

STUDENT

ORIENTATION

GUIDE

vu.edu.au/vu-sydney

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WELCOME TO VICTORIA UNIVERSITY SYDNEY (VU SYDNEY)

On behalf of VU Sydney, I am delighted to welcome you. We value the intellectual and creative energy you bring as you embark on a significant program of study.

Victoria University's Sydney campus offers you a high quality academic experience in one of the world's best student cities. Our degree and postgraduate programs are delivered by academic experts in international education and are carefully designed to prepare you for professional careers.

As a student, you are an important part of our community of scholars and we value your contribution and participation. We take great pride in supporting students from across the globe so that you can achieve the best outcomes.

I urge you to set high goals for yourself, and to take advantage of all that VU Sydney has to offer.

Felicity Davis Rafferty

Campus Director and Principal



Felicity Davis Rafferty

“WE SUPPORT STUDENTS FROM ALL
OVER THE WORLD TO ACHIEVE THE BEST
POSSIBLE EDUCATIONAL OUTCOMES.”



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About this guide

VU Sydney reserves the right to alter any course, dates, procedure, regulation or fee. Students should carefully read all official correspondence and consult student services as necessary.

For the latest information visit www.vu.edu.au/vu-sydney

IMPORTANT DATES

TRIMESTER 2, 2019

12 JULY	Online enrolment opens for continuing students from 5pm
15 JULY	Orientation for new commencing students
11 - 19 JULY	Enrolment for new students
17 - 19 JULY	Supplementary & special exams (for continuing students from Tri 1, 2019)
22 JULY	Start of classes
26 JULY	Release of supplementary & special exam results
26 JULY	Online enrolment closes for all students
26 JULY	Fees due date
16 AUGUST	Census date
13 OCTOBER	End of classes
14 - 15 OCTOBER	Study break
16 - 25 OCTOBER	Exam period
8 NOVEMBER	Release of exam results (from 5pm)

TRIMESTER 3, 2019

7 NOVEMBER	Orientation for new commencing students
9 NOVEMBER	Online enrolment for continuing students from 5pm
11 - 15 NOVEMBER	Enrolments for new commencing students
13 - 15 NOVEMBER	Supplementary & special exams (continuing students from Tri 2, 2019)
18 NOVEMBER	Start of classes
22 NOVEMBER	Release of supplementary & special exams results
29 NOVEMBER	Online enrolment closes for all students
29 NOVEMBER	Fees due date
13 DECEMBER	Census date
16 FEBRUARY	End of classes
17 - 18 FEBRUARY	Study break
19 - 28 FEBRUARY	Exam period
13 MARCH	Release of exam results (from 5pm)

TRIMESTER 1, 2020

11 MARCH	Orientation for new commencing students
16 - 27 MARCH	Enrolment for new students
18 - 20 MARCH	Supplementary & special exams (continuing students from Tri 3, 2019)
23 MARCH	Start of classes
27 MARCH	Release of supplementary & special exams results
27 MARCH	Fees due date
27 MARCH	Online enrolment closes for all students
10 APRIL	Census date
12 JUNE	End of classes
15 - 16 JUNE	Study break
17 - 26 JUNE	Exam period
10 JULY	Release of exam results (from 5pm)

AUSTRALIAN PUBLIC HOLIDAYS

2019

19 APRIL	Good Friday
20 APRIL	Easter Saturday
21 APRIL	Easter Sunday
22 APRIL	Easter Monday
25 APRIL	Anzac Day
10 JUNE	Queen's Birthday
7 OCTOBER	Labour Day
25 DECEMBER	Christmas Day
26 DECEMBER	Boxing Day

2020

1 JANUARY	New Year's Day
27 JANUARY	Australia Day Public Holiday
10 APRIL	Good Friday
11 APRIL	Easter Saturday
12 APRIL	Easter Sunday
13 APRIL	Easter Monday
25 APRIL	Anzac Day
8 JUNE	Queen's Birthday

UNIVERSITY CLOSURE/HOLIDAYS

25 DECEMBER 2019 TO 1 JANUARY 2020

Note: If you miss classes due to public holidays, an alternate mode of delivery will be communicated to you by your course coordinator.

ENROLMENT

Enrolment is an essential step in maintaining your Australian student visa. All students must be correctly enrolled into each unit of study for their course before the deadline (see Important Dates).

