

OFFSHORE STUDENT GUIDE

**GUIDEBOOK FOR VU STUDENTS STUDYING
AT AN OFFSHORE SITE**

WWW.VU.EDU.AU/ASKVU
CRICOS Provider No. 00124K

 **VICTORIA UNIVERSITY**
MELBOURNE AUSTRALIA

WELCOME

Welcome to Victoria University!

We are delighted that you are studying with us at VU. A very warm welcome is extended to all students, both new students and those returning to continue their studies – welcome to the VU global learning community.

2012 is a very exciting year to be studying with VU – we are implementing our new Student Management System – VU CONNECT, and you will be able to access lots of information about your enrolment through Student Connect. As I write this welcome, we plan to implement the new system in early May 2012 – this will mean a few changes to the way you access information, and there may be some restrictions on information availability in the weeks leading up to that date, so keep your eyes out for advice about what is happening, and when. We'll let you know what is going on.

In 2012 we are also continuing the roll out of *RightNow*, VU's student experience and relationship management tool that means we will get to know you and understand your needs better than ever. You can now ask us questions on-line and, on some days, be able to interact with us via 'chat' sessions, as well as the usual email, telephone, fax and face-to-face contact at your home campus. Check out <http://askvu.vu.edu.au/> and start helping us to get to know you!

Your time at VU will, I hope, be a time of growing confidence and happiness, along with lots of great learning experiences. However, sometimes, university life can appear a little daunting. With the pressures of daily living, the deadlines for assignments and presentations, work and family commitments, and the need to have some fun along with all that, it can occasionally seem all too hard. Remember that help is at hand – there are many people at VU who can provide you with support to see you through the challenges ahead. If you don't know quite where to turn for guidance, help or support <http://askvu.vu.edu.au/> is a great place to start!

This guidebook can also provide you with some pointers: It is designed to assist students enrolled and studying at a Victoria University offshore site with practical and relevant information about student administration matters and whilst we understand that University life can be hectic, it is important that you take the time to read this Guide. The guide offers you lots of information to support you through your studies – where to get assistance of all sorts if you need it and what you need to do to make sure you are correctly enrolled in your course.

If you're reading this Guide from the web it is a great idea to bookmark the page so that you can keep coming back to it as a reference.

The Current Students' web page www.vu.edu.au/students also contains information crucial to you as a student of VU. Remember it is your responsibility to ensure you are familiar with current student policies and procedures. To do this we strongly recommend that you visit the Current Students' web page, weekly, to check for regular updates.

Another important site for you to get to know is ASKVU www.vu.edu.au/askvu On ASKVU, you can search for information by keywords, ask a question (and get a reply quickly!) and provide us with feedback – good and bad – using the quick links there.

Finally, if you access [MyVU Portal](#) you will get quick access to:

- View enrolment details
- View your personal details
- View your exam results

You'll also find a link to apply to graduate for when you have completed your course.

My very best wishes to you for a happy and successful year as part of VU's family of learners!

Lynette Bayly

Director,

Student Connections Department

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CONTACT INFORMATION

The Admissions and Enrolments Section (AES) at Victoria University provide student administrative services to all students who are enrolled in Higher Education and Vocational and Further Education (VE/FE) programs at all VU offshore sites.

AES contact details are:

Mailing Address:

Admissions and Enrolments
Victoria University
St Albans Campus
PO Box 14428
Melbourne VIC 8001
AUSTRALIA

Delivery Address:

Admissions and Enrolments
Victoria University
St Albans Campus
Building 4, Room 4C104-113
McKechnie Street
ST ALBANS VIC 3021
AUSTRALIA

Email: offshoreadmin@vu.edu.au

VICTORIA UNIVERSITY ACADEMIC SEMESTERS

Australian Semesters

Semester 1	March – June
Semester 2	August – November
Semester 3 (Summer)	December - February
Semester 4 (Winter)	June - July

Offshore students are enrolled in the semester that best fits the timing of them undertaking the course.

