



VIITE

Victorian International Institute
of Technical Education
RTO No. 22452 | CRICOS: 04136G

International Student Handbook



Victorian International Institute of Technical Education

RTO NO. 22452 CRICOS: 04136G

**Your Career
Gateway**

Australian
Qualifications
Framework


NATIONALLY RECOGNISED
TRAINING

Table of Contents

1. Welcome message from the CEO	03	6. Student Code of Conduct	28
2. Introduction	04	6.1 General Code of Conduct	
2.1 Why Study in Australia		6.2 Leave of Absence	
2.2 Why VIITE		7. Complaints and Appeal	29
2.3 What VIITE Offers You		7.1 Informal Complaints Resolution	
2.4 Our Locations		7.2 Formal Complaints	
2.5 Our Contact Details		7.3 External Complaints and Appeals Process,	
2.6 Operating Hours and Campus Details		8. Campus Facilities	30
2.7 Campus Facilities		8.1 Use of Wi-Fi	
2.8 Our VIITE Team		8.2 Library	
3. Living in Australia	09	8.3 Learning Support	
3.1 Your Health Matters		8.4 Photocopy and Printing	
3.2 Working While You Study			
3.3 Banking			
3.4 Currency and Exchanging Money			
3.5 Taxes and Refunds			
3.6 GST			
3.7 Superannuation			
3.8 Accommodation			
3.9 Transportation			
3.10 Weather in Australia			
3.11 Time Zones			
3.12 Cost of Living in Australia			
4. Our Courses	20		
4.1 List of Our Courses			
4.2 Admissions and Enrolment			
4.3 Course Entry Requirements			
4.4 Intake Dates and Fees			
4.5 Orientation			
4.6 Student ID Card			
4.7 Health and Safety on Campus			
5. Unique Student Identifier (USI) Number	24		
5.1 Student contact Details			
5.2 Timetable and Breaks			
5.3 Attendance and Course Progression			
5.4 Assessment and Plagiarism			
5.5 Recognition of Prior Learning (RPL)			
5.6 Credit Transfer (CT)			



1. Welcome Message from The CEO

Welcome to the Victorian International Institute of Technical Education (VIITE).

Thank you for considering VIITE as your preferred training provider to undertake the course of your choice. VIITE may be new but it's making a huge impact already as a leading vocational education provider in Australia. We offer our students high-quality training and assessment to attain their learning goals.

Our college was established in 2024 as a Registered Training Organisation (RTO), approved by the Australian Skills Quality Authority (ASQA) in Australia.

We, at VIITE, are committed to providing support and ensuring your safety and welfare while you study with us. We have experienced staff and trainers, who are dedicated to providing you with the highest quality training through your learning journey from start to finish and potential job opportunities.

This handbook provides you with useful information about student life in Australia. Please be sure to familiarise yourself with the contents of this handbook and the information given so you can settle quickly and make the most of your study life with us.

We hope that you will participate actively in your study life with VIITE. We are confident you will make many new friends and enhance your personal and professional network. We are excited to help you achieve academic success.

On behalf of the whole team at VIITE, we would like to extend our warmest welcome to you as a student on your journey studying with us.

Shahela Nasrin
CEO

2.Introduction

Why Study in Australia ?

Australia is known around the globe as one of the world's most welcoming and culturally diverse countries in the world. Australia is an excellent choice for international students looking for quality education and a unique cultural experience. Australia is known for its beautiful landscapes, stunning beaches, and unique wildlife. It provides our students with an opportunity to explore the country's natural beauty and experience a different way of life. Australia is a multicultural society, with a diverse population that welcomes people from all over the world. International students at our college will have the opportunity to learn from different cultures, make new friends, and expand their horizons.

Australia is a safe and supportive country. Australia offers international students an excellent education system, a safe and supportive environment, a multicultural environment, a beautiful country, and broaden their horizons.



Melbourne

Melbourne has been voted one of the world's most livable cities, and being the capital of Victoria it is well known for its rich culture, architecture, sports, and food. Its vibrant street art and culture are worth exploring. Melbourne represents over 140 different cultures and is often referred to as the food capital of Australia with its wide range of culinary offerings. Due to these factors, Melbourne is known for its coffee, fashion, and education!



Gold Coast

Gold Coast is a city located in south Queensland. It's known for its beautiful beaches, home to theme parks such as Dreamworld, Sea World and more, and also has a vibrant nightlife. The Gold Coast has easy transport, and is known for its relaxed living lifestyle and the saying for its weather: "Beautiful one day, perfect the next".

Surfers Paradise, the Gold Coast's most famous beach, is a popular destination for surfers and international students alike.

The Gold Coast offers long sandy beaches, a tourist city, inland hiking trails across Lamington National Park's mountain ridges and valleys, beautiful scenic drives, and is home to rare birds and rainforests.



