In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer/assessor. The trainer should be the first point of contact for students, the aim of this first contact is to resolve the issue quickly.

If the student's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the Operations Manager.

Should the complaint or appeal not be resolved in the first instance by either contact with the Trainer, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the Operations Manager, the administration staff or on our website:

<http://victorianacademy.com.au/domestic-students-policies-forms/>.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints and Appeals Register for tracking purposes. This is the responsibility of the Operations Manager, the receipt of the Complaint or Appeal will be formally acknowledged within three business days, in writing by Operations Manager.

For more information about VIA's Complaints and Appeals Policy and Procedures, please see our website:

<http://victorianacademy.com.au/domestic-students-policies-forms/> or ask your Trainer, the Operations Manager, the administration staff for a copy.

Assessment Appeals

In some circumstances, the student may object to decisions made by VIA, including assessment outcomes, and wish to appeal these decisions. Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the student was the response provided in the learning material
- Or any other reason.

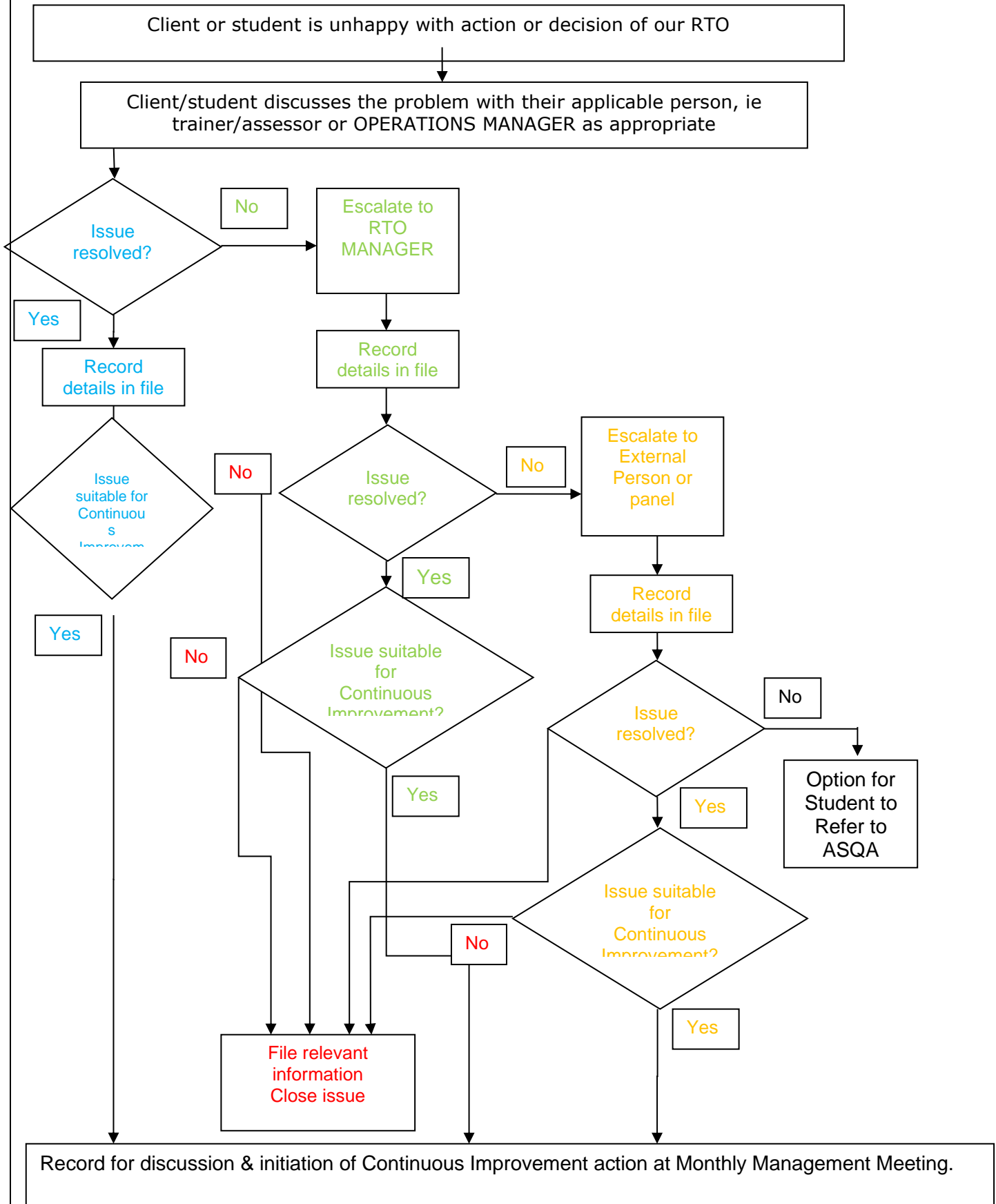
In the case of the Assessment appeal, the student will follow the same basic steps as outlined in the Complaints and Appeals section.

