

VU **STUDENT** **GUIDE** **2012**

FOR ONSHORE, NEW AND CONTINUING STUDENTS

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VICTORIA UNIVERSITY
MELBOURNE AUSTRALIA

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Offshore students please refer to the Offshore Student Guide for information.

Information contained in this Guide is correct at time of publishing.

WELCOME

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

2012 is a very exciting year to be at VU – we are implementing our long awaited Student Management System during this year, which means that some students will soon be able to select your units of study and pay for them online. You will also be able to make amendments, consistent with University policies, 24 hours a day, 7 days a week. No more queues!! We are also starting to roll out a new Student Experience Management tool that means we will get to know you and understand your needs more than ever.

For now, though, enrolment is a manual process, and this guide is designed to help you complete the crucial step of enrolling in your course(s) and ensuring that your enrolment record is complete and accurate. Whilst we understand that University life can be hectic, it is important that you take the time to read this guide. After all, you will be signing a declaration on your Enrolment Form to state that you have read it!

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 online it is a great idea to bookmark the page so that you can keep coming back to it as a reference.

If you log on to www.vu.edu.au/students, you will find lots of 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 www.vu.edu.au/students weekly, to check for regular updates.

Another important site for you to get to know is ASKVU www.vu.edu.au/askvu ASKVU is our FAQ database that contains over 1,000 questions and answers, here 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. Remember, there is someone who can help you – just ask!

Finally, if you look up www.vu.edu.au/myvu you will be able to:

- Apply for scholarships
- View your enrolment details
- View your exam timetable
- View your exam results

You'll also find a link to apply to graduate.

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

CHECKLIST

Please take the time to read through and understand the VU 2012 Student Guide. Once you've read through the Guide use this checklist to make sure you have done everything you need to do to be enrolled at VU.

- Accept your offer (new students only)
- Choose your Units of Study and work out your timetable. (Higher Education students only)
- Enrol in or defer from your Course
- Eligible TAFE Government funded students who are entitled to a fee concession rate must provide a valid Commonwealth Concession card at the time of enrolment in order to receive the concession rate on their tuition fees
- All new students must bring proof of citizenship. For Australian citizens, this evidence can be in the form of an original or certified copy of your Birth Certificate, Extract of Birth Certificate, (or Marriage Certificate where a name has changed because of marriage), current Passport or Certificate of Australian Citizenship/Permanent Residency. For all other students, this evidence can be in the form of a certified copy of a current Passport, and a certified copy of your Visa, showing the Visa Class Number. If the document produced does not include a date of birth, a current driver's license or a proof of age card is also required.
- New students who wish to defer their fees through a HELP scheme need to bring your Tax File Number (must be Australian citizens or Humanitarian Visa holders)
- Submit your Request for Commonwealth Support and HECS-HELP Form (Higher Education Commonwealth Supported Students only)
- Submit your FEE-HELP Assistance form (Higher Education Commonwealth Assisted Students only)
- Submit your VET FEE-HELP Assistance form (Nationally accredited TAFE Diploma and above eligible students)
- Pay your tuition fees, materials fees and any up-front HELP fee requirement
- Collect your Student ID card and Student Diary
- Be part of the Orientation activities – refer to page 5 for dates
- International students attend any compulsory International Student Orientation Sessions - refer to page 5 for dates
- Become familiar with the Important Dates for 2012 (refer to pages 5-8)

IMPORTANT ENROLMENT AND EXAMINATION DATES

EVENT	DATE(S)
HIGHER EDUCATION SUMMER OPTION (2011/12) COMMENCES	14 November 2011
Summer Option timely enrolment amendment date	4 January 2012
SUMMER OPTION CENSUS DATE (Higher Education only)	13 January 2012
Higher Education summer Option ends	3 February 2012
Higher Education summer examination timetable released	30 January 2012
Publication of summer examination seating lists (via MyVU Portal)	30 January 2012
Higher Education summer examinations	13 February – 17 February 2012
Higher Education summer results released	24 February 2012
TAFE Semester 1 International Orientation	9 February 2012
ORIENTATION WEEK (including Higher Education International)	20 February – 24 February 2012
MY TIMETABLE preference entry mode opens at 5pm (Higher Education)	16 January 2012
MY TIMETABLE preference mode closes at 10.00am (Higher Education)	16 February 2012
MY TIMETABLE allocation adjustment mode opens at 5pm (Higher Education)	20 February 2012
MY TIMETABLE open in read only mode at 5pm (Higher Education)	16 March 2012
VOCATIONAL EDUCATION/FURTHER EDUCATION START DATE	Students must check with their School
HIGHER EDUCATION SEMESTER 1 COMMENCES	27 February 2012
Higher Ed and TAFE Diploma and above timely enrolment amendment date	16 March 2012
SEMESTER 1 CENSUS DATE (Higher Education & TAFE)	31 March 2012
Higher Education mid semester break	6 April – 13 April 2012
Vocational Education/Further Education mid semester break	2 April – 13 April 2012
Higher Education Semester 1 examination timetable released	30 April 2012
Publication of Semester 1 examination seating lists (via MyVU Portal)	21 May 2012
MID-YEAR CENSUS DATE (TAFE only)	31 May 2012
Swot vac	28 May – 1 June 2012
Higher Education Semester 1 examinations	4 June – 22 June 2012
Higher Education Semester 1 results released	9 July 2012
Higher Ed. special and supplementary exam timetable released	11 July 2012
Publication of special & supplementary examination seating lists (via MyVU Portal)	11 July 2012
Higher Ed. special and supplementary examinations	16 July – 20 July 2012
Higher Education midyear break	25 June – 20 July 2012
Vocational Education/Further Education midyear break	2 July – 13 July 2012
Vocational Education/Further Education Semester 1 results released	23 July 2012

IMPORTANT ENROLMENT AND EXAMINATION DATES (CONT.)

EVENT	DATE(S)
HIGHER EDUCATION WINTER OPTION COMMENCES	4 June 2012
Higher Education timely enrolment amendment date	12 June 2012
WINTER OPTION CENSUS DATE (Higher Education only)	15 June 2012
Higher Education Winter examination timetable released	11 July 2012
Publication of Winter examination seating lists (via MyVU Portal)	11 July 2012
Higher Education winter option ends	13 July 2012
Higher Education winter examinations	16 July – 20 July 2012
Higher Education winter results released	6 August 2012
MY TIMETABLE preference entry mode opens at 5pm (Higher Education)	25 June 2012
MY TIMETABLE preference mode closes at 10am (Higher Education)	12 July 2012
MY TIMETABLE allocation adjustment mode opens at 5pm (Higher Education)	16 July 2012
MY TIMETABLE opens in read only mode at 5pm (Higher Education)	10 August 2012
VOCATIONAL EDUCATION/FURTHER EDUCATION START DATE	Students must check with their School
TAFE Semester 2 International Orientation	12 July 2012
Higher Educ. Semester 2 Orientation (including International)	16 July 2012
HIGHER EDUCATION SEMESTER 2 COMMENCES	23 July 2012
Higher Ed & TAFE Diploma and above timely enrolment amendment date	17 August 2012
SEMESTER 2 CENSUS DATE (Higher Education & TAFE)	31 August 2012
Higher Education mid semester break	24 September – 28 September 2012
Vocational Education/Further Education mid semester break	24 September – 5 October 2012
Higher Education Semester 2 examination timetable released	24 September 2012
Publication of Semester 2 examination seating lists (via MyVU Portal)	15 October 2012
Swot Vac	22 October – 26 October 2012
Higher Education Semester 2 examinations	29 October – 16 November 2012
Higher Education Semester 2 results released	26 November 2012
Higher Ed special & supplementary examination timetable released	28 November 2012
Publication of special & supplementary examination seating lists (via MyVU Portal)	28 November 2012
Higher Ed special and supplementary examinations	3 December – 7 December 2012
Vocational Education/Further Education Semester 2 results released	10 December 2012

IMPORTANT FEE DATES

EVENT	DATE(S)
<p>Timely enrolment amendment date Last day for Summer option 2012 Higher Education enrolment amendments. Course and unit of study changes made after this date will incur a late enrolment penalty of \$50 per form.</p>	4 January 2012
<p>Census Date for Summer option 2012. Last day for Higher Education students to make amendments to their enrolment. Amendments made after this date until the last working day prior to the commencement of Summer Option examinations (10 February 2012), will incur a \$70 post census amendment penalty per form. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Unit additions for the current semester will be charged as full fees and need to be paid at the time of the addition.</p> <p>International and Local Full Fee students who have not paid for Higher Education Summer option by this date will have their enrolment cancelled after this date.</p> <p>New Zealand citizens, Permanent Residents and upfront HECS-HELP/FEE-HELP students, who did not pay or provide a TFN for Higher Education Summer option by today will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges also apply.</p>	13 January 2012
<p>Online Commonwealth Assistance Notice for Summer Option 2012 Higher Education available, Check MYVU portal.</p>	10 February 2012
<p>Last day for payment of upfront Higher Education & TAFE Diploma and above fees for Semester 1. International students who don't pay by this date will incur a \$130 late enrolment penalty and may have their enrolment cancelled after 20 working days. Local full-fee and upfront HELP students will incur a debt collection charge of \$130.</p>	15 February 2012
<p>Last date to query Commonwealth Assistance Notice (CAN) for Summer Option 2012. Disputes regarding the CAN submitted after this date will incur a charge of \$90 per form.</p>	24 February 2012
<p>Timely enrolment amendment date. Last day for Semester 1 Higher Education & TAFE Diploma and above enrolment amendments. Course and unit of study changes made after this date will incur a late enrolment penalty of \$50 per form.</p>	16 March 2012
<p>Census Date for Semester 1. Last day for Higher Education & TAFE Diploma and above students to make amendments to their enrolment. Amendments made after this date until the last working day prior to the commencement of Semester 1 examinations (1 June 2012), will incur a \$70 post census amendment penalty per form. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Unit additions for the current semester will be charged as full fees and need to be paid at the time of the addition.</p> <p>New Zealand citizens, Permanent Residents, Local Full Fee and HECS-HELP/FEE-HELP/VET FEE-HELP students who did not pay for Semester 1 or provide a TFN by today will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges also apply.</p>	31 March 2012
<p>Online Commonwealth Assistance Notice for Semester 1 Higher Education & TAFE Diploma and above available, Check MYVU portal.</p>	16 April 2012
<p>Last date to query Commonwealth Assistance Notice (CAN) for Semester 1. Disputes for Higher Education students regarding the CAN submitted after this date will incur a charge of \$90 per form.</p>	12 May 2012
<p>Last day for payment of upfront Higher Education fees for Winter option. International students who don't pay by this date may have their enrolment for Winter Option cancelled after 20 working days.</p>	4 June 2012

IMPORTANT FEE DATES (cont.)

EVENT	DATE(S)
<p>Timely enrolment amendment date Last day for Winter Option Higher Education enrolment amendments. Course and unit of study changes made after this date will incur a late enrolment penalty of \$50 per form.</p>	12 June 2012
<p>Census Date for Winter option. Last day for Higher Education students to make amendments to their enrolment Amendments made after this date until the last working day prior to the commencement of the Winter Option examinations (13 July 2012), will incur a \$70 post census amendment penalty per form. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Unit additions for the current semester will be charged as full fees and need to be paid at the time of the addition.</p> <p>New Zealand citizens, Permanent Residents and upfront HECS-HELP/FEE-HELP students, who did not pay or provide a TFN for Higher Education Winter option by today will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges also apply.</p>	15 June 2012
<p>Online Commonwealth Assistance Notice (CAN) for Winter Option available Check MYVU portal.</p>	13 July 2012
<p>Last day for payment of upfront Higher Education & TAFE Diploma and above fees for Semester 2. International students who don't pay by this date will incur a \$130 late enrolment penalty and may have their enrolment cancelled after 20 working days. Local full-fee, New Zealand citizens, permanent residents and upfront HELP students will incur a debt collection charge of \$130.</p>	13 July 2012
<p>Last date to query Commonwealth Assistance Notice (CAN) for Winter Option Higher Education. Disputes regarding the CAN submitted after this date will incur a charge of \$90 per form.</p>	27 July 2012
<p>Timely enrolment amendment date. Last day for Semester 2 Higher Education & TAFE Diploma and above enrolment amendments. Course and unit of study changes made after this date will incur a late enrolment penalty of \$50 per form.</p>	17 August 2012
<p>Census Date for Semester 2 and full-year TAFE enrolments. Last day for Higher Education & TAFE Diploma and above students to make amendments to their enrolment Amendments made after this date until the last working day prior to the commencement of Semester 2 examinations (26 October 2012), will incur a \$70 post census amendment penalty per form. If you withdraw you will still be liable to pay for the Unit/s of Study and will receive a withdrawal/fail result. Unit additions for the current semester will be charged as full fees and need to be paid at the time of the addition.</p> <p>New Zealand citizens, Permanent Residents, Local Full Fee and HECS-HELP/FEE-HELP/VET FEE-HELP students who did not pay for Semester 2 or provide a TFN by today will have their enrolment cancelled after this date. Re-instatement can only take place if you pay full-fees which are substantially higher than the fees on your invoice. Re-instatement charges also apply.</p>	31 August 2012
<p>Online Commonwealth Assistance Notice for Semester 2 available, Check MYVU portal.</p>	28 September 2012
<p>Last date to query Commonwealth Assistance Notice (CAN) for semester 2. Disputes for Higher Education students regarding the CAN submitted after this date will incur a charge of \$90 per form.</p>	12 October 2012
<p>Last day for payment of upfront Higher Education fees for Summer option. International students who don't pay by this date may have their enrolment for Summer Option cancelled after 20 working days.</p>	14 December 2012
<p>PLEASE NOTE All fees, charges, penalties and dates are correct at the time of publishing.</p>	

SECTION 1

ENROLMENTS

RE-ENROLMENTS

ACCEPTING YOUR OFFER FOR A COURSE AT VU

If you are a new student, in order to accept your place in the course you will need to attend the scheduled enrolment session on the day and time you have been advised. Details will not be included in the offer letter for International students; this information will be provided at a later date closer to enrolment. You can find maps of each University campus and building locations at www.vu.edu.au/campuses.