CENSUS DATES

Census dates apply to all higher education students and students enrolled in a TAFE Diploma or above level. Census dates are the dates in each semester when you need to have your enrolment finalised for that semester. Please ensure you make all your course and unit of study amendments before the following dates in each semester.

The census dates for 2012 are as follows:

Semester 1	31 March
Semester 2	31 August
Semester 3 (Summer)	13 January
Semester 4 (Winter)	15 June

PLEASE NOTE If you are a TAFE student studying at Certificate levels 1-4 census dates do not apply to you.

ENROLMENT AND STUDENT ID CARD

ENROLMENT

You are required to complete the official VU Enrolment form each year. You must enrol in your official or legal name, not abbreviated names. The name you enrol in will appear on your official VU record from the time of your first enrolment to graduation. Proof of identity is required at the time of application or enrolment and you will be expected to bring a copy of your identification card or passport and a passport size photograph to your first enrolment session. The passport size photograph is required to produce the student identification (ID) card. The photograph and proof of identity will be verified by the person in charge of the enrolment session and attached to your VU Enrolment form. The photo image is scanned and stored on your official University file. The saved image will be used to reproduce your ID card for future years' enrolments.

The enrolment forms are returned to Australia, signed and authorised by the relevant school or department officer, and registered on the student information system by AES staff.

ENROLMENT CONFIRMATION NOTICE

An Enrolment Confirmation Notice will be issued after the VU Enrolment form has been received and processed by AES. This document will be sent to you via your place of study. You should check your enrolment details carefully and if there is an error or an amendment is required, you must complete a Unit of Study Enrolment Amendment form and lodge it at your place of study.

A Unit of Study Enrolment Amendment form can be downloaded from the VU web page www.vu.edu.au/current-students/offshore-students then select student essentials and then the Commonly Used Forms heading.

STUDENT IDENTIFICATION NUMBER

You are issued with a student ID number when you apply or enrol with Victoria University. If you complete a pre-printed enrolment form in most cases the student ID number has already been issued and is printed in the top right hand corner of the form. Other students will receive their student ID number when they receive their Enrolment Confirmation Notice and here it is printed in the top left hand corner. Enrolment Confirmation Notices are usually sent with the student's identification card, which also contains the student ID number.

The student ID number is a unique number and should be listed on all correspondence with the University. You should only ever have one VU student ID number.

STUDENT IDENTIFICATION CARD

New students: A student identification card will be produced for you after processing of your enrolment, using the passport size photograph that you supplied at your enrolment session. This card will be sent to you with your Enrolment Confirmation Notice.

Continuing students: Your student identification card can be updated after you have enrolled at your institution. If you have lost or damaged your student ID card it can be replaced by completing an [Offshore Replacement ID Card Request form – A12](#) and paying the AUD\$30.00 charge.

GETTING HELP

MyVU PORTAL

MyVU portal provides students with secure access to the VU Student Information System. You are able to view your personal information, enrolment history, results and awards conferred via a web browser such as Internet Explorer. You can also download a certified Statement of Results.

Access to myVU Portal is via the icon on www.vu.edu.au/current-students/student-essentials

Login = Your Vic Uni Student ID number with an 's' in front (ie: s3166666).

Password: If you are a first time user, your password will be set to default as your date of birth in the format ddmmyy. For example: 12 May 1983 is written as **120583**.

When logging in to the portal for the first time, you will be prompted to change your password to comply with the security policy. This process will be fully automated, guiding you through the change password process.

Password Reset Self Service It is highly recommended that you also set up the Password Reset Self Service. Instructions on how to do this are available on the Welcome page of the portal.

If you have difficulties, contact the ITS Servicedesk on servicedesk@vu.edu.au or +61 3 9919 2777 or ask a question on ASKVU (just search for MyVU Portal).

STUDENT EMAIL

You are automatically allocated a student email account when you enrol with VU.

Connect to your email account is via the myVU Portal or web page

www.vu.edu.au/current-students/student-essentials/student-email. For further assistance see the Student login quick reference guide available from [ASKVU](#), enter the words 'reference guide' in the search field.