1. Discuss the issue with your assessor and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the Operations Manager:

For more information about VIA's Complaints and Appeals Policy and Procedures, please see our website:

<https://www.victorianacademy.com.au/policies-and-forms> or ask your Trainer, the Operations Manager, the administration staff for a copy.

Complaints and Appeals Flow Chart Representation:



Misconduct and Discipline

VIA attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student and believes they have breached the Student Code of Conduct and Rules, the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Refer the incident to the CEO who has the discretion to suspend or place conditions on the student's enrolment.

VIA, has a zero tolerance policy towards illegal drugs. Any person found to be under the influence of illegal drugs will be asked to suspend their participation in the course until such time as they are unaffected.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary Standards will be discussed with the trainer and VIA's Operations Manager and the appropriate action will be taken.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

In cases where a student has been identified as breaching the Student Code of Conduct and Rules, they may be requested to sign the Student Contract, located in the back of this Student Handbook.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by an appropriately qualified trainer and assessor who holds the current Training and Assessment qualification and who maintains currency in both their industry area and in vocational education and training.
- All of our assessments lead to the issuing of a statement of attainment or to the issuing of a nationally recognised qualification on the National Register of VET.

All of our Assessments will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all students,
 - employ a participatory approach,
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency in both the practical skills and required knowledge for the qualification of unit of competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Student Code of Conduct and Rules

Student Code of Conduct

All students have the responsibility to:

- Treat other students and VIA staff with respect and fairness
- Respect the privacy of other students and staff
- Work cooperatively and collaboratively with other students and VIA staff
- Communicate with courtesy and consideration, verbally and in writing, in person and online (including through email and social media)
- Respect others' rights to their own opinions and beliefs, and engage only in rational discussion where there is disagreement
- Refrain from actions, behaviour and words (both written and spoken) that may jeopardise their own or another student or staff member's health, safety or wellbeing, or may damage their reputation or career
- Not engage in discrimination, harassment, victimisation or bullying
- Not engage or collude in fraudulent or corrupt behaviour
- Only use VIA property, facilities and resources (including information and communications technology) responsibly, in accordance with relevant policies and considering others' needs
- Follow VIA's Dress Code Requirements and standards of grooming and cleanliness while attending your course
- Follow any reasonable direction from a member of VIA staff
- Refrain from swearing, drinking and eating in learning areas
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing VIA's or other student's property
- Behave responsibly by not being under the influence of drugs and alcohol
- Refrain from using mobile phones, or any other electronic devices that may disrupt classes
- Attend all scheduled classes at scheduled times and participate in all required activities
- Satisfactorily complete all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by VIA staff
- Not to behave in a way that would offend, embarrass or threaten others
- Comply with all lawful regulations, rules or procedures of VIA and Host Employers that pertain to them
- Provide accurate personal details to VIA, keep those details up to date and read and respond if necessary to all VIA correspondence
- Pay all fees and charges levied by VIA within the required timeframe
- Attend all meetings called by VIA to discuss academic progress or behaviour
- Meet or carry out all activities agreed with VIA in relation to maintaining course progress or academic performance