Sydney

Sydney is a globally recognised city, celebrated for its stunning harbor, iconic landmarks like the Sydney Opera House and Harbour Bridge, and its blend of modern and historic architecture. As the capital of New South Wales, Sydney is a vibrant hub for culture, art, and outdoor activities. With over 250 different cultures represented, the city is a melting pot of diversity, contributing to its reputation as a culinary hotspot with flavors from around the world.

Sydney's beaches, such as Bondi and Manly, are famous for their beauty and surfing culture, attracting visitors and locals alike. The city's thriving arts scene, including world-class galleries, museums, and theaters, makes it a cultural epicenter in Australia. Known for its high quality of life, Sydney offers a dynamic mix of outdoor adventures, fashion, and a robust education system, contributing to its status as one of the world's most desirable cities to live in.



Why VIITE ?

VIITE is a Registered Training Organisation (RTO) accredited by the Australia Skills Quality Authority (ASQA). The courses we deliver are recognised throughout all of Australia and taught in line with Australian industry standards.

VIITE has a team of highly enthusiastic professionals providing high-quality education, additional bonus workshops/events, and continuous support throughout your “student journey” in Australia with us.

VIITE is different from other college providers because our facilities and services cater to our student’s individual needs. Our courses are delivered by highly qualified and experienced industry professionals, who are passionate about our student’s academic and industry needs. Our educators build and bond with our students, allowing them to study in a comfortable, welcoming highly motivated environment.

Plus, supplementary classes and/or assistance are offered from time to time to ensure successful completion of studies.



Fully equipped training facilities on all our campuses



Fast free WI-FI



Campuses are:
Melbourne, Gold Coast and
Sydney



Dedicated Student Support team

We understand better than most that throughout your student journey in Australia, you may face a variety of personal and professional challenges, we are always here to assist you and help you through them. Our goal at VIITE is to make you feel welcomed and supported.



Our Locations



Melbourne Campus
Level 8, 190 -Queen Street, Melbourne VIC 3000



Sydney Campus
27-29 Argyle Street, Parramatta NSW 2150



Gold Coast Campus
Level 1, 9 Bay Street, Southport QLD 4215



Melbourne



Sydney



Gold Coast

Operating Hours and Campus Details

All our campuses are open on weekdays (excluding public holidays and Christmas holiday periods). Our reception operates Monday to Friday from 9 am to 5 pm. If you require support outside of these hours, please speak with your trainer or send an email to support@viite.edu.au

You will be notified of the exact dates the campus will be closed via email, text messages, and notices at the campuses.



Campus Facilities

Our campuses are located within walking distance of public transport. Each campus is modern with well-equipped classrooms.

In our common areas, students have access to:

- A kitchenette with refrigerators, microwaves, and water
- Tea and coffee-making facilities
- A student lounge with recreational and seating areas
- High-speed broadband and WI-FI connectivity
- Fast and modern printing and photocopying facilities

All of our students are encouraged to use our facilities for quiet (structured and unstructured) self-study.

VIITE offers printing and photocopying services to students. The following charges may apply: \$0.10 per single-sided B & W page, \$0.25 - per colour page, AUD.

Please note the refrigerators are emptied monthly, any item left behind/not used will be binned.



Our VIITE Team

Our team is a combination of industry professionals with sound knowledge and exceptional skills. All our staff come from diverse industry backgrounds and are subject matter experts in their fields, enabling our students with their knowledge and experience.

Our trainers are passionate and enthusiastic, always engaging and interacting with our students. They design their sessions to be engaging, interactive, and enjoyable for our students. Our Trainers are more than happy to assist each student with their professional and personal development as well as offer mentoring and academic advice.



3. Living In Australia

Your Health Matters

Overseas Student Health Cover (OSHC)

All international students are required by the Australian Government to have their own health coverage. The Overseas Student Health Cover (OSHC) provides international students with free public hospital care for non-elective treatment and an 85% rebate of the standard doctor's fees.

All students in Australia must have Overseas Student Health Cover (OSHC) to cover the entire period of their stay. It is essential for you to maintain the OSHC for the duration of your student visa. Please ensure you carry it on you at all times. Your OSHC will cover visits to a General Practitioner (GP) or a Specialist, hospital stay, and ambulance services. For any health issues, unless it is an emergency, the first point of contact is a GP. They will be able to advise you on treatment for common illnesses, as well as refer you to a Specialist and issue you with a Medical Certificate if you require one.

Emergency

In an emergency, you should dial 000 for police, ambulance, or fire brigade.

If you feel you can't wait and require immediate medical assistance, please dial 000 and request an Ambulance.



Hospitals

Please note OSHC does not generally have private hospitals or specialist doctors, find the hospital nearest to where you are living now and write down the details for reference when required.

If you need to go to the hospital for non-emergency or elective surgery, call your OSHC provider and check that your policy will cover the charges. You may also need to check with your OSHC provider that you are using the nearest agreed hospital. Call the hospital and confirm that they accept patients with OSHC cards.