If you are a Higher Education or TAFE International student and you have missed your timetabled scheduled enrolment session, contact your Faculty immediately to seek advice. See www.vu.edu.au/higher-ed-and-tafe for contact details.

PLEASE NOTE: Re-enrolling students may receive enrolment information online, as an email to your student email account or via SMS from your Faculty. Alternatively, higher education students can check for re-enrolment information on the [Faculty-specific enrolment](#) website.

Timely enrolment - no charges apply

Please note that as per the Enrolment Policy, you must enrol at your scheduled enrolment session to ensure that you do not get a late enrolment charge.

Late enrolment - charges apply (Higher Education)

If you have missed your scheduled enrolment session a late charge of \$130 will apply. The late enrolment session will be held prior to Christmas. Check with your Faculty for the specific date and time. If you miss this session your enrolment will be cancelled.

Very late enrolment - charges apply (Higher Education)

If you have missed your timely enrolment session and your late enrolment session you will be required to enrol in early January at the very late enrolment session. Whilst your enrolment would have been cancelled you will be re-instated and you will be charged \$260. This consists of the \$130 late enrolment charge and a \$130 re-instatement charge. If you miss this very late enrolment session you may lose your place in your course.

If you are unable to attend your enrolment session, you must send a proxy to enrol on your behalf. This proxy may be a relative, a friend or another student. Your proxy must bring with them your letter of offer, proof of citizenship, AND a signed *Enrolment by Proxy -A47* form. You can download the proxy form from the [Commonly Used Forms](#) page. You will need to list on your proxy form details of the units of study you wish to enrol in for each semester.

If you are a Higher Education or a TAFE Diploma and above level student you may also need to complete and sign a Request for Commonwealth Support HECS-HELP or Request for FEE-HELP or VET FEE-HELP Assistance (note that your Proxy cannot sign this form for you). You can obtain a copy of the HELP forms by contacting your Faculty. If you, or your proxy, fail to enrol on the nominated day, your offer of a place in this course may be cancelled and the place will be offered to another student.

WHAT IF I RECEIVE A PREFERRED OFFER AFTER ENROLLING?

VTAC applicants

If you receive an Early Offer (December) or Round One offer (January) you will still be considered for an offer for any course that is higher on your VTAC list of preferences. You must enrol into the course in which you receive your first offer, otherwise your offer lapses.

If you enrol into the course and you receive a preferred offer in a subsequent offer round, **you must withdraw from the course in which you have already enrolled by submitting an Application for Course Withdrawal** available from [Commonly Used Forms](#). If you do not withdraw from the course you will remain liable for the fees (even if you completed a HELP form) and will receive 'fail' grades for all units.

DEFERRING YOUR COURSE

If you wish to defer your course, you are required to complete a [Deferment Application - A83](#) form and submit this to the University **at or before** your nominated enrolment session. Submission details are provided on the form.

Please note the following information about deferments:

- **Applicants DO NOT enroll before deferring.** A deferment is a guarantee that the place of offer will be available for the applicant to enroll in *after* the approved 6 or 12 month deferment period expires.
- Onshore International students must apply directly to VU International (www.vu.edu.au/international). Deferment will only be granted in certain limited circumstances in accordance with the National Code 2007.
- VU guarantees a one-year deferment for all commencing domestic students for Higher Education and Vocational Education/Further Education. Applications to defer from international students are subject to the conditions specified in the National Code 2007.
- Whilst this is a guaranteed deferment from the University, all courses will not necessarily be available for commencing students in subsequent years and should this occur VU will negotiate alternative study options with you.
- The option for deferral expires after the scheduled enrolment session. All applications for deferral must be submitted to the University **at or before** the nominated enrolment session.
- The University will contact you before the expiry of the deferment period with enrolment information.

All applications for deferment will be acknowledged and you will receive a letter informing you that the deferment has been registered. You will receive enrolment information from the University towards the end of your deferment period.

Once you have enrolled in the course you cannot defer, your only option after enrolment is to request a Leave of Absence (LOA).

VICTORIAN STUDENT NUMBER (VSN)

The Victorian Student Number (VSN) is a student identification number assigned by the Department of Education and Early Childhood Development to all students in Victorian government and non-government schools, and in Vocational Education and Training courses. The number is unique to each student and will remain with you throughout your education until you reach the age of 25.

If you have attended a Victorian School any time from 2010 onwards, the VSN will be recorded on common school communications such as enrolment confirmations and report cards. If you have been allocated a VSN please bring it with you to your enrolment session.

Please visit the following website for more information

<http://www.education.vic.gov.au/management/governance/vsn/default.htm>

If, after enrolment you need to find out your VSN please complete an [A90 – Enrolment Confirmation Application](#) form and be sure to tick the box to specifically request your VSN.

STEPS FOR ENROLLING IN 2012

You must enrol on your nominated date of enrolment or you risk losing your place.

STEP 1 – BE PREPARED

New students

Check the **enrolment day, time and venue information** on your enrolment letter. Check the details carefully to see where you must attend to enroll and allow **3-4 hours for enrolment** (refer to checklist on page 4)

- You must bring **proof of citizenship status** or you won't be able to enrol. Acceptable proof of citizenship includes:
 - your birth certificate
 - An extract of your birth certificate (or marriage certificate where a name has changed because of marriage)
 - your current Passport or Certificate of Australian Citizenship/Permanent Residency and a certified copy of your Visa showing the Visa Class Number
 - your Certificate of Australian Citizenship

Your Driver's license or Medicare card cannot be used as proof of citizenship but if the documentation provided does not include your date of birth please also provide a current driver's license or a proof of age card.

- If you are enrolling into a TAFE Government funded course and are eligible for a fee concession **you must bring your valid concession card to the enrolment session**. If you receive your concession card after your enrolment session, the concession fee rate cannot be applied to the current enrolment but will apply from the next enrolment period.
- Check your eligibility for a government funded place at the Skills Victoria website at <http://www.skills.vic.gov.au/get-training/get-funding> Information is also available later in this guide.
- Sponsored students must provide a **completed and signed Sponsor Agreement Form** available from Commonly Used Forms.
- TAFE students need to bring their Victorian Student Number (VSN). This number was issued to you by your secondary school during 2010. If you do not have one, don't worry.
- Local Higher Education and TAFE Diploma and above students who wish to defer their fees through HELP **must bring your Tax File Number**. (Applies to Australian citizens and Humanitarian Visa holders only)

Re-enrolling students

As a re-enrolling student, you will already have provided your proof of identity and possibly, your Tax File Number.

However, if you change course, you will again be required to provide proof of identity and proof of citizenship, as well as complete another request for HELP form or you will not be able to enrol.

STEP 2 – TURN UP ON THE DAY AND ON TIME!

- **Go to the nominated location** on the date and time indicated in the information supplied to you. You will be given an enrolment form.
- Complete **all white sections on the form**.
- **If you can't attend personally on the day remember to organise a proxy** to enrol on your behalf. The proxy must bring a signed *Enrolment by Proxy -A47* form with them on the day. You can download the proxy form from the Commonly Used Forms webpage.
- If you are a Higher Education student and **you miss your timetabled enrolment session, you will be issued with a Late Enrolment Charge of \$130 and/or a re-instatement charge of \$130.**

STEP 3 – FILL IN THE STATISTICS ON THE BACK OF THE ENROLMENT FORM

- Statistics are important - we use the information to help plan for the changing needs of our students. We are also required to report this data to Government.
- Information is collected in accordance with the VU Privacy policy, available from www.vu.edu.au/governancepolicy.
- You must complete all sections of the statistical information on the back of the enrolment form, even if this information has previously been provided.

STEP 4 – HIGHER EDUCATION & ELIGIBLE TAFE DIPLOMA AND ABOVE STUDENTS ONLY

- Confirm your HELP details (New Commonwealth Assisted or Commonwealth Supported Students only).
- New HELP students must complete the appropriate HELP request form or you will not be permitted to enrol. Generally, only the student receiving Commonwealth assistance or support is permitted to sign the *Request for HECS-HELP, FEE-HELP or VET FEE-HELP* form. However, we are able to accept a form signed by a person who is exercising a legal Power of Attorney on your behalf. This is not the same as a person acting as your proxy for enrolment. The person must bring the signed Power of Attorney letter with them on the day.

PLEASE NOTE if you are a continuing student and changing course, you are required to complete a new HELP request form and submit it with your enrolment form.

An eligibility flowchart for TAFE is available on page 30 for you to determine if you are eligible for a government funded place. The TAFE government funded fee rates are available on page 28 in this Guide.

STEP 5 – CONFIRM YOUR COURSE/UNIT(S) OF STUDY DETAILS

- Your Course Coordinator or Faculty representative will authorise/sign your Unit(s) of Study enrolment details on the enrolment form.

STEP 6 – ENROLMENT DATA ENTRY

- You may be required to present at a central data processing venue, a Student Service Centre or your enrolment form may be collected for entry at a later time. You will be advised about how your form will be processed and what steps to follow.

STEP 7 – INVOICE ISSUED

- Once your enrolment is processed, an invoice (called an *Enrolment offer*) will be printed.
- You will be issued with an invoice if you are attending an enrolment venue. Otherwise your invoice will be mailed to your preferred address.
- You must check your invoice to ensure that your enrolment, name and all personal details are correct. If you find an error on the invoice please notify an Enrolment Officer while you are still there to have the problem amended immediately.

STEP 8 – PAY YOUR FEES

You will be issued with an **invoice indicating your payment details and future due date**.

- **You must pay your fees by the due date** printed on your Enrolment Offer/Invoice.
- **Payment option details** are on the back of the invoice.
- If you do not pay all fees due by the date indicated on your Enrolment Offer/Invoice your enrolment may be cancelled and you will lose your place.
- **Student Service Centres will only accept cash if the amount is \$500 or less.**

STEP 9 – GET YOUR VU STUDENT ID CARD

- **New students** - you can obtain your VU student ID card on the day once you have paid your fees.
- **All other students** can have their student ID card updated at a Student Service Centre.
- Your ID card is also your **library card**.

STEP 10 – COLLECT YOUR STUDENT DIARY

- Your **2012 VU Student Diary** can be collected from your enrolment session, student lounge or a Student Service Centre after you have paid your fees.
- The **diary will be available from February 2012**.
- Your diary is a fabulous reference, with **important dates, activities and contacts to help you organise your student life at VU**.

YOU HAVE NOW COMPLETED ALL THE STEPS FOR ENROLLING!

Remember, it is **your responsibility to ensure that your enrolment details are correct**. You can do this at anytime by going to the MYVU Portal - use the MYVU Portal link at www.vu.edu.au under Current Students/Student Essentials.

ACCESSING YOUR TIMETABLE

HIGHER EDUCATION STUDENTS

MY TIMETABLE is an **online class allocation system** that is used by all **Higher Education students** enrolled to study on campus in Melbourne, to allocate to class activities.

MY TIMETABLE can be accessed from any computer with a web browser that is connected to the internet - all you need to do is login to the MYVU Portal, click the 'my learning' tab, then select MY TIMETABLE from the list provided. This can be done anywhere at any time, so you can manage your timetable in your own time.

In MY TIMETABLE, you can:

- browse available timeslots for all activities for the Higher Education Units of Study in which you are enrolled
- specify your preferences for timeslots when you would like to attend - it is not a first come first served system - it collects, ranks and sorts your preferences to create a clash free timetable
- change your allocated timeslot after preference have been sorted (subject to availability)

You are responsible for your timetable and confirming the location of lectures and tutorials. We recommend that you check the Faculty timetables at www.vu.edu.au/timetables regularly during the first few weeks of semester for any room or time changes for more up to date information.

TAFE STUDENTS

Some TAFE schools have timetables online. Please check with your School for further information. Details of all other classes are available from your School.

MAINTAINING YOUR ENROLMENT DETAILS

Under Commonwealth and State legislation, it is your responsibility as a student to ensure that you are enrolled in the correct Unit(s) of Study and that all your enrolment details are accurate.

If you wish to vary your enrolment details, you must do so by completing the appropriate form and taking it to your nearest Student Service Centre for processing. TAFE Students are requested to take the form to their School for approval and processing. Forms can be printed from the [Commonly Used Forms](#) webpage. Your *Enrolment Offer/Invoice* is the official record of your enrolment. Check your invoice carefully as you will be charged fees for any Unit(s) of Study you are enrolled in and you will not receive results for units that you have undertaken but have not formally enrolled in.

INTERNATIONAL STUDENTS

The University has a legal responsibility to report any changes to your enrolment to the Department of Education, Employment and Workplace Relations (DEEWR). This includes changes in your study load and when you are no longer a student with the University. Please see www.vu.edu.au/international for more information. DEEWR will automatically notify the Department of Immigration and Citizenship (DIAC).