BREACH OF CONDUCT

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the College premises.
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
 - Age;
 - Impairment;
 - Industrial activity;
 - Lawful sexual activity;
 - Marital status;
 - Physical features;
 - Political belief or activity;
 - Pregnancy;
 - Race;
 - Religious belief or activity;
 - Sex;
 - Status as a parent or carer;
 - Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of VIA.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by VIA
- Deliberately obstructs any teaching activity, assessment or meeting of VIA
- Engages in any conduct or activity prejudicial to the management and good governance of VIA
- Deliberately obstructs or attempts to deter any officer or employee of VIA in the performance of their duties
- Wilfully damages or wrongfully deals with any VIA property.

- Attends VIA classes whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to VIA
- Fails to comply with workplace health and safety regulations or wilfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled classes and activities
- Constantly interrupts class time through the use or presence of mobile phones or other electronic device
- Uses abusive or inappropriate language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with VIA to maintain course or academic progress.

PRINCIPLES TO BE APPLIED IN DEALING WITH BREACHES OF CONDUCT

- The following principles of Natural Justice will apply:
 - o all parties to a grievance should have the opportunity to put their case forward and have it considered
 - o any allegation made against a student of the VIA community should be made known to the individual concerned;
 - o all investigations and decisions should be made impartially;
 - o confidentiality is to be strictly maintained;
 - o a student or friend/advocate of that student who is involved in disciplinary procedures is not to be victimised or discriminated against because of that involvement.
- Resolution of behavioural problems is in the first instance to be attempted through discussion and mediation (with the assistance of the Student counselling personnel, if required).

PROCEDURES APPLIED TO A BREACH OF CONDUCT

If the matter is of a criminal nature, or the conduct places the personal safety of other students or College staff in a position of risk or danger or, there is real concern regarding willful damage or wrongful dealings of VIA property, the police will be notified immediately.

In all other matters

- o Teaching and other VIA staff may use their own discretion as to when they deem it necessary to put the Student Code of Conduct into place.
- o Teaching and other VIA staff may direct a student to leave a classroom, activity or area of VIA for a breach of discipline, which impacts on class learning or the performance of their duties.

An incident report must be written, regarding the event, forwarded to the principal, and placed on the students file. The student will be given a copy of the Student Code of Conduct.

For the first incident involving a student the following steps will be taken:

The student will be required to speak to VIA student counsellor regarding student rights and responsibilities and the process of the Student Code of Conduct Policy. This will be confirmed in writing to the student and either handed directly to the student or forwarded to the registered address.

Following this meeting

A formal letter of warning may be sent to the student.

The student may be notified in writing of VIA's intent to suspend their enrolment and notify relevant authorities accordingly, in which case an International student has 20 working days to appeal this decision in accordance with the requirements of the ESOS Act.

Conditions may be imposed on the student's attendance at VIA classes, which will be confirmed by way of a written agreement signed by both parties

Students may be required to pay recovery costs to the extent of any damage.

Where the breach of conduct is deemed to be of a serious nature, the nominated staff member has the discretionary powers to refer the incident to the principal.

For subsequent/serious instances involving a student the following steps will be taken:

The student will be required to speak to the principal or his/her delegate regarding student rights and responsibilities and the process of the Student Code of Conduct Policy. This will be confirmed in writing to the student and either handed directly to the student or forwarded to the registered address.

Following this meeting

A formal letter of warning may be sent to the student.

Conditions may be imposed on the student's attendance at VIA, which will be confirmed by way of a written agreement signed by both parties

Students may be required to pay recovery costs to the extent of any damage.

The student may be notified in writing of VIA's intent to cancel their enrolment and notify accordingly, in which case the student has 20 working days to appeal this decision in accordance with the requirements of the ESOS Act.