Following is the Link to Major Hospitals in Each City:

VIC: The Royal Melbourne Hospital <https://www.thermh.org.au>

QLD: Gold Coast University Hospital <https://www.goldcoast.health.qld.gov.au/hospitals-and-centres/-gold-coast-university-hospital>

NSW: Royal Prince Alfred Hospital <https://slhd.health.nsw.gov.au/rpa>

Pharmacy Links:

Chemist Warehouse <https://www.chemistwarehouse.com.au>

My Chemist <https://www.mychemist.com.au>

Priceline <https://www.priceline.com.au>

Pharmasave <https://www.pharmasave.com.au>

Super Pharmacy <https://www.superpharmacy.com.au> ice-springs-hospital

Mental Health

Your mental health is just as important as your physical health. Your mental health has a chance of affecting your studies if left unaddressed for too long. Feelings of despair and depression are common symptoms and may be a result of culture shock. It is important to remember that these feelings are temporary and there is help and support for you. You'll find that engaging in social activities and regular exercise are great ways to overcome this.

Additional Support

Our student support services team will provide you with the required support and guidance and connect you to local services and resources to help you with personal matters, study skills, or any problems you may face on campus. Please contact the Student Support Officer for further details.



Other Useful Links:

If you are experiencing a life crisis and require immediate counselling and support, please call Lifeline 13 11 14 or visit their website: www.lifeline.org.au

For drug and alcohol counselling, please refer to: www.directline.org.au

To report child abuse: www.services.dhhs.vic.gov.au/reporting-child-abuse

To report family violence: www.dvrcv.org.au

Please always approach our Student Support if you require help and assistance and are not sure where to ask for it. Information in relation to VIITE's obligations to students in case of an emergency can be found in the Critical Incident Policy and Procedure which can be obtained online at our website [Forms and Policies - VIITE](#)

Working While You Study

Students studying in Australia have been granted by the government of Australia the ability to work for up to 48 hours a fortnight (2 weeks) on a casual basis during their full-time study and full-time during holiday/term break periods. Please be aware your studies come first, so you need to be flexible for your study schedule changes.

Family members can also work up to 48 hours a fortnight (2 weeks) throughout the year. Students and their family members must not undertake work until the student has commenced their course of study in Australia.

It is illegal to work for cash in Australia. You are required to have a TFN (Tax File Number) to be paid.

The minimum hourly rate in Australia is AUD \$24.10. It is essential for you to get an ABN (Australian Business Number) to work as a contractor and/or operate your own business.

Your working rights are governed by Australian Law and Industry Unions.

With any complaints or issues, you can approach the Student Ombudsman, Fair Work Ombudsman, Council of International Students, and/or the relevant Union.

Some Useful Links for Working in Australia:

www.ato.gov.au www.fairwork.gov.au www.cisa.edu.au

www.ombudsman.gov.au/making-a-complaint/overseas-students

www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students

Banking

Opening an Australian bank account is easy for overseas students, provided it's done within six weeks of arrival.

Simply present your passport and provide the bank with a postal address, and they'll open the account and send you a bank card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate, or an international driving license with a photo.

You can use your overseas debit or credit card to pay for services, however, to avoid issues with currency conversion, we recommend opening an account with a local bank.

Local Banks:

Bank of Melbourne www.bankofmelbourne.com.au

Commonwealth Bank of Australia (CBA) www.commbank.com.au

National Australia Bank (NAB) www.nab.com.au

Australia and New Zealand Banking Group (ANZ) www.anz.com.au

Bendigo Bank www.bendigobank.com.au

Westpac www.westpac.com.au

Currency and Money Exchange

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, \$5, \$10, \$20, \$50, and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay. Changing foreign currency or Travelers Cheques is usually not a problem at banks or at licensed money-changers, such as Travelex or Amex.

Taxes and Refunds

All workers in Australia are required to pay taxes (even if they are on a Student Visa). For information on tax rates, please visit the official website of the Australian Taxation Office <https://www.ato.gov.au/Rates/Individual-income-tax-rates/>

Usually, if you are employed on a TFN, your employer looks after your taxes. However, with an ABN you are required to pay taxes yourself. You are required to lodge your tax declaration regardless of your income. The financial year in Australia starts on 1st July. You are required to submit your tax declaration from 1st July to 30th June which is the financial year.

Your employer does not submit the declaration for you, it is strictly your responsibility. A tax accountant can assist you, however, the cost of their services starts at \$100 AUD. Any overpaid tax will be returned to you after your declaration is processed. You can claim some of your expenditure, such as equipment used for work purposes.

Goods and Services Tax (GST)

The Goods and Services Tax (GST) is a 10% tax on all goods and services: accommodation, eating out, transport, books, furniture, clothing, etc.

<https://www.ato.gov.au/Business/GST/>.

However, there are exceptions, such as basic foods (milk, bread, fruits, and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any supplier no more than 30 days before you leave Australia, under the TouristRefund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or visit the website www.customs.gov.au

Superannuation

Superannuation, or 'super', is money put aside by your employer over your working life for you to live on when you retire from work. Super is important for you, because the more you save, the more money you will have for your retirement.