COE extensions

The University is able to extend COEs only in limited conditions specified in the National Code 2007. International students are expected to complete their course within the duration specified on their COE. To ensure an extension is not required, international students MUST be enrolled on a full time basis in all compulsory study periods unless extenuating circumstances apply. For more information visit www.vu.edu.au/international-students/visa-and-enrolment-variations/enrolment-confirmation.

CHANGE TO PERSONAL DETAILS

Onshore local and international students can change their 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 in person 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.

In person: Call into a Student Service Centre. You will be asked to produce your student ID card as proof of identity.

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

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

INTERNATIONAL STUDENTS

It is a condition of your student visa to inform the University of any change to your address. International students **MUST** confirm and update your address details within **7 days of the change**. Please ensure if your personal details have changed that you also notify VUI Compliance by emailing vuicompliance@vu.edu.au

CHANGING YOUR ENROLMENT DETAILS

HIGHER EDUCATION & TAFE DIPLOMA AND ABOVE STUDENTS

You can amend your enrolment without incurring Unit of Study charges or late withdrawal/fail results until the relevant census date in each semester. However, for Higher Education & TAFE Diploma and Above students amendments made after the Timely Administrative Date in each semester will attract a \$50 late amendment charge per form. Refer to the Important Fee Dates section for more details.

If amending your enrolment, Higher Education students must complete a *Unit of Study Enrolment Amendment Higher Education– A13* form, which can be downloaded from Commonly used forms. TAFE Diploma and above students should contact your School Administration Office to add or withdraw from Unit/s of Study. You will need to complete either a *Course or Unit of Study Withdrawal Application TAFE – A07* form which will be pre-printed for you at the School or a *Unit of Study Addition (TAFE) – A09* form. International students see additional information below.

Withdrawals submitted after census date will be processed. However, under Commonwealth Legislation, local domestic students will be liable for all fees/charges incurred where applicable, unless the criteria as defined under the legislation under Special Circumstances is met. International students will be liable for all fees/charges incurred, unless the criteria, as decharged under Special Circumstances are met. A definition of Special Circumstances can be found in the *Information for Commonwealth Supported Students* booklet. (available from www.studyassist.gov.au) or the *VET FEE-HELP Information* booklet (available from www.deewr.gov.au/vetfeehelp).

A Late (Post Census) Amendment to Unit of Study Enrolment - A14 form (available from Commonly used forms) must be completed and signed by the Unit of Study lecturer and course coordinator before submitting to a Student Service Centre. Please note that such amendments will be charged a \$70 post census amendment fee.

LATE AMENDMENTS

LATE UNIT OF STUDY ADDITIONS

An addition to your Units of Study after Census date can only be made with Faculty approval and on an upfront full fee paying basis. For local students, this is because the Commonwealth legislation requires all requests for Commonwealth support or Commonwealth assistance to be finalised on or before the Census date for the Unit of Study. International students must also comply with Census date requirements; amendments after Census date incur additional fees.

LATE UNIT OF STUDY OR COURSE WITHDRAWALS

Failure to lodge a withdrawal application for a Unit/s of Study or the whole course before census dates means you will be charged fees for all units you are enrolled in from census date each semester whether you are/have been attending classes or not. (eg. If you are a Commonwealth Assisted Student you will still have to pay HECS/HELP fees for these units).

Academic Penalties also apply to these units. TAFE Diploma and above students will receive a WD (Withdrawn Late) grade as a result for the relevant unit/s. Higher Education students will receive a WN (Withdrawn Late) grade if the withdrawal takes place before the commencement of the relevant examination period. After this date the form cannot be processed and you will receive an N (fail) grade for the relevant unit/s.

NOTE: There will be different census dates and different course start dates for some TAFE students in 2012. Please refer to ASKVU for clarification of these dates once they have been established. The web address for ASKVU is www.vu.edu.au/askvu

ADDITIONAL INFORMATION FOR INTERNATIONAL STUDENTS AMENDING ENROLMENT

International students are required by law to complete their course within the expected duration outlined on the relevant COE. You may only take a reduced study load or overload if compassionate or compelling reasons exist. A reduced study load or overload must be approved by the Faculty and VU International. All applications will be assessed by VU International before your enrolment (and semester fees) can be confirmed. Where an application is not approved by VU International your enrolment and fees may be subject to change.

International students must complete a *Reduced Study Load or Overload for International Student - A98* form along with the *A13 (HE) or A07 (TAFE) Unit of Study Amendment Form*.

LEAVE OF ABSENCE

LOCAL STUDENTS

Leave of Absence may be granted to Higher Education and TAFE Diploma and above students who are enrolled and have completed one semester of study.

To apply you must download a Leave of Absence - A53 form (available from [Commonly Used Forms](#)), or call into a Student Service Centre.

An authorised Faculty officer must approve your Leave of Absence. Completed forms must be submitted to the Faculty or a Student Service Centre before Friday of week 3 in each semester.

INTERNATIONAL STUDENTS

Under government legislation, International students can only be granted a Leave of Absence on compassionate or compelling grounds (e.g. on medical grounds supported by documentation). The application must be approved by the Faculty/School Officer responsible for your course **and** VU International (VUI). If you are granted a leave of absence, this may affect your student visa. You are advised to contact the Department of Immigration and Citizenship (DIAC) for advice.

All Leave of Absence applications will be assessed on a case-by-case basis in line with the National Code 2007. This means that a request will only be granted in limited compassionate or compelling circumstances. These circumstances are generally those that the student cannot control but has been impacted by.

Circumstances where a student may be excused from attending classes include, but are not limited to:

- serious illness or injury
- bereavement of a close family member such as parents or grandparents, spouse or child
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience which could include involvement in, or witnessing, a serious accident; or witnessing or being the victim of a serious crime

You should also read the International information on Leave of Absence requirements at www.vu.edu.au/international-students/visa-and-enrolment-variations/leave-absence.

RESEARCH STUDENTS

You must nominate the start and end dates for periods of leave of absence. The applications must be signed by your Principal Supervisor **and** the Faculty/School Research Officer.

Please note that Leave of Absence is not automatically approved. You must continue to attend classes until you have received formal notification of the outcome of your application from your faculty.

COURSE WITHDRAWAL

HIGHER EDUCATION & TAFE DIPLOMA AND ABOVE STUDENTS

If you wish to completely withdraw from the course and avoid paying for your studies, Higher Education students must complete a *Course Withdrawal Application - A40* form. TAFE Diploma and above students need to contact your School Administration Office for a pre-printed *Course or Unit of Study Withdrawal Application (TAFE) - A07* form. These forms should be lodged with the School/Faculty Office, along with your Student ID card by the appropriate census date. **You should note that if you do not formally withdraw from a course, you remain liable for any unpaid fees associated with that course.**

It is recommended that you discuss your study options with your Course Coordinator before making the decision to withdraw, as a Leave of Absence may be a better option for you to consider. Course withdrawals received after week 3 of semester 1 or 2, or after week 2 for Winter and Summer options (Higher Education students only) will attract a \$50 late amendment fee.

TAFE STUDENTS BELOW DIPLOMA LEVEL

A pre-printed *Course or Unit of Study Withdrawal Application - A07* form must be obtained from your School office and signed by an authorised person from your Faculty within 4 weeks from your Course start date. Authorised forms can then be forwarded by your Faculty or taken to a Student Service Centre for processing. **You should note that if you do not formally withdraw from a Government funded course within 4 weeks of the start date you remain liable for any unpaid fees associated with that course.**

ENROLMENT CONFIRMATION APPLICATION

If you require an enrolment confirmation letter from Victoria University you need to complete the Enrolment Confirmation Application form - A90 available from the Commonly Used Forms webpage. This letter can be used to provide enrolment confirmation to third parties (eg. Centrelink, banks, DIAC, employers etc)

CROSS INSTITUTIONAL STUDIES

VU STUDENTS (CROSS INSTITUTIONAL OUTBOUND)

This refers to a currently enrolled VU student undertaking additional units of study at another Australian Institute in the current semester contributing to their award at VU.

Special arrangements can be negotiated if you are studying toward a recognised Higher Education award. You may be given specific approval to undertake studies outside your awarding institution to count towards completion of course requirements.

International students must seek approval from the Faculty. You may only study cross institutional enrolment with another CRICOS registered provider, and must have a valid COE with VU.

OTHER INSTITUTIONS STUDENTS (CROSS INSTITUTIONAL INBOUND)

This refers to a currently enrolled student from another institute undertaking additional units of study at VU in the current semester, contributing to their award at their home Institution.

If you have been admitted to higher education award courses at other tertiary institutions you will, under certain circumstances, be permitted to undertake studies at VU to count towards completion of those courses.

Admission of cross institutional students is subject to Unit of Study, funding, timetabling and class size considerations, and requires the approval of the Faculty or School responsible for teaching the Units of Study(s) concerned.

Cross Institutional application forms for both inbound and outbound studies are available from Commonly used forms.

SKILLS RECOGNITION

TAFE

You must speak to the teacher or School Manager before submitting an application. If you are enrolled in a course at Diploma and above level and already enrolled in a unit of study and want to seek RPL for that unit you must apply for the RPL before the relevant census date. Applications for RPL must be made as early as possible in the course.

Skills Recognition is the general term given to a formal assessment process that measures your skills and knowledge from previous study, training, work or life experiences against the outcomes of the course in which you require a qualification.

The three categories in which your skills can be recognised are:

Recognition of Prior Learning (RPL)

This is a process which acknowledges that people learn in many different ways and that learning may have been obtained through formal learning, non formal or informal learning or a combination of all. Your skills, training and experiences are assessed against the requirements of the qualification you require.

- **Formal learning** – refers to learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification.
- **Non formal learning** – refers to learning that has been acquired through non-accredited study with a provider other than a university or accredited education provider. It includes education or training provided through employer-based programs and professional bodies.
- **Informal learning** – refers to learning that results through experience of work-related, social, family, hobby or leisure activities.

Recognition of Current Competence (RCC)

This is a process through which you may need to be re-assessed against a qualification you already have, to make sure that your competence is current. This is particularly relevant for licensing authorities.

Credit Transfer

This is a process where people who have previously successfully completed the same or equivalent unit of competency or module through a school, university, institute of TAFE, or other registered provider of vocational education and training programs can apply for a credit transfer towards the qualification they require.

or

If you have completed accredited or formal training previously or at another training organisation, we will recognise the units of study giving you a credit transfer for the same units in the course for which you apply. The units must be identical or equivalent to those in the current course.

Why apply?

Applying successfully for Skills Recognition may;

- Eliminate or reduce the need for training in skills already possessed.
- Save time in attending classes and completing unnecessary work.
- Save money (no need to buy textbooks or learning resources).
- Allow for the earlier completion of a qualification.
- Enable advancement to a higher level qualification if desired.

When do I apply?

Application for Skills Recognition should be made as early as possible. Applications may be accepted at information sessions, orientation, induction, or at the commencement of your classes.

How do I apply?

You may apply for a full or part qualification. Please contact the Administrative staff in your school, your School Manager or Teacher who will be able to provide you with the information that you need and advice on the process. Please allow four weeks for processing.

What is the Cost?

The fees will vary depending on your chosen course, units successfully achieved and eligibility for Government Funding. Further information can be obtained from the Administrative staff in your school, your School Manager or Teacher.

Further information is available in the Student Assessment and Progress Policy available on the [Central Policy Register](#).

HIGHER EDUCATION

You must first check if there is a pathway offered by VU by checking the Pathways database at www.vu.edu.au/pathways.

PLEASE NOTE If a pathway exists, you should contact the Pathways Office on 9919 2905 or email pathways@vu.edu.au If no pathway exists, you must complete an *Application for Recognition of Prior Learning (Higher Education)* - A04 form or visit any Student Service Centre.

General information about RPL is available from:

- Faculty handbooks (if a pathway exists)
- Orientation/enrolment sessions and open days
- Undergraduate and postgraduate international course guides (for eligibility and DIAC requirements)
- VU's central policy register at www.vu.edu.au/governancepolicy (for policy and procedures)

Eligibility

All students enrolled in Higher Education courses at VU are eligible to apply for RPL (credentialed or experiential)

If there is no VU pathway for the course of study for which you already have qualifications, you are eligible to apply for RPL.

Certified copies of relevant qualifications

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

PLEASE NOTE VU may contact your former Institution(s) for further information regarding your claim for RPL.

Submitting applications

Applications must be either mailed or hand delivered to the relevant Faculty by the submission dates indicated below.

Applicable fees

No fees apply for Higher Education RPL applications.

Submission dates

Semester 1 – on or before the last Friday in February

Semester 2 – on or before the last Friday in July

PATHWAYS AND ARTICULATION

WHAT IS A PATHWAY?

A pathway generally implies a minor route between two points. For this reason we use the word pathways to describe established links between courses that are frequently accessed but less well used than major routes such as from secondary education to university.

Pathways are formal linkages between TAFE and Higher Education courses that allow students to fast-track their degree via guaranteed credit arrangements. ie: the TAFE course CHC50908 Diploma of Children's Services (Early Childhood Education and Care) has a formal link to the Bachelor of Education (Early Childhood Primary) course and provides 8 block credit exemptions in the first year.

Generally, if you are enrolled in a TAFE course that has a direct pathway to a Higher Education course at Victoria University, the Pathways Office will issue a *provisional* offer, either by post or to your student email account to ascertain your interest in continuing your education. You must apply to graduate from your TAFE course when completed. The *provisional* offer from Pathways is only valid for enrolment in the following semester, however once you have accepted the *provisional* offer, you can apply to defer the course for 6 or 12 months. If you do not enroll or defer from the pathways course your offer will lapse.