STUDENT RULES

Victorian International Academy requests that all students adhere to the following rules when attending classes:

* Punctuality

All students must be punctual to all training sessions as outlined in the delivery plan and student timetable. If you are running late, please call 03 9416 4558 to leave a message, or send an email to rtomanager@victorianacademy.com.au

* Absence from scheduled classes

If you cannot attend any scheduled classes due to sickness or unforeseen circumstances, you must email to rtomanager@victorianacademy.com.au at least 5 hours in advance. If you are an International student, you must provide medical certificate signed by a registered doctor in Australia to support your absence. Your attendance register may be adjusted upon presentation of the medical certificate.

* Holiday Request

Any request for extra holidays or leave periods other than listed on your timetable must be submitted in writing at least 2 weeks in advance. The granting of the holiday / leave is not automatic and you should not confirm your travel arrangement until you received written approval from academic director that your application has been approved. Any variation to your timetable will attract an administration fee of \$100 per variation. Your classes will be rescheduled and a new timetable will be issued to you.

* Participation in both theory and practical classes

It is a condition of your enrolment that you attend and participate in all scheduled theory and practical classes (and workplace training if applicable) as outlined in your timetable. Both attendance and academic course progress are monitored on a weekly basis and VIA will report to relevant authorities (i.e. Department of Immigration, Centrelink) if your participation or academic course progress are not satisfactory.

* Library and Study Centre

VIA encourages students to access reference materials via your student portal, please contact your VIA trainer or the VIA administration staff if you have lost your link. Students are encouraged to use VIA's library and study centre at our Fitzroy campus, this is open, Monday to Friday, 9.30am-4.30pm. Students are also encouraged to use their local library service for research, to find your local library please check the Directory of Public Library Services in Victoria:

https://www.localgovernment.vic.gov.au/__data/assets/pdf_file/0032/393809/2019-Directory-of-Public-Library-Services-Victoria.pdf

* Student Toilet Facilities

Please be respectful of others when using the toilet facilities provided. VIA's Fitzroy campus has separate female/male/disabled toilet facilities.

* Student Locker Facilities

VIA's Fitzroy campus has a limited number of student lockers available for student's belongings, these are allocated per the waiting list as they become available. Please be advised that if your class attendance is not maintained, VIA reserves the right to reallocate your locker. Any belongings left unclaimed from reallocated lockers, will be donated to charity after 30 days of notifying students to vacate their locker.

* Discounted Hairdressing Services

Students undertaking any of our Hairdressing qualifications (Cert II to Diploma) are entitled to discounted Hairdressing Services for themselves, for the duration of their course, as long as they are meeting their attendance and course progress requirements. Hairdressing Services include; cuts, styling and blow drying, for colouring or other treatments, students will be required to pay cost price for the products – please enquire and pay for products, prior to using these services. Students are also required to book in for Hairdressing Services using the standard Client Booking System.

Hairdressing Models – as part of the Hairdressing qualifications, students are required to demonstrate a variety of Hairdressing Services on actual models, Students can use family and friends as their Hairdressing Models, as above, Hairdressing Services are free, but colouring and treatment products need to be paid for on the day and VIA will charge at cost price for the products. Hairdressing Model appointments also need to be booked in advance, per normal Client Bookings.

*** Children on Campus**

VIA acknowledges that there may be rare occasions when parents or carers need to bring children onto campus. However, it is expected that children will only be on campus for a short period of time, when an emergency has made it impossible for you to arrange for appropriate childcare off campus.

Whilst on campus, children must be under the direct supervision of a responsible adult at all times. Children may accompany parents/carers to the study centre provided their behaviour does not disturb others. Children are not permitted to attend classes, or areas where chemicals or machinery are stored, and are not permitted to use VIA's computing and electronic resources. Children are not permitted on campus if they are sick, or are suffering from a contagious condition/infectious disease. Alternative childcare arrangements should be made during school holidays.