The guide summarises default login details and how to get help for systems used within VU. It also provides information in relation to the Active Directory, WebCT/Blackboard and MYVU Portal.

Once you are enrolled at VU, your IT access accounts are created within 24-48 hours.

WEBCT/BLACKBOARD

WebCT is an online learning environment for VU students enrolled in web-based units. WebCT provides students with access to support documents, links to web-based materials and discussion boards.

Connect to WebCT via the [myVU Portal](#).

LIBRARY SERVICES

The VU Library provides access to its electronic services and resources for VU students enrolled in offshore programs. The [Offshore library website](#) provides a huge range of electronic services and resources including:

- 100 journal article databases
- 50,000+ e-journals
- 100,000+ e-books
- 380 internet videos
- General reference resources
- Electronic lecture notes/examinations

- Electronic referencing style guides
- Electronic newspaper articles
- Electronic dictionaries
- Electronic Theses
- Research guides

ASKVU is an interactive web portal for current VU students, staff, alumni and graduates to view frequently asked questions (FAQs) and make and manage enquiries.

ASKVU includes FAQs related to student administration, enrolments, fees, admissions, assessment, library, graduations, examinations, results and more.

The web address for ASKVU is www.vu.edu.au/askvu. Please bookmark this address for future use.

Setting up an account

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

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

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

Please do not allow other people to ask questions using your account as this may result in a breach of privacy. The Student Contact Centre will advise account holders if it appears their account is being used by a non-account holder.

For more information about VU email addresses, please see the Student IT Guide at <http://w2.vu.edu.au/library/info/ITSLibStudGuide/index.htm>.

Logging into ASKVU

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

If you don't have a username, please see Account assistance at http://askvu.vu.edu.au/app/utis/account_assistance.

When can I use ASKVU?

You can login or search ASKVU to find answers to your questions, or to ask a question 24 hours a day.

Your question will be responded to within one business day. (Excludes weekends, University and public holidays.)

PLEASE NOTE ASKVU currently provides answers to questions about student administration, enrolments, fees, admissions, graduations, alumni/graduates and library for onshore students. Please go to www.vu.edu.au/current-students/offshore-students for offshore student administration enquiries. ASKVU is a different service to MYVU Portal.

CHANGING YOUR ENROLMENT DETAILS

CHANGING YOUR PERSONAL DETAILS

The VU Student Information System records two addresses for enrolled students. The semester address is your address while studying and the permanent address is your home country address. In some cases these addresses will be the same.

If you change either your semester address, permanent address or other contact details at any stage during your studies, you should notify the University as soon as possible.

You can change your address or contact details using one of the following methods:

MYVU Portal: Update your telephone numbers, semester and mailing address details, by logging in to the MYVU Portal via www.vu.edu.au under Current Students/Student Essentials.

1. Simply login to MYVU Portal and select the My Details tab the select Personal Details from the list
2. Click on "edit" to start updating the information online
3. Follow the instructions on the screen or place the mouse over the "i" buttons in MYVU Portal to view more detail about a particular field of information.

ASKVU: You can make a request for your personal details to be changed by asking a question through [ASKVU](#).

It is important that personal details are kept current as important information will be sent to the nominated address for correspondence. VU also sends emails and SMS messages when necessary so it is important that you also update this information.

Amendments to change of name, title, date of birth and gender must be done by submitting a *Personal Details Amendment – A11* form together with supporting documents (passport, birth certificate or extract, deed poll documents) to a Student Service Centre. You will also be asked to show your Student ID card. Any awards/certificates produced at the conclusion of your course will be issued under the name in which you have enrolled.

Currently your preferred name order and emergency contact information must also be updated on a hardcopy *Personal Details Amendment – A11* form or by asking a question through [ASKVU](#).

By phone: +61 3 9919 6100

When making changes on the phone you will be asked to provide your full name, student ID number, date of birth, address and possibly other details to verify your identity.