For more information on pathways and how they are implemented in Higher Education and TAFE, please visit www.vu.edu.au/pathways or contact us at pathways@vu.edu.au or by phone +61 3 9919 2905.

SCHOLARSHIPS

VU offers a wide range of scholarships for students in Vocational Education/Further Education (TAFE) and Higher Education (HE) across all fields of study.

Scholarships are payments of money to support students in their studies. They are not repayable and are generally tax free. Most scholarships are awarded on the basis of financial need.

Scholarships are available to Higher Education (undergraduate) and Vocational Education/Further Education students studying full-time who are:

- Able to prove financial need (on Centrelink other than Austudy or Youth Allowance or low income)
- Enrolled full time in a Government funded place
- An Australian citizen
- Holder of permanent humanitarian visa
- Holder of bridging or temporary visa
- Australian permanent resident

All applications are submitted online. Application dates are advertised on the scholarships website. Check the website for details of opening and closing dates.

For further information about scholarships visit www.vu.edu.au/scholarships.

FEES AND CHARGES

WHAT FEES DO I PAY AND BY WHEN?

Fees and charges vary depending on the nature of your enrolment. When you enrol or re-enrol you will receive an invoice, called an Enrolment Offer. This invoice details the fees and charges you need to pay to complete your enrolment and the due date for payment. If payment is not received by the due date shown on your invoice your enrolment may be cancelled and charges will apply. Payment option details appear on the back of your Invoice. If you are a Commonwealth supported student and have supplied a Tax File Number (TFN), your student contribution will be deferred to the Australian Tax Office (ATO) if you have not withdrawn on or prior to census date.

HOW CAN I PAY MY FEES?

You can pay your fees at a formal enrolment session on the enrolment day using EFTPOS or credit card. A cash limit of \$500 per transaction is accepted at Student Service Centres.

You can also pay your fees on or before the due date at Australia Post (credit card accepted by phone 131816 or internet www.postbillpay.com, National Australia Bank or at a Student Service Centre (EFTPOS, Credit card and up to a maximum of \$500 cash payments are accepted at Student Service Centres).

SEMESTER 2 INVOICES

If you have chosen to defer your fees you will not be issued with an invoice in Semester 2. If you wish to pay all or some of your semester 2 fees upfront you will need to obtain an invoice by either presenting at a Student Service Centre, or request one by telephoning 9919 6100 or asking a question through [ASKVU](#). Full or partial upfront payment of fees must be made by the relevant census date in each semester.

WAIVER OF LATE ENROLMENT CHARGE

If you have been experiencing financial difficulty due to exceptional circumstances then you may be eligible for a waiver of charge. You should complete a *Waiver of enrolment & examination charges application - A57* available from Commonly used forms.

Documentation that supports your claim must be attached to this form. Your application cannot be considered unless supporting documentation is attached.

IF YOUR ENROLMENT IS CANCELLED

The following is a list of options available to you if your enrolment is cancelled:

- Cancellation of enrolment and student discontinues their course
- Cancellation of enrolment and student continues their course in the following or subsequent semester(s) depending on availability of units and pre-requisites. Please be advised, you will need to complete a Leave of Absence A53 form and have this signed by your course Coordinator.
- Payment of \$260 charge (Higher Education) and re-instatement into the current semester – please note that you can only be re-instated into the current semester if you pay full fees for the units which are significantly higher than the fees on your invoice.

FEES

HIGHER EDUCATION & TAFE DIPLOMA AND ABOVE LOAN PROGRAM (HELP)

HELP is a suite of loans provided by the Commonwealth Government for Commonwealth Assisted students. There are 4 types of HELP available:

- HECS-HELP – assists eligible higher education students in a Commonwealth Supported place to defer payment of their Student Contribution
- FEE-HELP – assists eligible students in fee-paying places to defer payment of their tuition fees.
- OS-HELP – assists eligible students with a loan to cover expenses associated with studying overseas.
- VET FEE-HELP – provides assistance to allow eligible TAFE students to defer payment for all or part of their VET tuition fees. A 20% loan fee applies to full-fee paying students. VET FEE-HELP is currently not available to Graduate Certificate or Graduate Diploma students enrolled in a government funded place.

More information about the HECS-HELP and FEE-HELP schemes is located at www.studyassist.gov.au and is also contained in the *Commonwealth Supported Students HECS-HELP*, or *FEE-HELP information* booklets. More information about the VET FEE-HELP scheme is located at www.deewr.gov.au/vetfeehelp and is also contained in the *VET FEE-HELP information* booklet. Both booklets are available from a Student Service Centre or your Faculty.

Before Census date: (Higher Education students only) From 1 January 2012, HECS-HELP students receive a 10% discount for full upfront fee payments or partial upfront payments of \$500 or more that are made to the University.

After Census date: From 1 January 2012, voluntary HECS-HELP or VET FEE-HELP repayments of \$500 or more must be made directly to the Australian Tax Office (ATO). You will receive a discount of 5% of the repayment you make.

After Census date, outstanding HELP amounts are reported to the ATO, which manages your liability from that time. Higher Education students please refer to your *Commonwealth Supported Students (HECS-HELP, or FEE-HELP) Information* booklets, or visit the website at www.studyassist.gov.au for more information. TAFE Diploma and above students please refer to the *VET FEE-HELP information* booklet or visit www.deewr.gov.au/vetfeehelp for more information.

PLEASE NOTE upfront payments cannot be made to the University after the relevant semester Census date.

TAX FILE NUMBERS (TFN)

All Higher Education and TAFE Diploma and above students who obtain a HECS-HELP/FEE-HELP/VET FEE-HELP loan are required to provide their Tax File number (TFN) on their request for Commonwealth Assistance form. Failure to provide your TFN by Census date for the relevant semester will result in your enrolment being cancelled under the terms of Commonwealth legislation.

HIGHER EDUCATION & TAFE DIPLOMA AND ABOVE CATEGORIES OF FEES

There are 2 types of fees for these students:

1. Student Contribution Amounts – for students enrolled in a Commonwealth Supported place.
2. Tuition Fees – for government funded students and students enrolled in a full fee paying place.

New Zealand Citizens and Permanent Residents are also eligible for government funded places provided they meet the eligibility criteria.

For details of Student Contribution Amounts and Tuition Fees for domestic students please see www.vu.edu.au/fees.

HIGHER EDUCATION & TAFE FULL FEE

International students – pay tuition fees as stated on your invoice. Fees are indicative only and may be subject to change. (see the Tuition fee section for more information). If your fees are not paid by the due date, your enrolment will be cancelled and this will affect your Student Visa. VU is required to report to the Department of Education, Employment and Workplace Relations (DEEWR) any student who is no longer enrolled.

Local students who enrol in a full fee place are required to pay tuition fees. You may be able to defer your tuition fees in full or part, if you are eligible for HELP. All information in relation to HECS-HELP and FEE-HELP can be found in the *FEE-HELP information* booklet or <http://studyassist.gov.au/sites/StudyAssist/>. All information in relation to VET FEE-HELP can be found in the *VET FEE-HELP information* booklet or www.deewr.gov.au/vetfeehelp.

Eligible overseas trained professionals – if you enrol in a bridging course to meet formal recognition requirements for your profession in Australia, you can defer your fees through FEE-HELP. For more information please refer to the section for overseas students at www.studyassist.gov.au.

FURTHER HELP ASSISTANCE

If you have further enquiries regarding your HECS-HELP/FEE-HELP/VET FEE-HELP debt, voluntary repayments, etc. contact the Australian Tax Office (ATO) on 13 28 61.

COMMONWEALTH ASSISTANCE NOTICE (CAN)

Your Commonwealth Assistance Notice includes information about the units you are enrolled in for that semester and the amount of debt owing. If you pay all your fees upfront the debt owing amount will be \$0.

Each semester, Higher Education and TAFE Diploma and above students are able to view their Commonwealth Assistance Notice (CAN), online through the MYVU Portal, 28 days after census date. VU sends an SMS to students each semester to notify them that the CAN is available.

If you believe that your CAN is incorrect, you have fourteen (14) days from the published date of the CAN to request that the CAN be corrected. For Higher Education students, disputes made after 14 days will incur a \$90 late Commonwealth Assistance Notice dispute charge. For more information about the CAN please see www.vu.edu.au/askvu or www.studyassist.gov.au.

HIGHER EDUCATION & TAFE DIPLOMA AND ABOVE REFUNDS

Any amount on your invoice appearing in brackets, for example (\$32.00) is a credit amount that the University owes to you. If you have paid your student contribution/tuition fee upfront for a given semester and you subsequently reduce your study load prior to the semester census date, you are eligible for a refund of the difference between the original and the re-calculated student contribution/tuition fee. Refunds are usually organized automatically by the Fees Unit however, if you have not received it please visit a Student Service Centre, ask a question at www.vu.edu.au/askvu or phone 9919 6100 to organise a refund.

The table below will help you work out any refund of fees for which you may be eligible:

TYPE OF FEE	BEFORE CENSUS DATE	AFTER 1 ST CENSUS DATE BUT BEFORE 2 ND CENSUS DATE	AFTER 2 ND CENSUS DATE
Student contribution/HELP - upfront payment	Full refund for applicable semester/s	No refund for Semester 1, but full refund of Semester 2 component	No refund applicable
Student contribution/ help – deferred liability	Reduction of liability for applicable semester/s	No reduction of liability for Semester 1, but full reduction of liability for Semester 2	No reduction of liability applicable
Non-award tuition fees	Full refund for applicable semester/s	No refund for Semester 1, but full refund of Semester 2 component	No refund applicable
Full fee tuition fees	Full refund for applicable semester/s	No refund for Semester 1, but full refund of Semester 2 component	No refund applicable
Materials/ancillary fees	Full refund if formal withdrawal within 4 weeks.		No refund applicable
Other university fees	Refer to the University handbook or the relevant Department/Faculty/School/Branch		

How Do I Apply to Get my FEE-HELP Re-Credited and Debt Removed?

If you are a Higher Education or TAFE Diploma and above student who has been unable to complete a unit/s due to Special Circumstances as defined under the Commonwealth legislation, you may be eligible to apply for re-credit of FEE-HELP/VET FEE-HELP and removal of debt. To apply for a re-credit or a remission, you must apply in writing within 12 months of the withdrawal date, or, if you have not withdrawn, within 12 months of the end of the period of study (including the examination period) in which the unit was to be undertaken.

If you have been on a leave of absence, the twelve (12) month period will apply from the end of the period of leave.

VU will not accept claims for a re-credit or remission after the expiry period has elapsed.

Application forms are available from Commonly used forms.

Please note that all claims for remission of fees and/or re-credit of FEE-HELP must be substantiated with documented evidence of the special circumstances.

FEES – TAFE

As a TAFE student, the fee you pay depends on a range of criteria (see the flow chart on page 30).

For students currently enrolled in a TAFE course your eligibility for government funding will not change provided you undertake continuous study and maintain enrolment in the same course without un-approved leave.

TAFE FEES STRUCTURE

TAFE courses have been aligned to one of six course categories (see table below). The fee you pay is aligned to the course category.

Indigenous students pay only the minimum fee applicable to the course category in which they are enrolling including the Skills Deepening category.

Fee Maintenance fees apply if you commenced your course of study prior to 1 July 2009. All enrolments after 1 July 2009 are subject to the Skills Reform Tuition fees provided you meet the government funding eligibility criteria.

The table below demonstrates how TAFE fees are calculated for a government funded place. For more information see www.vu.edu.au/fees.

SKILLS REFORM TUITION FEE SCHEDULE AND GOVERNMENT FUNDING RATES FOR 2012

COURSE CATEGORY	FEE PER STUDENT CONTACT HOUR	CONCESSION FEE*	MAXIMUM FEE
FOUNDATION (Basic general education, English Language and preparatory courses, VCAL (foundation))	\$1.08	\$50	\$500
SKILLS CREATION Certificate I and II, VCE, VCAL (Intermediate and Senior)	\$1.62	\$105	\$875
SKILLS BUILDING Certificate III and IV	\$2.17	\$187.50	\$1,250
SKILLS DEEPENING Diploma, Advanced Diploma, Graduate Certificate, Graduate Diploma	\$4.33	\$100*	\$2,750 (Commencing students) \$2,500 (Continuing students)
APPRENTICESHIPS & TRAINEESHIPS Any course taken as part of a training contract, at any level	\$2.17	\$187.50	\$1,250
FEE MAINTENANCE Students who commenced in the same course prior to 1 July 2009	\$1.47	\$59	\$939

*Concessions apply to eligible students who are under 25 years of age who are studying either a Diploma or Advanced Diploma course only. Concessions are not available to students who are studying a VET Graduate Certificate or Graduate Diploma course except under Fee Maintenance.

NOTE: Continuing students have an overall tuition fee cap of \$2,500. The tuition fee cap does not apply to commencing students.

Eligibility Criteria for a government funded place

Note: a government funded place is one where the Government pays most of the tuition fees for your course, but you are still required to pay some of the fees according to the fee schedule above.