*** Drinks and Food**

No drinks or food is allowed in the classroom and study areas. You are welcome to use the kitchen facilities at VIA's Fitzroy campus, including crockery, cutlery, fridge and microwaves, but please wash and dry your dishes after use.

*** Printing and Photocopying**

No personal materials can be printed at VIA's Fitzroy campus, unless a 20 cent per page fee is paid. Students can request printing related to their course be printed free of charge by emailing their request to rtomanager@victorianacademy.com.au

*** Parking and Public Transport**

There are no parking facilities at VIA's Fitzroy campus, although VIA is easily accessible on Public Transport. Bus Route 200 and 207 depart from the corner of Johnston and Brunswick Streets and the Route 11 tram is just around the corner on Brunswick Street.

*** Student Behaviour**

Please do not use language which may be considered offensive to others. Do not interrupt anyone when they are talking. Respect others point of view even if you don't agree. Contribute to the class by actively listening, speaking and encouraging others. Strictly no foul language or swearing in class. Do not make racist and sexist comments, jokes or behavior. Any offence may lead to immediate expulsion from the Institute.

*** Use of mobile phones**

Please ensure you turn off (or put on silent) while you are in the classroom. Should you need to make a phone call, please wait for a break or get permission from your trainer. Please make your phone call in an area where you won't disturb other students.

*** Internet Usage Policy**

VIA recognises that information technology and electronic resources are a valuable source of learning. These resources include computers and other devices, internet, and intranet services provided by VIA such as the Student Portals, email, and various websites and forums. You are encouraged to make use of these resources for purposes relating to your education and training. You are expected to refrain from the wrongful, improper, inappropriate, unauthorised, or unlawful misuse of information technology and electronic resources, per VIA's Use of Facilities and Resources Policy.

*** Smoking**

Smoking is not permitted at any time at any VIA training facility. Students can only smoke outside the areas away from the entrances.

Student Contract

Acknowledgement Declaration

Student Name:	
Couse:	

VIA Instructions – Delete any clauses not applicable to specific case.

1. I acknowledge that I have read and fully understand the contents of this Student Handbook and Student Code of Conduct and Rules, which outlines the conditions and my rights and responsibilities as a student of Benleader Pty Ltd trading as Victorian International Academy (VIA).
2. I agree to complete all set assessments in the above course from today's date onwards, by their due dates.
3. I agree to complete all outstanding assessments in the above course and submit them to the trainer(s) concerned by dates which those trainers set.
4. I agree to attend all classes in the above course. If attendance is genuinely impossible, I will notify the trainer(s) concerned and provide evidence to support my inability to attend.
5. I will provide evidence to explain my poor attendance to date.
6. I agree to be punctual for all classes or, whenever possible, advise that I will be late and will seek to avoid disruption of the class upon arrival.
7. I will avoid any aggressive, disruptive or ill-mannered behaviour towards other students and staff in the future.
8. I understand that my status as a student is currently at risk and I accept that my final assessment in the above course and subsequent enrolments is at risk because of my poor performance/behaviour up to date.
9. I acknowledge that I have been suspended from the following class(es) for a period of ___ days and may return to class on ____ date.
10. I acknowledge and agree to comply with the penalty imposed on me as per the attached notice of penalty.
11. I understand that failure to comply with the conditions of this contract may result in termination of my enrolment.
12. I understand that this contract in no way guarantees me a pass in the above course.
13. I have been advised of my rights and responsibilities as detailed in the Student Handbook, Student Code of Conduct and Rules.
14. I have been advised of the support services available to me.

Student Signature:	
Date:	

(Note: even if not signed by the student this contract has formal status and the requirements are enforceable)

VIA Declaration - *I have discussed this contract with the student and provided the student with a copy.*

VIA Manager Name:	
VIA Manager Signature:	
Date:	

Note: Copies of this contract will be forwarded to teaching staff, (if relevant), International Student Programs, (if relevant), and a copy retained by the manager.