If your income exceeds AUD \$450 per calendar month, you are eligible for Superannuation payments. This applies whether you work casual, part-time, or full-time hours, and if you are a temporary resident. You may also be eligible if you are a contractor who is paid primarily for labour, even if you have an Australian business number (ABN).

Below is a list of some super fund providers in Australia:

www.australiansuper.com

www.hostplus.com.au

www.unisuper.com.au

www.cbussuper.com.au

If you decide to leave Australia, you can withdraw all the funds that you have received in Superannuation. For more information, please refer to the Australian Taxation Office website: www.ato.gov.au/individuals/super

Accommodation

There are many options for accommodation in Australia, you can find a place that suits you and your budget.

Homestay

Australian Homestay Network (AHN) provides students with homestay experiences in Australia, ensuring that the guests have an Australian family experience. Every family is different, so it might take you a while to settle in and get used to your new home.

Be patient, and accepting, and try to have a sense of humour, even if you are tired or homesick. Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden, or do the laundry. Usually, every family member is expected to help with jobs around the house, like cleaning, cooking, shopping, and tidying.

Rental Accommodation

Rental accommodation in Australia varies from one-bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start your studies to allow yourself time to find accommodation, settle in, and attend orientation at your institution. Your institution can help you find rental accommodation, or show you how to search for it independently.

If you are renting, you should think about the size of the property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent “furnished” or “unfurnished”. Renting an unfurnished place is cheaper, but you will need to provide your own furniture. You may decide it is easier to look for an existing shared house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, as we are able to help you find other students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements; however, we can help you if you are having difficulty finding a suitable option. Australia is experiencing a high population growth, generating a high demand for housing. This housing boom has increased rent prices and availability. Some accommodation options include but are not limited to:

Hostels and Backpacker Accommodation - approximately \$150 per week

Shared Accommodation - approximately \$200 per week

Rental Accommodation - \$300 or more per week for a 1-bedroom studio in the inner-city suburbs.

For information on accommodation, you can visit:

Student Accommodation <https://www.student.com/au>

Flatmates <https://fatmates.com.au/>

Urbanest <https://urbanest.com.au/>

UniLodge <https://www.unilodge.com.au/>

Campus Living Villages <https://campuslivingvillages.com/australia>

Real Estate <https://www.realestate.com.au/>

Domain <https://www.domain.com.au>

Home To Go <https://www.hometogo.com.au/>

Backpacker Hostels <https://www.tripadvisor.com.au/Hotels>

Airbnb <https://www.airbnb.com.au/>

Other Living Expenses

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$15 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$30 to \$60 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Minimum Cost of Living

The Department of Home Affairs(DHA) has financial requirements you must meet to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- You - \$21,041
- Your partner - \$7,362

The cost of education for a dependent child is an additional cost to people on a student visa. You need to consider this in your expenses before you come to Australia.

For further information, please refer to:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Utilities

Students will need to make their own arrangements for Utilities; however, we can help you if you are having difficulty finding a suitable option.

Electricity and Gas:

Energy Australia <https://www.energyaustralia.com.au>

AGL <https://www.agl.com.au>

Origin Energy <https://www.originenergy.com.au>

Simply Energy <https://www.simplyenergy.com.au>

Alinta Energy <http://www.alintaenergy.com.au>

Water: check your local area

Internet and Mobile:

Optus <http://www.optus.com.au/>

Vodafone <https://www.vodafone.com.au/>

Telstra <https://www.telstra.com.au/>

Transportation

Transport options available in Australia include buses, trains, trams, and ferries, while you can also drive yourself. Your access to these transport services will vary depending on where you live.

Transport to Our Campuses

Melbourne: <https://www.ptv.vic.gov.au/journey>

Gold Coast: <https://translink.com.au/>

Sydney: <https://www.transport.nsw.gov.au/>

Myki Travel Card (Melbourne)

Myki is Melbourne's ticket to travel on the city's trains, trams, and buses. It's a plastic smart card with a stored value that can be topped up and re-used again. Simply top up before your journey and touch on and touch off at a Myki reader as you travel. You can buy and top up your Myki at all 7-Eleven stores, the ticket office window at Premium Stations and staffed Myki-enabled V/Line stations, from a Myki machine (full fare Myki cards only) located at all train stations and major tram and bus interchanges, online, and by calling 1800 800 007.

When traveling entirely in the Free Tram Zone, you don't need to touch on or carry a Myki card. Register your Myki so your balance is protected in case your Myki is lost or stolen. When you buy a registered Myki online or from the call Centre, you can choose to print your name on it. For information about the benefits of registering your Myki, see Registering your Myki.