To receive government funding to undertake a TAFE course in the Skills Deepening category or for all courses under Skills for Growth programs, you must meet one of the following citizenship/residency categories

- Australian citizen
- Australian Permanent Resident (including Humanitarian visa holder)
- New Zealand citizen
- Asylum seeker or victim of human trafficking

And any of the following

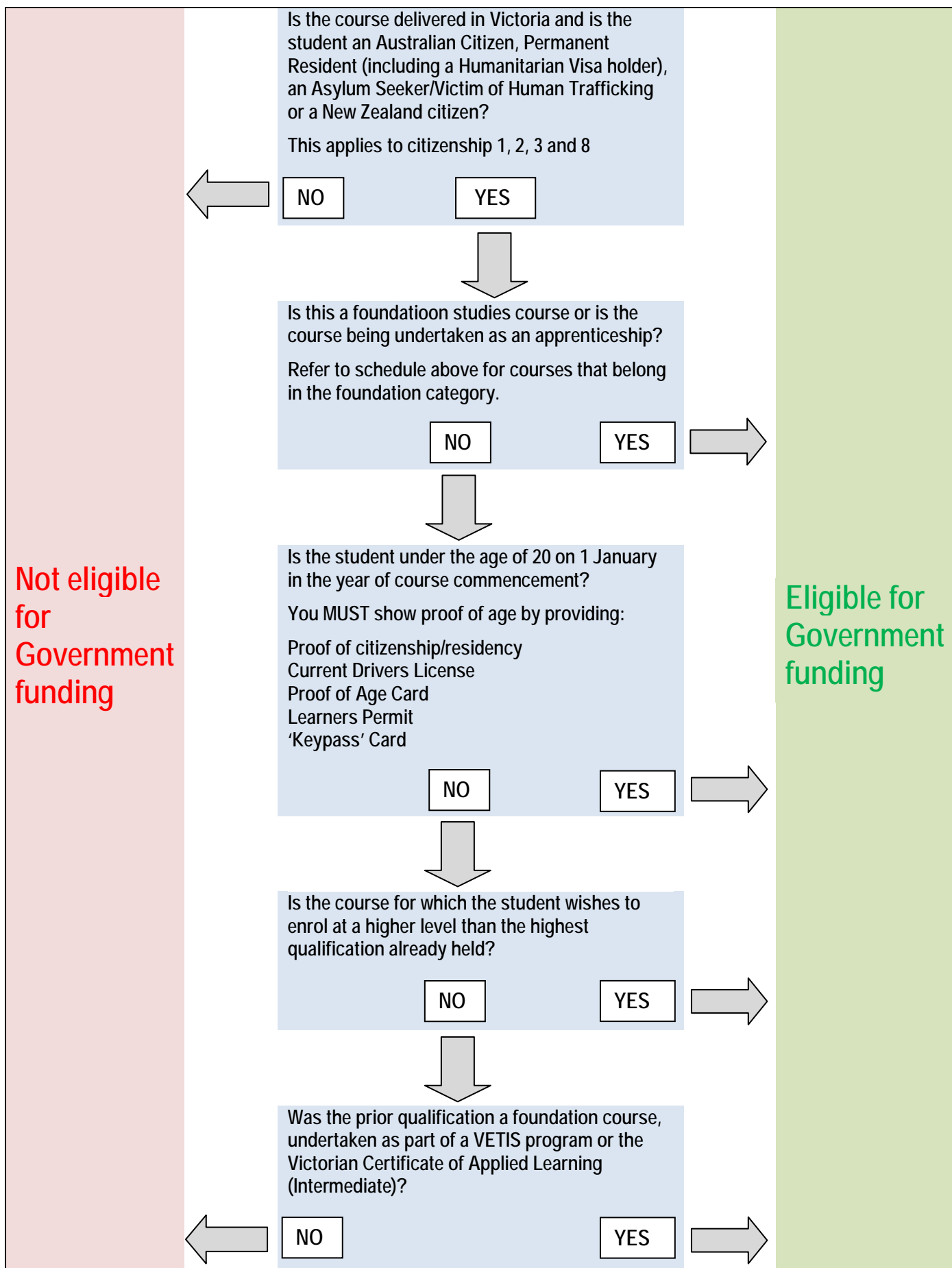
1. The course is delivered in Victoria. (A student living in another state undertaking a course online is not eligible for government funding).
2. If you are under 20 years of age on the 1st January in the year you are undertaking the course..
3. If you are 20 years of age or older and enrolling into a course at a higher level than any qualification you have previously completed.
4. If your prior qualification was in a foundation course, undertaken as part of a VETiS program or the Victorian Certificate of Applied Learning (Intermediate).

Completion of Year 12 counts as equivalent to a Certificate II qualification.

If you are not eligible for a government funded place in the course of your choice, there are other options including a full-fee place for which you will pay higher fees. Ask VU about your options.

For more information see www.vu.edu.au/fees.

Please refer to the following flowchart to determine if you are eligible for a government funded place.



TAFE REFUNDS BELOW DIPLOMA LEVEL

If you are a Government funded student you may be eligible to receive a refund if, within four weeks of the Course start date, you submit a *Course/Unit of Study withdrawal* form.

Any amount on your invoice appearing in brackets, for example, (\$32.00), is a credit amount that the university owes to you. Please visit a Student Service Centre, ask a question at www.vu.edu.au/askvu or phone 9919 6100 to organise a refund.

The tables below will help you work out any refund of fees for which you may be eligible.

For students studying at Certificate levels 1-4

TYPE OF FEE	BEFORE COURSE START DATE	AFTER COURSE START DATE	BEFORE REFUND DATE (4 WEEKS AFTER COURSE START DATE)	AFTER REFUND DATE (4 WEEKS AFTER COURSE START DATE)
Tuition fee	Full refund	Minimum tuition fee retained unless the student is taking up a place at another institution	Minimum tuition fee retained unless the student is taking up a place at another institution	No refund
Full fee course fees	Full refund	N/A	N/A	N/A
Materials fees	Full refund	Full refund		No refund

For students studying at Diploma level and above.

TYPE OF FEE	FEE DESCRIPTION	ADJUSTMENT TO ENROLMENT RECORD MADE BY CENSUS DATE	ADJUSTMENT TO ENROLMENT RECORD MADE AFTER CENSUS DATE AND BEFORE NEXT CENSUS DATE	ADJUSTMENT TO ENROLMENT RECORD MADE AFTER NEXT CENSUS DATE
Tuition fee	Student Contribution/HELP – deferred liability	Reduction of liability for applicable semesters	No reduction of liability for current semester, but full reduction of liability for next semester	No reduction of liability applicable
Materials/ancillary fees	Fees for services and/or goods retained by the student	Full refund if formal withdrawal within 4 weeks		No refund

FEE CONCESSIONS

Fee concessions are available for all indigenous students and other students enrolled in an eligible course of study who hold a valid:

- Commonwealth Health Care Card (and dependent spouse or dependent child of the card holder)
- Pensioner Concession Card (and dependent spouse or dependent child of the card holder)
- Veteran's Gold Card

If you are eligible for a fee concession, you **MUST** present your valid concession card at the time of enrolment. Concessions will not be applied after your enrolment.

www.vu.edu.au/askvu

CRICOS Provider No. 00124K

A listing of eligible fee concession cards is available at www.vu.edu.au/fees.

STATEMENT OF VET TUITION ASSURANCE

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) and Chapter 3 of the VET Provider Guidelines, VU (the First Provider) must comply with the VET Tuition Assurance requirements. This is to protect students in the event that VU ceases to provide a VET course of study in which a student is enrolled. The meaning of 'ceasing to provide a VET course of study' is set out in paragraph 3.1.25 of the VET Provider Guidelines.

In the event that VU ceases to provide a VET course of study in which a student is enrolled the student is entitled to a choice of:

- a) an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the "**VET Course Assurance Option**");

OR

- b) a refund of his or her up-front VET payments for any VET unit of study that the student commences but does not complete because VU ceases to provide the VET course of study of which the VET unit forms part (this is known as the "**VET Tuition Fee Repayment Option**").

VU has met the VET tuition assurance requirements as specified in the VET Provider Guidelines through its current membership of the TAFE Directors of Australia (TDA) Tuition Assurance Scheme.

Contact details for TDA are:

TAFE Directors Australia
National Secretariat
Sydney Institute of TAFE NSW
Turner Hall (Building B) - Ultimo College
Cnr Mary Ann and Harris Streets
Ultimo, NSW 2007

Postal address

GPO Box 707
Broadway NSW 2007
Australia

Phone: +61 (0) 2 9217 3180

Fax: +61 (0) 9281 7335

Email: memberservices@tda.edu.au

If VU ceases to provide a VET course of study, TDA will send a student enrolled in the VET course of study a Written VET Tuition Assurance Offer (the Offer) advising the student of the options available under the VET tuition assurance requirements. The Offer will include directions that the student must follow in order to notify TDA of the choice they have made for each affected VET unit. TDA will provide this Offer within twenty *business days* after it knows, or should know by reasonable enquiries that VU has ceased to provide the VET course of study.

For the purposes of VET FEE-HELP, all courses offered by VU in accordance with the course requirements of clause 45 of Schedule 1A of the *Higher Education Support Act 2003* are covered by the TDA ('the Scheme') as part of VU's membership of the Scheme.

A student may choose either:

The VET course assurance option

- (a) match that student with an appropriate VET course of study with TDA VET TAS Member(s) at an appropriate location(s) or
- (b) offer that student placement in an appropriately purchased suitable alternative VET course of study to be delivered for this purpose through a TDA VET TAS Member or other VET provider approved by the TDA VET TAS Placement Committee for that purpose; and
- (c) give to that student a VET Tuition Assurance Offer of course placement.

OR

The VET tuition fee repayment option

- a) determine the eligibility of that student for that option;
- b) pay the student the total of any up-front payments paid for that VET unit of study by the student (or on behalf of the student by any party other than the Commonwealth); and
- c) pay the Commonwealth any amounts paid for that VET unit of study by the Commonwealth to the TDA TAS Member which ceased providing the VET course of study in discharge of the student's liability to pay his or her student contribution amount for VET tuition fees for the unit; and
- d) provide each student with a Written VET Tuition Assurance Offer; and
- e) ensure that, on request of a student, a copy of the student's academic record is provided.

International Student Refunds

International students who have paid their tuition fee up front for a given semester and withdraw before the relevant census date may be entitled to a full or partial refund according to the international Student Refund Policy. Where the withdrawal occurs after the census date, the student will be liable for the tuition fee for that semester.

INTERNATIONAL STUDENT FEES

All fees are in Australian dollars (AUD), are indicative only and may be subject to change.

As a student of VU you are required to pay international student fees for your program of study. The amount to be paid depends upon your program of study. After your first semester the University will invoice you (or your sponsor) each semester according to your enrolment in that semester.

VU reserves the right to annually adjust course tuition fees to take into account increases in University and program delivery costs. Changes to tuition fees will be applied at the beginning of each calendar year. Course fees will be approved by the University Council in the year prior to the fee increase commencement. Once approved, the course fees will be posted at www.vu.edu.au/courses/international-courses on January 1 each year. In the event of variation between the fees on the offer letter and the approved University Schedule of fees, the approved schedule will prevail. Course tuition fees are invoiced on a semester basis based on the enrolled load for that particular semester.

If your fees are not paid when they are due, the University will cancel your enrolment. If your enrolment is cancelled you are no longer permitted to participate in teaching, learning or assessments of any University course. If your fees remain unpaid the University will be required to inform the Department of Immigration and Citizenship (DIAC) that you are no longer meeting your visa requirements.

SECTION 2

GETTING INVOLVED

GETTING HELP

OVERVIEW OF SERVICES

There are a variety of programs and services for local, indigenous and international students to get involved in.

- Student IT Services
- MYVU Portal
- ASKVU
- Bookshop
- Career development and employment
- Academic support and study skills
- Scholarships
- Student Exchange (VU Abroad)
- Academic Transcripts
- Graduation and Letters of completion
- Sport and fitness activities and facilities
- Advice and support on personal issues, money matters and study related issues
- Housing information and advice
- Disability, health and welfare matters
- Information and referral regarding assessment, discipline, harassment and discrimination issues
- Orientation
- Campus and cross campus social events and activities

Access these services and enhance your experience at VU. For more information and links visit www.vu.edu.au/facilities-and-services and www.vu.edu.au/students

LOGGING INTO LIBRARY AND LAB COMPUTERS

LOGIN

Username: s<student ID number> eg. s1234567

Student initial password: <date of birth *ddmmyyyy*> eg: 12031976 (use numbers only)

Upon first login, students will be prompted to change their password (must comply with complexity requirements)

For more information please see the VU logins and passwords link at www.vu.edu.au/library.

STUDENT IT SERVICES

COMPUTER ACCESS ON CAMPUS - 'OPEN ACCESS LABS'

The Open Access facilities have computers available for use by all VU students. Standard software available in these laboratories includes Windows XP Professional, Office Professional 2003, MS FrontPage 2003, MS Publisher 2003, Symantec Anti Virus, Acrobat Reader, QuickTime Player, Media Player, Mozilla Firefox and Internet Explorer.

Use of the University computing facilities is governed by the "[Appropriate use of Information Technology Facilities](#)" policy. It is recommended that you familiarise yourself with this policy. Signage in the computer laboratories will also give you useful information, including rules specific to that laboratory and copyright issues.

A listing of Open Access Labs is available from <http://intranet.vu.edu.au/its/OAL/> (login required if you're off campus).

STUDENT EMAIL

VU provides you with a free email account upon enrolment which you can keep forever!

As a student, you are expected to regularly check your account for updates on the management of your course, key student administration matters (e.g. census dates, results, re-enrolment, fees, graduations etc.), individual emails from your lecturers and fellow students, and advice from the IT Service Desk. Regular login also ensures that your email account remains active.

You are strongly encouraged to use your VU email account as your primary account to ensure you are receiving important emails from within the VU community. This is the fastest and safest way to communicate with VU staff and students.