By fax/post: You can download a *Personal Details Amendment – A11* form from Commonly used forms and fax it to +61 3 9919 4429 or post to Student Contact Centre, VU, PO Box 14428, Melbourne, Vic 8001 Australia.

Scan: Ask a question through [ASKVU](#) and attach a scanned PDF copy of your completed and signed *Personal Details Amendment – A11* form.

UNIT OF STUDY – ADDITIONS AND WITHDRAWALS

After your enrolment has been processed the University will issue you with an Enrolment Confirmation Notice. You should check the details on this notice and in the myVU Portal very carefully to ensure the enrolment details are accurate. Any unit of study/subject additions or withdrawals must be completed on the relevant form (see below) and lodged at your place of study. The following forms are available from www.vu.edu.au/forms.

Higher Education - Unit of study Enrolment Amendment - A13

TAFE – Course or Unit of Study Withdrawal Application(TAFE) – A07 or Unit of Study Addition (TAFE) – A09

RPL, CREDIT TRANSFERS AND EXEMPTIONS

If you have undertaken previous formal study or work experience that satisfies the learning objectives/outcomes of a unit(s) of study you may be eligible for Recognition of Prior Learning (RPL).

You must complete an [Application for Recognition of Prior Learning – Higher Education – A04](#) or a [Recognition of Prior Learning/Current Competency/Credit Transfer – TAFE – A80](#) form and provide certified copies of qualifications and unit(s) of study information. All documentation should be lodged at the time of enrolment. The Faculty or TAFE school responsible for the administration of the course will assess your application and advise you of the outcome.

Both of these forms can be downloaded from the VU webpage www.vu.edu.au/current-students/offshore-students under the Commonly Used Forms link.

LEAVE OF ABSENCE

You can apply for Leave of Absence at any time after you have enrolled in the course and find that you can no longer study, for example due to work commitments or health reasons. The faculty or TAFE School responsible for the administration of the course may grant a period of leave for one or two semesters. You must complete an application for Course Leave of Absence form and lodge it at your place of study with your Student ID card.

A Leave of Absence – A13 form can be downloaded from the VU webpage www.vu.edu.au/current-students/offshore-students under the Commonly Used Forms link.

INTERNAL COURSE TRANSFER

Once enrolled in a VU program, you can apply to internally transfer to another VU course of study. The faculty or TAFE School responsible for the administration of the course will assess your application for internal course transfer and advise you of the outcome. You must complete an Internal Course Transfer Application form and lodge it at your place of study. Once you have been accepted into your new course you will also need to withdraw from your current course – see Withdrawal from Course below for information on how to do this.

An Internal Course Transfer Application - A122 form can be downloaded from the VU webpage www.vu.edu.au/current-students/offshore-students under the Commonly Used Forms link.

WITHDRAWAL FROM COURSE

If you wish to withdraw from your course you must complete an application for Course Withdrawal form and lodge it at your place of study with your student ID card.

The relevant Course Withdrawal form (see below) can be downloaded from www.vu.edu.au/forms

Course Withdrawal Application - Higher Education – A40

Course or Unit of Study Withdrawal Application – TAFE – A07

SPECIAL CONSIDERATION

You may apply for special consideration if your studies, during a teaching period, examination or other assessment have been gravely affected by illness or other serious cause. Applications for special consideration must be made no later than three days after the date of submission of assessment or examination for which the special consideration is sought. You must complete a Special Consideration application form and lodge it at your place of study.

A Special Consideration – A23 form can be downloaded from the VU web page www.vu.edu.au/current-students/offshore-students under the Commonly Used Forms link.

EXAMINATION TIMETABLE

You will be advised at your site of study when and where you can obtain the timetable for your examinations.

NOTIFICATION OF RESULTS

Final results are not official until formally published on the myVU Portal. The myVU Portal is the Victoria University web application which allows students to check their results at any time and print a Certified Statement of Results. Simply go to the web page www.vu.edu.au/current-students/student-essentials and select the myVU Portal icon and follow the instructions on how to login.