If you buy a Myki online or by calling 1800 800 007, you will need to provide your postal details so the Myki can be sent to you. You will be penalized and fined if you travel without a validated Myki. More information about Myki Cards can be found on the Public Transport Victoria (PTV) website:

<http://www.ptv.vic.gov.au/>

<https://www.ptv.vic.gov.au/tickets/myk>

Opal (Sydney)

Opal is Sydney's ticket to travel on the city's trains, buses, ferries, and light rail. It's a plastic smart card with stored value that can be topped up and reused for multiple journeys. To travel, simply top up your Opal card before your trip and tap on and off at Opal readers located at stations and stops.

You can purchase and top up your Opal card at retailers, including convenience stores, newsagents, and supermarkets, as well as from Opal top-up machines found at most train stations, ferry wharves, and major bus and light rail interchanges. You can also top up online, through the Opal Travel app, or by calling 13 67 25 (13 OPAL).

If you're travelling on Sydney's Light Rail within the Free Tram Zone, you do not need to tap on or carry an Opal card. It's a good idea to register your Opal card online to protect your balance in case the card is lost or stolen. Registered users can also enjoy the convenience of auto top-ups.

When you buy an Opal card online or by calling 13 OPAL, you'll need to provide your postal details so the card can be sent to you. Travelling without a valid Opal card or failing to tap on and off correctly can result in fines. For more information about Opal cards and services, visit the Transport for NSW website: <https://transportnsw.info/tickets-opal>.

Go Card (Gold Coast)

Public transport options are varied on the Gold Coast and offer something for everyone. Services include bus, train, tram and ferry services, as well as Council cab services, all catering to varying needs and abilities.

The Translink Go Card is an electronic ticket to fast, easy and convenient public transport travel. You can buy your Go Card from registered outlets, as well as have an online account, and benefit from varied discounted rates for different times and amounts of usage.

Check this link for further information: <https://translink.widen.net/s/whgvwwsgts/go-card-user-guide>

Public transport information: <https://www.goldcoast.qld.gov.au/Services/Roads-transport-parking/Public-transport>

Tap and Ride cards are not redeemable for cash at any time. Other links:

Buy a car: www.carsales.com.au

Rent a car: www.budget.com.au

Apply for an Australian driving license:

www.vicroads.vic.gov.au (VICTORIA)

www.tmr.qld.gov.au (QUEENSLAND)

<https://www.service.nsw.gov.au/guide/getting-a-nsw-driver-licence>

(NEW SOUTH WALES)



Weather in Australia

Australia can be divided into three main climate zones - arid (hot and dry), tropical (hot and wet), and temperate (cool). There are seven distinct climate regions: equatorial, tropical savanna, humid subtropical, Mediterranean, hot desert, semiarid, and oceanic climates. The very centre of Australia is extremely hot and dry with a desert climate.

Melbourne

Melbourne is well-known for its changeable weather conditions and has a reputation for having "four seasons in one day". We recommend always carrying an umbrella and a warm jacket in Melbourne, even if the weather forecast is pleasant. Melbourne's unpredictable weather is due to its location, between the southerly Arctic and the northerly dry and hot desert winds.

Victoria has a mild, temperate climate with summers that are warm, autumns that are moderate, winters that are cool to cold, and springs that are sunny. Melbourne has clean air quality and doesn't suffer from high levels of air pollution.

Sydney

Sydney is famous for its beautiful harbour and iconic landmarks, with a climate that's perfect for enjoying the outdoors. Unlike Melbourne's unpredictable weather, Sydney experiences more consistent conditions, though it's still wise to carry an umbrella for the occasional shower.

Sydney enjoys a temperate climate, with warm summers (18-26°C) and mild winters (8-17°C). The city sees about 1,200 millimetres of rain annually, mostly in autumn. With its clean air quality and pleasant weather, Sydney offers an ideal environment for exploring its stunning beaches, parks, and vibrant urban areas year-round.

GoldCoast

Gold Coast has a sub-tropical climate with around 300 days of sunshine per year with temperatures ranging between 21-29 Celsius in summer and a very pleasant 12-22 Celsius in winter.

Gold Coast has an average annual rainfall of approximately 184 millimetres.

Seasons in Australia

- SUMMER December– February
- AUTUMN March-May
- WINTER June – August
- SPRING September - November



Time Zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. This may be a little confusing so if you plan to travel around October and May, be sure to double-check the times of departure and if daylight savings affects you.

- TIME ZONES Australian Eastern Standard Time (AEST) Greenwich time minus 10 hours: Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria.
- Central standard time (CST) AEST minus 30 mins: South Australia, Northern Territory
- Western standard time (WST) AEST minus 2 hours: Western Australia.
- Australian daylight-saving time (ADST) AEST plus 1 hour: End of October– End of May. Daylight Savings is only applicable to the following states: Australian Capital Territory, Queensland, South Australia, Tasmania, and Victoria.

Living in Australia

Commencing a life in Australia can be challenging but our Student Services team is here to assist you with settling in. The standard of living in Australia is amongst the highest in the world. Living expenses and tuition costs are considerably lower in Australia than they are in the United States and the United Kingdom. International students are able to work part-time while they study.