HOW TO ACCESS STUDENT EMAIL

Information on accessing your email account can be found at <http://www.vu.edu.au/current-students/student-essentials> (click on the Student email link).

For more information, please see the ITS & Library student resources student user guide, available from <http://w2.vu.edu.au/library/info/ITSLibStudGuide/index.htm> or contact the IT Service Desk on +61 3 9919 2777. This guide provides information on default login details and how to get help for systems used within VU. It also provides information in relation to using Active Directory (AD) to logon to computers on campus, WebCT/Blackboard and MYVU Portal.

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



MYVU PORTAL

MYVU Portal allows you to view all your enrolment details, Commonwealth Assistance Notices, exam timetables and results. You can also apply for a scholarship and apply to graduate. You can modify the portal view using drag and drop, add content, add and remove tabs etc. Some tab names have changed – 'student tab' has become 'My details', 'My Learning' and 'My Support'. MYVU Portal can be accessed at <http://myvuportal.vu.edu.au/>. Click on the portal icon to go to the login page.

NEW STUDENTS

Login = s<student ID number> eg. s1234567

Password = date of birth (ddmmyy)

CONTINUING STUDENTS

Login = s<student ID number> eg. s1234567

Password = your existing MyVU Portal password

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).

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

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

Where do I find ASKVU?

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

Who can use ASKVU?

Current students, staff and alumni/graduates are encouraged to use ASKVU.

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/utills/account_assistance.

When can I use ASKVU?

You can login or search ASKVU at any time to find answers to your questions, or to ask a question.

Your question will be responded to within one business day. (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.

LIBRARIES AND "MY LIBRARY"

The Library website www.vu.edu.au/library can enhance your learning experience. With My Library you have access to a wide range of services and friendly staff to help you meet your information needs.

My Library requires a Library PIN (Personal Identification Number) - your PIN allows you to renew loans, place holds, view your record, access electronic resources and borrow via the Easy Loan terminals. Use your date of birth – (ddmmyyyy) if you have never used your PIN before. You can change your PIN any time by logging on to My Library and selecting Modify your PIN.

OPENING HOURS

Go to www.vu.edu.au/library – click Library, Library hours & Location → Hours, or phone +61 3 9919 4266 (external & internal).

Help is offered online through the InfoQuest email query service, by phone +61 3 9919 4266 or at any library service desk.

BOOKSHOPS

The VU Bookshops sell all text books required for your courses as well as many other items including:

- Metcards
- Newspapers
- Pre-paid mobile phone recharge cards
- Stationery
- Second-hand textbooks
- Beauty Therapy products
- Greeting cards
- Gifts and giftwrap
- VU branded merchandise and clothing

For online ordering, campus locations, trading hours and other information please visit <http://www.vu.edu.au/bookshop>

SECTION 3

COMMUNICATION

CONTACT US



SERVICES AND PROGRAMS

www.vu.edu.au/students

- Student Essentials
- Support Services
- Forms
- MyVU Portal link
- ASKVU link
- Email link
- Academic calendar



ASK A QUESTION

www.vu.edu.au/askvu

CONTACT DETAILS

Enquiries: www.vu.edu.au/askvu

Phone: +61 3 9919 6100

Web: www.vu.edu.au/students

Mailing address:

<< Department/Faculty/School name >>

Victoria University

PO Box 14428

MELBOURNE VIC 8001

VISIT A STUDENT SERVICE CENTRE

CAMPUS

City Flinders

City King

City Queen

Footscray Nicholson

Footscray Park

Melton

Newport

St Albans

Sunshine

Werribee

LOCATION

University Arcade, 300 Flinders Street, street level - VUHQ

Level 2, 225 King Street

Contact City Flinders or City King

Level 2, Telford Building

Level 1, Building M

Building 1N

Building A

Building 4N

Building B

Building 1A

www.vu.edu.au/askvu

CRICOS Provider No. 00124K



USEFUL WEB PAGES

ASKVU	WWW.VU.EDU.AU/ASKVU
ASSISTANCE WITH STUDY SKILLS	WWW.VU.EDU.AU/LEARNING-SUPPORT
BOOKSHOPS	WWW.VU.EDU.AU/BOOKSHOP
CALENDARS (EVENTS AND ACADEMIC YEAR)	WWW.VU.EDU.AU/ACADEMICCALENDAR
CAMPUS MAPS & GETTING TO VU	WWW.VU.EDU.AU/CAMPUSES
CAREERS ADVICE	WWW.VU.EDU.AU/CAREERS
COMMONLY USED FORMS	WWW.VU.EDU.AU/FORMS
CURRENT STUDENTS	WWW.VU.EDU.AU/STUDENTS
EGUIDE (STAFF PHONE BOOK) (CAN ONLY BE ACCESSED ON CAMPUS)	HTTP://EGUIDE.VU.EDU.AU/
ENVIRONMENT (CAN ONLY BE ACCESSED ON CAMPUS)	HTTP://INTRANET.VU.EDU.AU/FACILITIES/ENVIRONMENT.ASP
EXCHANGE PROGRAMS	WWW.VU.EDU.AU/EXCHANGE
FEES	WWW.VU.EDU.AU/FEES
GOING TO UNI	WWW.STUDYASSIST.GOV.AU
GRADUATION	WWW.VU.EDU.AU/GRADUATIONS
HECS-HELP/FEE-HELP	WWW.STUDYASSIST.GOV.AU
HIGHER EDUCATION FACULTIES AND TAFE	WWW.VU.EDU.AU/HIGHER-ED-AND-TAFE
HOUSING	WWW.VU.EDU.AU/HOUSING
INDIGENOUS STUDENTS	WWW.VU.EDU.AU/INDIGENOUS
LEARNING SUPPORT	WWW.VU.EDU.AU/LEARNING-SUPPORT
LIBRARY	HTTP://LIBRARY.VU.EDU.AU
MYVU PORTAL	HTTP://MYVUPORTAL.VU.EDU.AU/
SCHOLARSHIPS	WWW.VU.EDU.AU/SCHOLARSHIPS/
SKILLS VICTORIA	WWW.SKILLS.VIC.GOV.AU/
SNAP VU	WWW.SNAP.VU.EDU.AU
SPORT & FITNESS	WWW.VU.EDU.AU/SPORT
STUDENT EMAIL	WWW.VU.EDU.AU/DEJAVU
STUDENT IT SERVICES	WWW.VU.EDU.AU/IT-FACILITIES
VET FEE-HELP	WWW.DEEWR.GOV.AU/VETFEEHELP

VICTORIA UNIVERSITY

[WWW.VU.EDU.AU](http://www.vu.edu.au)

VU INTERNATIONAL STUDENTS

[WWW.VU.EDU.AU/INTERNATIONAL](http://www.vu.edu.au/international)

VU POLICIES

[WWW.VU.EDU.AU/GOVERNANCEPOLICY](http://www.vu.edu.au/governancepolicy)

COMMUNICATION FROM THE UNIVERSITY TO YOU

STUDENT EMAIL AND SMS

Victoria University uses email and SMS as the preferred means of communication with students. Emails and SMS messages are used to advise you of:

- Important dates
- Important deadlines
- That your Commonwealth Assistance Notice is available
- Other important enrolment, fees and graduation information
- Information from your Faculty/School
- Information relating to your course or Unit of Study

SMS messages are periodically sent to the mobile phone number you provide us at the time of enrolment. It is your responsibility to check your messages regularly and ensure the University has your current mobile phone number.

Emails forwarded from the University will be sent to your VU student email account. You must access your student email account at least weekly to ensure that you are aware of important information that relates to your enrolment.

For further information on email and general information about IT services, go to www.vu.edu.au/students.

NEWS AND EVENTS

Keep up to date with what's happening. The News and Events section of the VU website is a great source of information. It contains information related to studying at VU as well as details about various clubs, events and opportunities.

Find out what is happening at www.vu.edu.au/news-events

IPHONE APPLICATION

VU's iPhone Application is free and is designed for use by staff, students and visitors to the University. It's features include:

- Campus maps – users can use Google Maps functionality to navigate to a campus, view detailed building maps for each campus and view floor plans to assist you to find your classrooms.
- Facilities and Services information for each campus
- VU events (which can be added to your iPhone calendar)
- Key contacts (including main publicly available phone numbers)

To access the App go the App Store and search for "Victoria University"

VU INTRANET... VU INTERNET...

All VU students have access to the Intranet while on campus. The intranet is a site with useful information, particularly ITS support for students and contact details for various faculties and staff. Some computers will have the Intranet set up as the home page. If not, you can select Intranet from the computer desktop. The Intranet has information for Staff and Students only. It is not available to the general public.

You will need to login using your email username and password.

The VU Internet site at www.vu.edu.au is available to the general public, and houses information on just about everything you could possibly want to know about VU. Spend some time browsing the site, to familiarise yourself with the University facilities, student services and latest news.

SECTION 4

POLICIES,

STUDENT CHARTER,

HEALTH AND SAFETY

POLICIES

Please familiarise yourself with the University's policies that relate to you as a student. Some of the more significant policies are listed below:

- Enrolments – onshore
- Enrolments – Offshore
- Fees
- Onshore enrolment
- Plagiarism
- Privacy
- Re-credit of SLE and remission of HECS-HELP and FEE-HELP debt
- Refunds
- Remission of HECS/SLE
- RPL
- Student assessment and Progress
- Student complaint resolutions
- Use of Email

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

STUDENT CHARTER

VU has adopted a Charter that outlines both the rights and responsibilities of its students.

It is expected that VU will:

- Provide a supportive, stimulating and effective learning environment that empowers students to reach their potential;
- Provide high quality learning experiences that are in accordance with good quality learning and teaching practice;
- Provide the physical learning environment, facilities and student focussed services to support students to succeed at their studies;
- Provide accurate, timely and useful information to students in relation to their course of study, enrolment, policies, services and processes;
- Provide an environment free from discrimination and harassment in accordance with Commonwealth and State Legislation and associated University policy;
- Provide timely and constructive feedback on assessment recognising it as a valuable part of the learning process;
- Provide fair, transparent and efficient complaints, grievances and appeals procedures;
- Provide a clear statement of acceptable academic behaviour by students;
- Treat personal information confidentially and ensure it is only released with the student's consent or when legally required;
- Expect that all staff as members of the VU community require commitment to the ethical values of honesty, trust, fairness, respect and responsibility;
- Support the contribution of students and their representatives to the life of the University;
- Respect individual student needs and abilities including recognition of previous and current learning experience.

It is expected that students will:

- Engage actively with the educational, social and cultural life of the University;
- Be fully committed to their own learning including taking responsibility for monitoring their own progress;
- Respect the diversity of all students and staff and support an environment free from discrimination and harassment in accordance with Commonwealth and State Legislation and associated University policy;
- Acknowledge that membership of the VU community requires commitment to the ethical values of honesty, trust, fairness and responsibility including treating other students with respect;
- Respect all University staff, property and facilities;
- Provide honest and constructive feedback about their academic programs and participate in the continuous quality assurance processes of the University;
- Acquaint themselves with University policies and procedures relevant to their enrolment and course of study and adhere to the rules and regulations of the University as they apply to students.

HEALTH AND SAFETY INFORMATION

SAFETY ISSUES AT VU

VU is committed to providing and maintaining, as far as practicable, a safe working environment to ensure all students are not exposed to situations that can be detrimental to health and wellbeing. This obligation extends to staff, students, contractors, their employees and visitors to ensure:

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

As learning and teaching takes place in a variety of settings, it is important for students to know that VU has a responsibility to ensure that you are provided with information, instructions, training and supervision in order for you to study in a safe and secure manner.

There are a broad range of activities you may be involved in that could present a risk to your health and safety such as:

- Laboratory learning and teaching due to the presence of hazardous chemicals and/or the need to use particular types of instruments, equipment or machines.
- Exercise laboratories, construction, and plumbing workshops due to the equipment and/or programs that need to be run.
- Field trips and other off-campus activities such as workplace learning, community service and overseas student exchange programs that place students in unfamiliar situations where you may also be exposed to increased levels of risk.
- Emergencies that may involve evacuating the building you are in.

What can you do to keep safe?

- Be informed – VU has its own Occupational Health and Safety Charter and a range of associated policies and procedures to reduce the likelihood of our students and staff being put at risk (see below).
- Be involved – Each semester there will be evacuation exercises to practice what to do, be prepared to join in and learn.
- Be prepared – It is important for you to identify with your teacher/lecturer/instructor the potential hazards and risks that exist and to follow the safety instructions given.

This will help to maintain the safe and caring delivery of learning and teaching across a range of on-campus and off-campus environments.

SAFETY CHARTER

At VU we all acknowledge our responsibilities and obligations under the Occupational Health and Safety Act 2004.

We will all take reasonable and practicable precautions to manage hazards and risks for the health of each one of us. VU is committed to constantly working towards maintaining a safe University.

Achieving these key objectives requires:

- acceptance of OHS responsibilities by everyone at VU
- consultation with all stakeholders including staff, students and contractors
- continuous improvement based on sound safety management and planning
- provision of resources to further develop, monitor and maintain the effective management of health and safety

To read about the VU Occupational Health and Safety policies and what they mean to you, go to www.vu.edu.au/governancepolicy and search for key word OHS.

SECURITY INFORMATION

TO CONTACT SECURITY IN AN EMERGENCY CALL 9919 6666

The Facilities Department has a 24-hour control room (Security Operations Centre) and Campus Security Officers at all VU sites. The Campus Security Officers provide regular patrols of buildings and car parks, emergency response, reporting of security incidents and security escorts for students and staff. Security Officers can escort you from your building to your car if it is parked in a VU car park. It should be noted however, that there is no Security Officer dedicated to this service and response times will vary depending on the duties and location of the Security Officer. For further details please contact the Security Operations Centre on 9919 4319.