Results will not be displayed on the screens until after the official University publication date. Once results are published you can view and print a Certified Statement of Results via the myVU portal. The publish dates for 2012 Higher Education and TAFE results are as follows:

Higher Education

- Semester one 9 July
- Semester two 26 November
- Semester three (Summer) 24 February
- Semester four (Winter) 6 August

TAFE

- Semester one 23 July
- Semester two 10 December

ACADEMIC TRANSCRIPTS

Academic transcripts are sent to offshore students in accordance with the agreement with each offshore partner institution.

Please consult with your administrator regarding when your academic transcript will be available.

If you need additional transcripts:

- post a completed [Academic transcript request form](#) – A08 to the address on the form including your payment (cheques made payable to Victoria University)
- send a completed [Academic transcript request form](#) – A08 as an attachment through [ASKVU](#) or fax to +613 9919 2853

The cost of a single copy of an Academic Transcript is AUD \$15.00. The cost of multiple copies of an Academic Transcript is AUS \$15 for the first copy and AUD \$10 for each subsequent copy requested at the same time. Payment can be made by Bank Cheque/Draft or Credit Card. A Credit Card Payment form for offshore students is available on the application form.

STATEMENT OF ATTAINMENT

A Statement of Attainment will be issued to offshore TAFE students enrolled in a VU course of study in accordance with the agreement with each partner institution.

GRADUATION

The VU Graduation ceremonies are currently held twice a year in Melbourne and at two of our offshore locations annually

- Melbourne (May/June and October/November)
- Malaysia (March)
- China (July)

APPLYING TO GRADUATE

You can apply to graduate online via the [myVU Portal](#). Once submitted, you will immediately receive an email confirmation that your application has been received. Please keep the email confirmation as a record of your application.

Provided that your Faculty has confirmed your eligibility to graduate and your results have been officially published in the semester you are completing, then the following graduation scheduled can apply:

Offshore Students enrolled and completing in sem 1 2012 will graduate in October 2012
Offshore Students enrolled and completing in sem 2 2012 will graduate in March 2013
Offshore Students enrolled and completing in sem 3 2012 will graduate in June/July 2012
Offshore Students enrolled and completing in sem 4 2012 will graduate in October 2012

ATTENDING A CEREMONY

If you apply to graduate and your Faculty or TAFE School confirms that you are eligible to receive the award, you will be sent an official Letter of Completion, a Graduation Attendance Form and other relevant information approximately six weeks before the graduation ceremony. In most cases this information will be sent to you electronically so please be sure to include an email address in your application.

NOT ATTENDING A CEREMONY

If you choose not to attend the ceremony or do not return the Graduation Attendance Form you will graduate *in absentia* (in your absence). Your testamur/certificate will, in most cases, be sent to you via the partner institution/agent approximately 2-3 weeks after the ceremony. In other cases, individual students will be sent information concerning how you can receive your testamur/certificate.

If you graduate *in absentia* at a Melbourne ceremony, you can complete an Application to Participate form to attend an offshore graduation ceremony in Malaysia or China. This process allows you to receive your award after the Melbourne ceremony but still celebrate at a graduation ceremony. If you attend the ceremony in Melbourne you cannot participate in another ceremony for the same award.

More information regarding the graduation ceremonies, including ceremony dates, is available on the Assessment and Graduations webpage

www.vu.edu.au/current-students/student-essentials under the Graduation link.

ACADEMIC MISCONDUCT

Academic integrity is fundamental to the University's functions of teaching, learning and research.

Plagiarism and other forms of academic misconduct are prohibited and disciplinary action may be taken if rules are breached. Academic misconduct can involve dishonesty and premeditation in the preparation and/or presentation of assessable work resulting in unjust academic advantage.

The following are examples of practices that are prohibited:

- falsification of results and fabrication of data;
- ghostwriting, where another person authors a piece of assessment that is presented as the student's own work;
- recycling your own work, presenting it for assessment in another unit of study; and
- making contact with another person during an examination (including take home exams) or other form of assessment, contrary to instructions.