4. Our Courses

VIITE delivers nationally recognised qualifications for further education. You will have a chance to develop useful employment skills through our vocational education and training programs (VET).

List of our Courses

Individual Prices

Courses	CRICOS Code	VET National Code	Location	Weeks
Cert III in Commercial Cookery	113213C	SIT30821	ML, GC, SN	52
Cert IV in Kitchen Management	113215A	SIT40521	ML, GC, SN	78
Diploma of Hospitality Management	113216M	SIT50422	ML, GC, SN	78
Cert IV in Ageing Support	114145B	CHC43015	ML, GC, SN	52
Diploma of Community Services	115604E	CHC52021	ML, GC, SN	104
Advanced Diploma of Civil Construction Design	115605D	RII60520	ML, GC, SN	104

Package Prices

	Courses	CRICOS Code	VET National Code	Location	Weeks
Package	Cert III in Commercial Cookery	113213C	SIT 30821	ML, GC, SN	52
	Cert IV in Kitchen Management	113215A	SIT40521	ML, GC, SN	26
	Diploma of Hospitality Management	113216M	SIT50422	ML, GC, SN	26
Total weeks					104

Note: ML - Melbourne, GC - Gold Coast, SYD - Sydney



Admissions and Enrolment

VIITE accepts applications from all students who meet the entry requirements published in the International Prospectus. Applications are accepted on a first come first served basis; if a course is full, you will be offered a place in a course starting at a later date. To enrol in any course at VIITE, you have to fill out an Application Form either online or with the agent and submit it with a photocopy of your passport (validity of the passport must be a minimum of 1 year during application). Please also, submit your English proficiency test score (IELTS/PTE/TOEFL/CAE).

For more information visit: <https://viite.edu.au/forms-and-policies/>

Course Entry Requirements

Students Must be at least 18 years old

Previous education should be equivalent to:

Australian Year 10 qualification for Certificate III, Certificate IV; Diploma Courses.

Australian Year 12 qualification for Diploma, Advanced Diploma and Graduate Diploma courses.

An English Test:

- IELTS - overall score of 6.0 to 6.5
- TOEFL - overall score of 60 to 90.
- CAE - overall score of 169 to 176
- PTE – overall 43 to 58

Some courses have additional requirements, please check course-specific entry requirements for further details.

Department of Home Affairs may have additional Country Specific Entry Requirements Refer to our course prospectus for further details regarding each course.

For more information visit: <https://viite.edu.au/forms-and-policies/>

Intake Dates and Fees

We have regular intake dates depending on the course you would like to enrol in. Please speak to the admissions team at admissions@viite.edu.au or your agent to find out the intake dates for the relevant course.

Refer to our course prospectus for further details regarding fees for each course.

Course Fees, Payments and Refunds

VIITE accepts payment of course tuition fees for the term on enrolment. Further payments are made prior to the commencement of each term. You may choose to pay full fees if you wish to, however, you are not required to pay more than 50 per cent upfront.

Please only send your payments to VIITE and not any agents, as course payments are ONLY handled by VIITE.

This refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Agreement Contract and a link to the policy is found on our website: procedures.

For more information visit: <https://viite.edu.au/forms-and-policies/>

Orientation

An orientation program is organised for all our international students. As a new student at VIITE, you will receive an email from VIITE approximately one week prior to your commencement date welcoming you.

On Orientation Day, you will be expected to arrive at 10:30 am. Please bring a copy of your current address, a pen and some writing paper, and your laptop. You might wish to bring something to eat and drink during the day, however, there are a few food outlets near VIITE. You will not need anything else on the first day. You will also be provided with detailed information about VIITE, your course, your rights and responsibilities, and other important information about your enrolment at VIITE.

Student Identification Card

To obtain the student ID card, it is mandatory to fill out a form given in the VIITE information sheet. The form will require accurate personal information such as full name, student ID number, and contact details. Follow the instructions provided on the website to complete and submit the form.

The cost of a student ID card is \$20 AUD.

This student ID card can give you great student discounts! If you lose your ID card, you will need to pay a replacement fee.

Legislation and You

As a student, you have both rights and responsibilities under applicable legislation. Use this link for further research: <https://www.legislation.gov.au/>

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.education.gov.au/international-education>

Use this link for the ESOS Framework:

<https://www.legislation.gov.au/F2017L01182/latest/text>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below. As a Registered Training Organisation (RTO: 40860) and CRICOS Education Provider (CRICOS: 03783F) registered with the Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver.

We must always comply with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with the regulatory body, 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 studies comply as well.

This includes our training partners and education agents where applicable. As the RTO we have the responsibility to issue your Australian Qualifications Framework (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 our Complaints and Appeals Policy outlined further in this Handbook.

5. Unique Student Identifier (USI) Number

A unique Student Identifier (USI) is a number unique to you, consisting of numbers and letters. Using your USI, you will have online access to your training records and results (transcript) through your online USI account. This is a requirement for a new or continuing student undertaking a nationally recognised training course or unit.