Emergency Contacts

Fire, Police and Ambulance: 000 (Dial 0 for an external line and then dial 000)

Security: Dial 6666 from an internal phone or 9919 6666 from an external phone.

KNOW WHAT TO DO IN CASE OF EMERGENCY

EVACUATION PROCEDURES

At VU we have two emergency signals.

Emergency Alert Signal: BEEP BEEP BEEP (or ringing or contact via Emergency Warden)

Pack up your valuables, switch off all electrical appliances and stand by for further instruction.

Do not leave your classroom at this stage. (The alarm may not be for your building)

Evacuation Signal: WOOP WOOP WOOP (or through the PA system)

Leave your classroom in an orderly fashion and pay attention to your Teacher/Lecturer and/or the Emergency Warden coordinating the evacuation.

Remember the following important points:

- Don't panic (You know what to do)
- Leave the upper levels of the building by using the **stairs only**
- **Do not use the lifts under any circumstances**
- Leave by the **nearest safe exit** to your room

- Regroup with your class members and your Emergency Warden/Teacher/Lecturer at the designated assembly point or area designated by the Emergency Warden as soon as you are clear of the building.

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

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

MEDICAL EMERGENCY

- If a situation is life threatening, contact the Ambulance service first on (0) 000.
- Remember to clearly state your location street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so by the Ambulance Service.
- After notifying the Ambulance service seek further assistance from a University First Aider.
- All incidents, near misses and any first aid given are to be reported to your Teacher/Lecturer or Lab Manager and must be recorded, regardless of severity of outcome.
- A University Incident Report form is to be completed by your Teacher/Lecturer or Lab Manager.
- Some cases of injury and illness need to be reported immediately to WorkSafe.
- In the cases of students under 18 years of age, a parent/guardian will be contacted.

First Aid at Victoria University is provided by a network of trained staff volunteers. To contact the First Aider nearest to your location please go to <http://intranet.vu.edu.au/hr/OHS/FirstAid.asp> and click on the relevant campus.

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

THEFT PREVENTION

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

- Mark your property using a permanent dye and record any serial numbers, makes, models, colour, value etc. This will help in the identification of your property.
- Make property difficult to steal by using locks to secure computer notebooks and similar equipment.
- If working in a library, laboratory or open area, don't leave bags, phones, wallets or computers unattended, even for a minute.
- Be alert to suspicious people in your work area. If you see anyone that looks suspicious and feel threatened, call Security on 9919 6666.

PERSONAL SAFETY

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

- Be aware of your surroundings and know where you are going
- If walking at night, walk with a group or a friend and keep to well-lit paths and roads.
- Use the campus Security escort service. Contact them on 9919 4319.
- Be aware of who is behind you when using ATM's.
- Program the campus Security phone number into your mobile phone as well as 000 for emergency services. (Police, Fire or Ambulance).

CAR PARK SAFETY

Vehicle theft is an ongoing problem in large car parks across Victoria. Below are some suggestions on how to reduce the chance of your vehicle being stolen:

- Park in a well lit, busy area with a lot of pedestrian traffic.
- If possible, park near the building you are entering.
- Always lock all doors and wind windows fully up.
- Don't leave valuables in your car where possible. If you must, lock them out of sight.
- Don't have your name, address, license number on your key chain.

MAINTENANCE

The university has approximately 300,000m² of floor space located on approximately 168 hectares of land. This is equivalent to 1,500 twenty square homes in a small suburb. So, if you happen to spot a maintenance need in your travels around campuses, we would really appreciate a call to the Facilities Service Desk on 9919 5900 or email Facilities servicedesk@vu.edu.au

SECURITY SHUTTLE BUS SERVICE

The Facilities Department operates a Security Shuttle bus service at the St Albans and Footscray Park campuses. The St Albans bus operates between the campus and St Albans train station and the Footscray Park bus operates between the campus, Footscray train station and the Student Village in Maribyrnong. Timetables are available from the St Albans and Footscray Park Student Service Centres.

SECTION 5

KEY INFORMATION

FOR STUDENTS

Academic Transcripts

Academic Transcripts can be obtained by going to a Student Service Centre or requesting one through [ASKVU](#). They are available free of charge for four weeks after the result publication date in each semester and also for four weeks after your graduation date. The Academic Transcript also shows the award/s you have received at VU. At all other times a charge is involved.

ASKVU

Get help online, anytime at ASKVU. A large database of FAQs containing information on admission, enrolment, RPL, fees, examinations, graduation and other student administration matters. You also have the ability to ask a question online and engage in live chat sessions.

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

Blackboard/WebCT

Blackboard formerly known as WebCT is the software that Victoria University uses to support eLearning. Login through MyVU Portal and select the My Learning tab. Information will come up under the Blackboard heading. Click on one of your units and the information for that unit will be available to you. Use the left side bar to navigate through the information for each unit.

Careers and Employment

A range of programs, services and resources for current Victoria University students and recent graduates including advice and assistance on your career direction, the world of work, writing applications and performing at interviews.

Register on our web-based job board to access current employment opportunities at www.vu.edu.au/careers or phone 9919 4944.

Census Dates

The Census dates in each semester are very important to you as a student. By this date you need to have your enrolment finalised and all fees paid. To find out when the census dates are in each semester just go to [ASKVU](#) and type in *census date*.

Chaplaincy

Support for everyone, irrespective of your belief or religious affiliation. Multi-faith spiritual services and wellbeing group activities are programmed for different campuses accordingly. The Reflection Centre at St Albans 1L101 is a quiet area where you can relax, meditate or meet other students. To contact a Chaplain please ring 9919 2292 or 9919 2399 or visit www.vu.edu.au/chaplaincy

Child care

Victoria University has childcare centres located at four campuses. Each centre provides full-time, part-time and half-day care for children aged three months to six years. The service includes a state-funded preschool program. Phone Footscray Park 9919 4578, Footscray Nicholson 9919 8698, Newport 9919 8476 or Werribee 9919 8098.

Computer labs

Open Access Computer Laboratories are available to all VU students. All computers have the following applications Windows XP Professional, Office Professional 2003, MS Front Page 2003, MS Publisher 2003, Symantec Anti Virus, Acrobat Reader, QuickTime Player, Media Player, Internet Explorer and Mozilla Firefox. For further information call 9919 2777 or email servicedesk@vu.edu.au.

Confirmation of Enrolment (COE)

International students on a student visa need a Confirmation of Enrolment to study in Australia. This excludes students on an Aus Aid Scholarship, or students studying on a temporary or permanent residence visa. For further information about COE's, or to apply for a COE extension, see www.vu.edu.au/international-students/visa-and-enrolment-variations/enrolment-confirmation

Counselling

Support and assistance with personal issues (concerns about overall wellbeing, stress, grief, loss, sexuality, alcohol/drug issues) and study related matters such as exam stress, time management and procrastination. Phone 9919 8801, 9919 2399 or 9919 4418 or visit www.vu.edu.au/counselling

Disability services

Advice and assistance for those with a disability and/or a medical condition including provision of individual learning support, adaptive technology and alternative assessment arrangements, including for exams. For more information visit www.vu.edu.au/disability or phone us on 9919 8801, 9919 4418 or 9919 2399.

Email

Upon enrolment all students are given a University email account, which may be kept after graduation. Students are expected to activate and regularly check their account for information regarding University events, administration (e.g. Census dates, results, re-enrolment etc.) and communication from lecturers and students. To activate your student email account, visit <http://www.vu.edu.au/current-students/student-essentials/student-email> For further information call 9919 2777 or email servicedesk@vu.edu.au.

Enrolment

Get the essentials of enrolment from this Student guide, visit www.vu.edu.au/enrolments or ask a question at www.vu.edu.au/askvu.

Examinations

For information on times, locations, rules, regulations and more visit www.vu.edu.au/exams or www.vu.edu.au/askvu.

Fees

Fees can be paid at any Student Service Centre. If you are having difficulty paying your fees speak to one of the Welfare Officers. Just call 9919 8801, 9919 4418 or 9919 2399 to make an appointment.

Financial assistance

Information and advice on money management, Youth Allowance/Austudy, Centrelink or financial matters including credit cards, mobile phone plans and fines. Short term interest free loans of up to \$500 are available upon approval. Phone 9919 8801, 9919 4418 or 9919 2399.

Graduation

If you have completed all course requirements, or are waiting for your final results, you must apply to graduate even if you do not wish to attend a ceremony. You cannot be made eligible to graduate if you have outstanding results, fees or charges owing to the University. If your Faculty confirms you are eligible to graduate you will be advised in writing to the address provided on your application.

You can apply online at www.vu.edu.au/graduations, or at a Student Service Centre.

Housing Service

Housing information and advice including accommodation search, House Hunting Friends Register, shared housing guide and tenants rights. Visit www.vu.edu.au/housing

Letters of Completion

Letters of completion are usually required for employment, licensing, visas or further study. Letters of completion will be sent to every student who has applied and is eligible to graduate approximately 6 weeks prior to the graduation ceremony. You may also request a letter of completion when you submit your application for an award and you must advise us of your valid reason for requesting this earlier letter. We cannot issue a letter of completion until you have been deemed eligible to graduate by your Faculty or School. You cannot be made eligible to graduate if you have outstanding results, fees or charges owing to the University. Letters of completion usually take up to 10 working days to complete as your eligibility depends upon Faculty approval. In peak periods the process can take longer.

Health and Personal Services

A Health Advisor is available at Footscray Park Campus to provide advice, information and referrals about general health matters.

Victoria University has several teaching clinics where treatments are performed by trained students under clinical supervision at a discounted rate including osteopathy, nutritional therapy, hairdressing, beauty therapy and massage. Visit www.vu.edu.au/health-services

Indigenous students support (Moondani Balluk Indigenous Academic Unit)

Moondani Balluk offers help with course selection and admission, scholarships, accommodation, tutoring and

employment for Indigenous students. Phone 9919 2891 or visit <http://www.vu.edu.au/industry-and-community/community-partnerships/indigenous-partnerships/moondani-balluk-academic-unit>

International Student Support (ISS)

Support for International students to make your study experience a positive one and to assist with adjusting to a new culture and environment. For more information phone 9919 4953, 9919 1164, email iss@vu.edu.au, or visit www.vu.edu.au/international-students.

Language and Learning Services

Provides language, study skills and academic writing support for all students. The Learning Hub provides a range of useful information and resources to assist you in developing your language and learning skills. Phone 9919 4744, email studentlearning@vu.edu.au or visit <http://www.snap.vu.edu.au/home>

Library

At each campus, Library resources and services include state-of-the-art computing facilities, digital and print collections, study and social spaces, extended access and supportive staff. For more information visit www.vu.edu.au/library.

Licensed restaurant (Footscray Nicholson)

VU has a licensed restaurant operated by TAFE and Higher Education Hospitality students. The VenU at Footscray Nicholson campus offers great value lunch and dinner specials on selected days. Phone 9919 8708.

MYVU Portal

MYVU Portal gives students direct access to view course information, enrolment details, results, awards, MY TIMETABLE, Library, email and much more. Visit <https://myvuportal.vu.edu.au/>.

Parking

There are car parks at most campuses (Parking Maps are available at Student Service Centres), and a fee is payable via ticket machine. The Road Safety Act (1986), and all associated regulations and amendments, is enforced in University car parks so please observe car park signs to avoid charges.

Prayer rooms

For prayer room locations visit <http://www.vu.edu.au/facilities-and-services/facilities/prayer-rooms>

Scholarships

Visit www.vu.edu.au/scholarships for further information on eligibility, application process and dates for VU Scholarships.

Security

The Facilities Department has a 24-hour control room and Security Officers at all VU sites. Security Officers provide regular patrols of buildings and car parks, emergency response, reporting of security incidents and security escorts for students. During the week a Security Officer can escort you from your building to your car if it is parked in a VU car park. It should be noted however, that there is no Security Officer dedicated to this service, and response times will vary depending on the duties and location of the Security Officer. Visit www.vu.edu.au/safety

To contact Security in an emergency, call 9919 6666.

Security shuttle bus service

The Facilities Department operates a security shuttle bus service at St Albans and Footscray Park. The St Albans bus operates between the campus and St Albans station, and the Footscray Park bus operates between the campus, Footscray station and the Student Village. Timetables are available from the Footscray Park and St Albans Student Service Centres.

Snap VU

Snap VU is a new social networking site that offers learning support from teachers, lecturers, learning support staff as well as other students. You can [make an online booking](#) for a consultation or talk to one of our learning support staff about your studies, or call Learning Support Services reception on 9919 4744.

Special consideration

Special Consideration is available for unforeseen events and circumstances which have a negative impact on your assessment. For more information visit www.vu.edu.au/facilities-and-services/advice-and-counselling/counselling-services or phone 9919 8801/9919 2399/ 9919 4418.

Sport and Fitness

VU has four well equipped fitness centres for students, staff and the local community. Group Exercise programs are available at most centres, as well as tailored fitness programs and personal training. Other sporting facilities include a 25 metre pool at Footscray Park, the athletics track at Werribee, tennis courts and Recreation Centres at Footscray Park, Footscray Nicholson and Melton.