Please refer to the following VU Policies page for more information and access to policies.

VU POLICIES

Listed below are a few of Victoria University's policies that may be of interest to you. Further policies can be accessed on the [VU Policy](#) website.

STUDENT COMPLAINT RESOLUTION POLICY

This policy is designed to provide a fair and prompt process for responding to and resolving student complaints.

Full details of Victoria University's Student Complaint Resolution policy can be viewed on the vu web page www.vu.edu.au/current-students/student-essentials

PRIVACY POLICY

This policy indicates that wherever possible, personal and health information collected and held by VU will only be accessed and handled as required by staff authorized to do so for the purpose of carrying out their duties.

Full details of Victoria University's privacy policy can be viewed via ASKVU on www.vu.edu.au/askvu and entering the words 'privacy policy' into the search field.

ACADEMIC HONESTY AND PREVENTING PLAGIARISM POLICY

This policy reflects the vigilance of Victoria University in curbing the influence of plagiarism and providing clear and fair procedures for handling allegations.

Full details of Victoria University's Academic Honesty and Preventing Plagiarism policy can be viewed on the [VU Policy](#) website.

INTELLECTUAL PROPERTY POLICY

This policy is designed to establish clear rules governing intellectual property at the University in order to promote the University's development as an institution with excellence in research, technological development and applications of knowledge.

Full details of Victoria University's intellectual property policy can be viewed on the [VU Policy](#) website.

ENROLMENTS – OFFSHORE POLICY

This policy identifies the roles and responsibilities for the management of offshore enrolments. It provides for clear and consistent management of enrolments for students studying at an offshore site delivering VU programs.

Full details of Victoria University's Enrolment – Offshore policy can be viewed on the [VU Policy](#) website.

EXAMINATION RULES AND REGULATIONS

Students are required to familiarise themselves with these rules and regulations when undertaking formal examinations at Victoria University

Information concerning examination rules and regulations is available on the web page www.vu.edu.au/current-students/student-essentials/examinations

GLOSSARY

Academic Transcript: official statement of academic results.

AES: Admissions and Enrolments Section

Amendment: the change or alteration to a student's enrolment

ASKVU: a web-based frequently asked questions (FAQs) database

Assessment: method of determining the mark or grade to be awarded to a student

Award: a degree, diploma or certificate of the University

Course: a program of study

Course code: an internal identifier for a course of study

Course Withdrawal: when a student officially leaves the course before completion

Credit Transfer: recognition or acknowledgement of previous studies towards a current course

Enrolment Form: official form used for student registration

Exclusion: when a student is expelled from the University for unsatisfactory progress or as a result of a discipline hearing

Exemption: granting of credit for a unit of study/subject towards a current course of study

Faculty: the Higher Education or TAFE area that conducts the course of study

Graduand: a student who has satisfied all the requirements for an award but on whom that award has not yet been conferred

Graduate: a student who has had their award conferred

Graduation Ceremony: ceremony at which the award is formally conferred (granted)

HEd: Higher Education

ID card: VU student identification card

Internal Course Transfer: to change enrolment to a different course within VU

Leave of Absence: when a student takes approved leave from studies, usually one or two semesters

Letter of Completion: official VU letter from Assessments and Graduations confirming the completion of a course of study

MyVU Portal: a gateway to VU student online services

Offshore: outside of Australia

Onshore: within Australia

Period: a length of time in an academic timetable

Plagiarism: the illegal act of presenting another person's work as one's own creation

Program: a course of study

RPL: recognition of prior learning

Semester: periods in an academic year

Student ID: unique identification number assigned to a student at time of first enrolment

Study Site: the location associated with a student enrolment

TAFE: Technical and Further Education

Testamur: the certificate presented to graduates to record the conferral of the award.

www.vu.edu.au/askvu

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Unit of Study: a subject or module

VE/FE: Vocational Education/Further Education

VU: Victoria University

VU CONNECT: The name of the new Victoria University Student Information System (coming in May 2011)

WebCT: a web-based online learning environment