When applying for a job or enrolling for further studies, you will need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet, or smartphone anywhere and anytime.

As an international student, you have an obligation to notify the Student Support team of any changes to contact details and address while enrolled in your course.

This should be done within 7 days as it is a condition of your student visa requirement.

Timetable and Breaks

A detailed class timetable, relevant to your intake date will be provided at Orientation.

VIITE takes study breaks in accordance with the Victoria public school term breaks. These breaks are not holidays but a time to catch up on outstanding learning and/or assessments, implement necessary make-up/supplementary classes, potentially undertake required placement applications/work experience, and finalise required work/documentation. Please speak to the Student Support team should you have any questions.

Learning Support

At VIITE, we understand that moving to a new country and adjusting to a new learning style can be difficult, especially if English is your second language.

We provide support to our international students in their studies and can assist you with English language and general study skills. Please speak with the Student Support team for assistance.

Attendance and Course Progression

We encourage students to maintain the minimum satisfactory course attendance of 80% which has a positive impact on the course progression though attendance is not mandatory for VET course students.

However, for practical assessments, practical placements and practical kitchen "workshop" classes, 100% attendance is mandatory.

For these mandatory classes, if you are absent due to a medical reason, a legitimate medical certificate will need to be submitted.

It is your responsibility to inform the Trainer or Student Support team of your absence, which will be recorded. It is also your responsibility to catch up on any work missed due to the absence.

Your academic progress will be monitored and students at risk of not passing a minimum of 50% of all units per term, will be issued with a written warning, followed by a mandatory Intervention Strategy meeting.

For more information visit: <https://viite.edu.au/forms-and-policies/>

Course Progression

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

VIITE will assist you in meeting course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. VIITE uses a range of methods to monitor course progress including a review of participation in training activities and assessment tasks including the assurance of you achieving a minimum of 50% successful unit completions per term.

Where VIITE considers you are at risk of not meeting course progress requirements, it will issue you with a first warning letter inviting you to attend a mandatory Intervention Strategy meeting to discuss why you are not meeting course progress requirements and support will be offered along with an action plan.

VIITE can provide you with a range of support from extra time to complete assessment tasks, or a reduced study load, to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Strategy Action Plan that both you and the authorized personnel will sign.

For more information visit: <https://viite.edu.au/forms-and-policies/>

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again invited to a mandatory Intervention Strategy meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

If you continue not to meet course progress requirements, you will be reported to the Department of Home Affairs (DHA) for not meeting course progress requirements. The DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal VIITE's decision to report you to the DHA. However, an appeal will only be considered if VIITE: has not recorded or calculated your assessment outcomes correctly,/or, has not provided appropriate support as set out in this handbook/policy, and/or, has not implemented other policies that could impact your results, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Circumstances that are considered are, compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student is unable to attend classes (legitimate proof required);
- Bereavement of close family members such as parents or grandparents (legitimate proof required);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies (legitimate proof required);
- A traumatic experience that has impacted the student, and which could include involvement in, or witnessing a serious accident; and witnessing or being the victim of a serious crime. (These cases should be supported by police or psychologists' reports);
- Where VIITE is unable to offer a pre-requisite unit;
- Where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa (legitimate proof required).

Assessment and Plagiarism

Assignments and other forms of assessment must be your individual and original work. Copying directly from your research sources or another student's work, including re-worded or paraphrased material without acknowledgment is plagiarism. Any plagiarised work detected will result in disciplinary action. For more information visit: <https://viite.edu.au/forms-and-policies/>

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a form of assessment that recognises skills and knowledge gained through formal training conducted by industry or education, work experience, and life experience.

You may be entitled to receive RPL for the course you are studying. Please contact the Student Support team within the first week of classes to discuss your application for RPL.

You must continue to attend all classes until your request is approved. For more information visit: <https://viite.edu.au/forms-and-policies/>

Credit Transfer (CT)

Credit Transfer (CT) is where successfully completed units of competency, contributing to an accredited qualification can be transferred from one course to another.

You may be entitled to receive a credit transfer for the course you are studying. Please contact the Student Support team within the first week of classes to discuss your application for CT.

You must continue to attend all classes until your request is approved. For more information visit: <https://viite.edu.au/forms-and-policies/>

Course Transfer

For VIITE students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted under any of the following circumstances:

- The student will be reported to the DHA because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the VIITE Intervention Strategy to assist the overseas student.
- There is evidence of compassionate or compelling circumstances.
- VIITE fails to deliver the course as outlined in the student agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by VIITE regarding the course and is therefore unsuitable to the student's needs and study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

In, order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

VIITE will NOT grant a transfer to another provider where the:

- A transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided/offered to the student.
- The student is trying to avoid being reported to the DHA for failure to meet the provider's attendance or academic/course progress requirements.
- The student does not have legitimate compassionate or compelling circumstances.
- The outcome of a student's application for course transfer will be provided in writing within 10 working days of receipt of application, or as permissible/able.
- Where a student's application is refused, the reasons for VIITE's decision will be communicated to the student via email, along with their right to access the complaints and appeals process.