There is also a range of sporting programs to suit all interests and levels, including social and community competitions, sport and recreation clubs and teams, representative sport and University Sport Awards. A complimentary three game Western Bulldogs membership is available to all staff and students of the University. For more information visit www.vu.edu.au/sport or find us on facebook at <http://www.facebook.com/vusport>

Student Advisory Service

Offers advice, support, information and referral regarding progress hearings, assessment, discipline and complaints per the Student Complaints policy. Student Advisors can speak on your behalf in you prefer. For more information visit <http://www.vu.edu.au/facilities-and-services/advice-and-counselling/student-advisory-service> phone 9919 4360 or email studentadvisors@vu.edu.au

Student Contact Centre

Assistance with general administrative enquiries for current and prospective students and online submission of student related forms via ASKVU or phone 9919 6100.

Student Equity Services

For support and advice on student equity initiatives and projects, discrimination and harassment and equality of opportunity in education. For more information visit <http://www.vu.edu.au/equity> email equity@vu.edu.au or phone 9919 9561.

Student exchange

VU has a generous travel grant scheme for outgoing exchange students, with up to \$4000 available. Go overseas on exchange to one of VU's partner universities for the experience of a lifetime. To see a list of our current partner institutions, visit www.vu.edu.au/international/studentexchange. For more information phone 9919 1319 or 9919 1471 or email educationabroad@vu.edu.au

Student Life

The Student Life Team provides opportunities for you to grow and enjoy yourself through campus activities, student societies, support and funding trips, competitions, special events, leadership and volunteer programs. Speak to your Recreation Officer about what is happening on campus and how to get involved. For more information visit <http://www.vu.edu.au/current-students/campus-life> or phone 9919 8801, 9919 2300 or 9919 4418.

Student lounges

Located at every campus to relax, meet friends or pick up useful information. See [Campus Maps](#) for locations.

Student Service Centres (face to face services on campus)

General campus enquiries, referral to other services and student administration functions including changes to enrolment, personal details, student ID cards and payment of fees. Computers are available for online access to your student records via MyVU Portal. Visit www.vu.edu.au/askvu for locations, hours of operation and other details.

University residences

VU provides student accommodation options in Footscray, Maribyrnong and Sunbury, for students studying at any campus. Facilities include furnished rooms, 24 hour security and staffing, cable TV and broadband internet. Services range from social activities to academic, transitional and developmental programs for residents. For more information visit www.vu.edu.au/residences.

Web, email and phone enquiries

Visit www.vu.edu.au/askvu or phone 9919 6100 for assistance with general administrative enquiries for current students.

WebCT/Blackboard

Blackboard formerly known as WebCT is the software that Victoria University uses to support eLearning. Login through MyVU Portal and select the My Learning tab. Information will come up under the Blackboard heading. Click on one of your units and the information for that unit will be available to you. Use the left side bar to navigate through the information for each unit.

Welfare

Information and assistance for everyday matters impacting on your life including housing, tenancy issues, bond assistance, Centrelink, financial difficulties, money management and utilities relief. Referral to legal, youth and other support services is also available. Visit www.vu.edu.au/welfare or phone 9919 8801, 9919 4418 or 9919 2399.

Women's rooms

A place for women to relax, hold meetings and organise activities. Located at Footscray Park, St Albans, Melton & Werribee, the rooms are filled with couches, tea and coffee supplies, a microwave and a fridge. A women's resources library and a range of information on current women's issues, events and services are available.

Your rights and obligations

The Student Charter has been created to outline the fundamental rights and responsibilities VU students have to assist them in achieving their potential. For more information visit <http://www.vu.edu.au/about-vu/vus-vision/student-charter> or see Policy Stuff at the back of the diary.

GLOSSARY OF COMMONLY USED TERMS

ACADEMICS

Academics or academic staff are the people who teach and undertake research at the University. Examples of titles of academic staff are Professor, Associate Professor, Reader, Doctor, lecturer, tutor or demonstrator.

ACADEMIC CALENDAR

Calendar of key dates related to courses e.g. SWOTVAC, exams. There are two academic calendars at VU - Higher Education Academic Calendar and Vocational Education/Further Education Academic Calendar. These can both be found on the VU Online Calendar at www.vu.edu.au/current-students/student-essentials/dates-and-times/academic-calendar

ACADEMIC YEAR

The academic year is divided into two semesters. Each semester consists of twelve teaching weeks followed by an assessment period.

ALUMNI

Alumni are graduates of the University. There is a Victoria Uni Alumni at the University.

ARTICULATION

The process of getting credit for Unit of Study completed through a TAFE course when moving from TAFE to University, or University to TAFE.

AUSTRALIAN APPRENTICESHIPS

Combine work and training and can be commenced at secondary school.

AWARD

A degree, diploma or certificate of the University.

CAN

Commonwealth Assistance Notice. This is a notice containing information about your enrolment and debt owing to the Government. Higher education providers must issue a CAN to each of their Commonwealth assisted students after the census date in each semester.

CENSUS DATE

The date at which the Higher Education and TAFE Diploma and above enrolment census is taken and the last date when students can add or withdraw from a Unit of Study without incurring charges for them.

CHESSN

Commonwealth Higher Education Student Support Number. All students who accept and enrol in a Commonwealth Support Place in Higher Education will be issued with a CHESSN.

CORE UNITS OF STUDY

These are compulsory Units of Study. You have no choice but to study and pass these Units of Study as well as your electives in order to graduate from your course.

COURSE CO-ORDINATOR

The staff member responsible for a particular course including enrolment and Unit of Study selection. Direct any course-related queries to this person in the first instance.

CREDIT POINTS

Credit points are a value given to each Higher Education unit of study. Each full time year of your course will total 96 credit points. If you are a full-time student, you will normally enrol in units of study equal to 48 credit points per semester (96 credit points for the year).

DEFERMENT

The option to postpone the commencement of your course for up to one year. VU guarantees a one-year deferment for all commencing local students.

DEEWR

The Australian Government's Department of Education, Employment and Workplace Relations

DIAC

The Australian Government's Department of Immigration and Citizenship

DISCIPLINES

A sequence of units in a specific area of study makes up a discipline.

EFTSL (Equivalent Full Time Study Load)

Each unit of study in a Higher Education course is assigned an EFTSL value based on the proportion of total credit points it is worth in the study year. For example, a unit worth 12 credit points has an EFTSL value of 0.125 (12 divided by 96). The EFTSL value is used to determine the amount of student contribution or tuition fees payable for each unit of study.

ELECTIVE

An elective refers to a unit of study of your choice that is outside your required (core) units of study or major. You should consult with your Course Co-ordinator/Program Manager before deciding on your electives.

EMAIL

Electronic mail is now one of the University's main forms of communication with students and staff. Every student must activate and regularly use their university-based email address, which is free.

ENROLMENT

The process by which students register for their course, choose Units of Study and pay fees.

ENROLMENT CONFIRMATION

A statement of the Unit(s) of Study enrolled in for the semester/year with their credit point values. Students need to check their enrolment confirmation details are correct.

EXAM PERIOD – Higher Education Students only

A 2-3 week period at the end of a semester when exams are held. (If you do not have exams, you will be assessed using other methods such as assignments, course attendance, presentations...etc)

GRADUATION

A ceremony at which awards are formally conferred/granted to students.

HELP

Higher Education Loan Program. The Higher Education Loan Program is a suite of loans funded by the Commonwealth Government for Australian citizens and holders of a permanent humanitarian visa. Repayment of loans is income-contingent. HELP consists of:

HECS-HELP: is for eligible students in Commonwealth supported places

FEE-HELP: loans for eligible undergraduate and postgraduate full fee paying students

OS-HELP: loans to assist Commonwealth supported students to study overseas.

VET FEE-HELP is for eligible students in VET Diploma and Above courses

HESA

Higher Education Support Act (2003). The legislation under which all local Higher Education students are enrolled. Victoria University must adhere to this legislation.

ID CARD

A card with the student's photo and identity number. Replacements for lost cards are available at a campus Student Service Centre for a small fee. An ID card is also a student's library card.

LEAVE OF ABSENCE

Students can apply to take Leave of Absence from their studies for a period of time without losing their place in a course. A Leave of Absence is usually available after satisfactory completion of one semester of study and can be for a period up to one year. Interested students should speak with their Course Co-ordinator.

International students may only take a leave of absence in limited circumstances, which must be approved by the faculty and VU International.

LECTURE

A learning experience consisting of a presentation of information/material delivered to a group of students by an academic staff member.

LETTER OF COMPLETION

Official VU letter confirming the completion of a course of study. This letter is issued by Assessment and Graduation after the student has applied to graduate, all results are available and the Faculty has approved course completion for the student.

LIBRARIES

Libraries can be found on all campuses. Visit the library link on the VU home page for information about times, locations and other Library functions. Students may use their student card to borrow from any of the libraries.

MAJOR

Normally refers to a sequence of EIGHT (8) Higher Education units of study within one discipline area. Applies only to courses where students select one or more majors to study. Other courses have a set structure across the length of the program and do not necessarily include a major.

ORIENTATION OR "O" WEEK

Activities held before the start of semester to familiarise new students with their course and campus(es).

PATHWAYS

Enable students to move between TAFE and higher education courses.

RECOGNITION OF PRIOR LEARNING (RPL) and/or RECOGNITION OF CURRENT COMPETENCY (RCC)

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) is the process of assessing a student's competency against the assessment criteria for a unit, or for even a whole qualification. Students may have achieved competency through any or all of formal or informal training, work or other life experience.

REMISSION OF DEBT

Students enrolled in a Commonwealth supported place or full fee paying place who have withdrawn after Census date due to Special Circumstances beyond their control, may apply to have their HELP debt removed. Application forms for HECS & VET FEE-HELP remission can be downloaded from Commonly used forms.

RESIDENCY STATUS

Permanent resident - a citizen of another country who has been granted permanent residency status in Australia

Citizen - someone who through birth or naturalisation holds Australian citizenship.

Proof of citizenship - a birth certificate, passport, or certificate of citizenship (original or certified copy).

SCHOLARSHIPS

Scholarships are payments of money to support students in their studies. They are not repayable, and are generally tax-free. They may be awarded on the basis of financial need, merit or other reasons.

SKILLS DEEPENING

Refers to TAFE Diploma, Advanced Diploma, VET Graduate Certificate and Graduate Diploma courses.

SKILLS REFORM

The Victorian Government's Skills Reform aims to give Victoria a better vocational education and training system by encouraging more people to become qualified at a higher level, especially in skills areas where jobs can't be filled. Skills Reform took effect from 1 July 2009 with changes to course fees and eligibility criteria. These changes will apply to students commencing a new TAFE course offered by VU.

SKILLS VICTORIA

The role of the Skills Victoria (SV) is to plan, regulate and deliver a range of education and training programs and services in Victoria.

SMS

Short Message Service. Victoria University uses email and SMS as the preferred means of communication with students. SMS messages are periodically sent to your mobile phone and it is your responsibility to check your messages regularly.

STATEMENT OF COMPLETION

Official VU letter issued by VU International to international students requiring a statement for visa purposes regarding completion of a CRICOS registered course. The student will apply for a Statement of Completion by emailing vucompliance@vu.edu.au following receipt of a Letter of Completion from the Assessment and Graduations Office.

STRAND

Refers to a sequence of SIX (6) Higher Education units of study within one discipline area.

STUDENTS

Mature-age Student

Mature age students have had an extended break in formal education and include those who are obtaining new certification following the completion of other courses; entering university having done no previous academic work since leaving school. Entering university having in part or full, studied for the VCE (or equivalent) just prior to entry to tertiary study; re-entering university after having previously discontinued studies; entering university for personal development purposes.

Part-time student

For Higher Education students you need to be enrolled in less than 36 credit points in a given semester. For Vocational Education/Further Education students this is less than 270 hours per semester. Many students choose to study part-time to allow time for external commitments such as work or family. There are part-time student societies, which offer support and the opportunity to meet other part-time students.

UNDERGRADUATE

Student completing a Bachelor, Honours or Undergraduate Degree.

POSTGRADUATE

Student who is studying for a Higher Degree including:

Graduate certificate or postgraduate certificate

Usually one semester of coursework.

Graduate diploma or postgraduate diploma

Usually one year of coursework.

Master

Can take up to two years and can be either Research, consisting of a major thesis of 30,000-50,000 words; or Coursework, including a minor thesis or major project of around 15,000-20,000 words and class attendance.

PhD

A research degree resulting in a thesis of up to 100,000 words.

Professional doctorate

Similar to a PhD but including some coursework.

TAFE

Technical and Further Education. Generally a level of education between secondary school and higher education, including apprenticeships and traineeships. Some forms of TAFE can be undertaken concurrently with secondary school. VU refers to the TAFE area as Vocational Education/Further Education.

TRANSFER

A student can apply to move from one course to another within VU. The student may or may not receive credit for completed Units of Study. Course transfers are not automatic and depend on vacancies and admission requirements.

TUTORIAL OR 'TUTE'

A compulsory learning experience where a small group of students meets with an academic staff member to discuss material presented in lectures/part of a Unit of Study or unit. Tutorials are a very important source of Unit of Study/course/assessment information.

UNIT OF STUDY (UoS)

Term used for individual components of a course. Each course is made up of a number of units of study.

VOCATIONAL EDUCATION/FURTHER EDUCATION (VE/FE)

This is VU's reference for TAFE. It is delivered at VU through two Vocational Education (VE) Faculties and through Further Education (FE) at the VU College. VE/FE courses range from Certificate I to Advanced Diploma and provide a vocational and practical approach to education.

WITHDRAWAL

Enrolled students need to notify the University in writing if they want to withdraw from a Unit(s) of Study or course. Application forms can be downloaded from Commonly Used Forms and should be submitted before the relevant census date.