VIITE does not charge a fee to students for transferring to another provider, however, any refund of course fees where applicable, will be paid to the student in accordance with VIITE's refund policy.

For more information visit: <https://viite.edu.au/forms-and-policies/>

Change of Campus

An application for a change of location of study is subject to the availability of the course level of proficiency of study at the chosen location, and a number of available vacancies among other requirements. Approval of change of location requests is entirely at the discretion of VIITE.

For more information visit: <https://viite.edu.au/forms-and-policies/>

6. Student Code of Conduct

VIITE is committed to providing students with a safe and supportive learning environment. While on any campus premises or when engaged in any course-related activity off campus, students are expected to behave in a considerate, courteous, and legitimate manner.

Students are expected to conduct themselves, appropriately always. VIITE does not tolerate academic misconduct such as cheating and plagiarism, aggressive or violent behaviour such as bullying and being rude and disrespectful to others breaches this code.

General Code of Conduct

VIITE is passionate about providing a safe and welcoming educational facility. We take the behaviour, actions, and teachings in our institute SERIOUSLY.

The Code of Conduct is established to ensure both students and staff are provided with an environment where they are free of any behaviour which may cause a negative impact.

All students and staff are expected to follow all rules and policies. In some circumstances, international students may have their enrolment suspended or cancelled as a result, of a breach and the DHA will be notified.

Leave of Absence

'Leave of absence' is when you take an approved break from your study, for a designated period of time. If you intend on being absent from class for an extended period of time and do not get permission first, your enrolment may be cancelled without notice.

International student visa holders can only take leave under approved compassionate or compelling circumstances. To be eligible for a Leave of Absence you must have compassionate or compelling grounds (e.g., personal, medical, psychological ill-health, death in the family, or course availability at the time) that are affecting your ability to study in a term. Legitimate evidence must be provided.

Please complete a Request for Leave of Absence form, we will then issue you a Travel Approval Letter.

7. Complaints and Appeal

All students have access to the Complaints Policy and Procedures as their rights as consumers. Students have the right to an Internal and External Appeals process for any decision made by VIITE, regarding their education, as well as decisions to terminate a student's enrolment.

You can access the Complaints and Appeals Process on our website. Please submit your appeal within 20 working days from the date of the decision you wish to appeal. VIITE takes all feedback and student complaints very seriously.

The office of the Commonwealth Ombudsman investigates complaints about problems that prospective, current, or former overseas students have with private education providers in Australia.

Informal Complaints Resolution

Students should contact the student support officer or the course coordinator in the first instance to attempt mediation or informal resolution of the complaint. Students should continue to attend classes (if applicable) while the complaint is being processed. Formal complaints and appeals handling procedures will be followed if the matter is not resolved.

Formal Complaints

This process of the grievance procedure is confidential, any complaints or appeals are a matter between the parties involved and are dealt with by the VIITE complaints handling process.

External Complaints and Appeals Process

If the student is dissatisfied with the process of internal complaints and appeals process, they may contact the Overseas Students Ombudsman. The Ombudsman can investigate complaints about the current and former problems for international students in Australia. Use the link below for further details:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

8. Campus Facilities

VIITE provides students with fully equipped multi-media classrooms with computers, free Wi-Fi, and a learning management system (LMS) platform to access learning resources. Additional computers are also available for students to use in the common area.

The common area also has kitchen facilities and a student break-out area. Please be aware, that creating hazards, such as getting water on the floor and bench surfaces, and leaving paper/rubbish on floors, is unlawful. Use this link for further information on Australian safe work/place laws: <https://www.safeworkaustralia.gov.au/>

Photocopying and Printing

Photocopying and printing facilities are available to the students on the campus. Use your student ID card and pay for photocopying and printing.

Issuing Certificates

On completion of your course and payment of all relevant fees, we will issue a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course with corresponding results.

Where a student withdraws or partially completes a course, a statement of attainment will be issued within thirty (30) days of withdrawal, as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

VIITE reserves the right to withhold the issuance of qualifications and statements of attainment until all fees related to the course/qualification have been paid, except where VIITE is not permitted to do so by law. VIITE must have a valid USI on file for the student to be able to issue a qualification or statement of attainment.

Re-issuing Certificates

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of these statements or qualifications at any time for an additional charge.

For more information visit: <https://viite.edu.au/forms-and-policies/>



Entertainment

For entertainment in the city of your campus, please visit the following sites which are updated regularly

Melbourne

<https://whatson.melbourne.vic.gov.au/things-to-do/entertainment>

Sydney

<https://www.earthtrekkers.com/best-things-to-do-in-sydney/>

Gold Coast

<https://www.queensland.com/au/en/places-to-see/destinations/gold-coast/things-to-do-gold-coast>





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