View the enrolment schedule at vu.edu.au/vu-sydney-enrolment

It is your responsibility to ensure that you are enrolled as a full-time student in the correct unit(s) of study and that all details are accurate. If you fail to complete your enrolment by the enrolment deadline in the above table, you will be reported to the Department of Home Affairs (DHA) for non-commencement of studies.

If you miss your enrolment session, please email VU Sydney immediately at enrolments@vusydney.edu.au for advice.

We recommend that you maintain a personal file of all correspondence you receive from VU Sydney relating to your enrolment, payment of fees, academic progress and results.

COURSE DURATION

International students are required by law to be enrolled in full-time study in order to complete their course within the expected duration outlined in their Confirmation of Enrolment (CoE). Full time load is 8 units over 3 trimesters.

ACCESSING YOUR TIMETABLE

Timetables and class locations are self-managed via MyVU. You will need to enrol in a unit and then complete an allocation to a specific class timetable. You can use the timetable planner at timetableplanner.vu.edu.au/2019 to help plan your timetable.

CHANGING YOUR ENROLMENT

If you wish to vary any part of your enrolment, you will need to complete the appropriate form. You can amend your enrolment without penalty until enrolment deadlines outlined on page 4.

All information on changing your enrolment can be accessed at vu.edu.au/vu-sydney-change-enrolment

The University has a legal responsibility to report any changes to your enrolment to the DHA. This includes changes in your study load and also when you have completed your studies with the University. If your enrolment at the University is reported to the DHA, you will need to contact the DHA directly to discuss your student visa options.

Contact details for the DHA can be found at homeaffairs.gov.au

REDUCED STUDY LOADS

Applications for a reduced study load can only be accepted in the following circumstances:

- Course structure - If you are unable to enrol in a full-time study load due to the structure of your course or if a unit of study becomes unavailable
- Academic progress - If you are at risk of making unsatisfactory progress, and academic staff recommend a reduced study load to help you meet course requirements
- Compassionate circumstances - If you are unable to study a full-time load due to illness, injury, bereavement of close family members or involvement in a traumatic experience, please see Satish Deo, Manager of Student Services immediately. You can contact Satish at satish.deo@vu.edu.au.

The University will notify the DHA when you have been granted a reduced study load that affects your course duration.

To apply, international students must complete a Reduced Study Load form along with the Unit of Study Amendment form found at vu.edu.au/vu-sydney-forms

NON-ENROLMENT AND WITHDRAWALS

Your student enrolment details must be finalised for each trimester by the census date. If you withdraw from your course after this date, you will incur both academic and financial penalties.

Failure to lodge a full withdrawal application for unit/s of study or the whole course before census date means you will be charged fees for all units you are enrolled in whether you have attended classes or not.

DEFERRING YOUR COURSE INTAKE

Deferring your course intake is available only to commencing students. If you wish to defer your course, you are required to complete a Defer Your Studies/Change of Course Preference form and submit it to admissions before your scheduled enrolment session at apply@vusydney.edu.au

Please note:

- if your course is not available in subsequent intakes, you may need to negotiate an alternative study option
- applicants should not enrol before deferring. A deferment is a guarantee that the place of offer will be available for the applicant to enrol, subject to course availability.

Defer Your Studies and Change of Course Preference forms can be found at vu.edu.au/vu-sydney/enrol-at-vu-sydney/change-your-enrolment

INTERMISSION

In some limited circumstances, you may need time away from your studies. This is known as leave of absence or intermission. We advise you to speak to the student services manager before you apply.

You may be eligible to apply for intermission if you have been affected by:

- serious illness or injury (evidence: detailed medical certificate outlining severity of illness)
- death of a close family member (parent, sibling, spouse, or child) (evidence: death certificate)
- involvement in a traumatic experience (e.g being a victim of, or witnessing, a serious crime or critical incident) (evidence: police report)
- political upheaval or natural disaster in home country requiring emergency travel (evidence: notification from the Department of Foreign Affairs and airline ticket)
- unavailability of pre-requisite units due to unusual course structure or provider default (evidence: college email confirming unusual course structure or provider default)
- military service in home country (evidence: official notice from the home government department managing conscription)
- an academic progress decision resulting in an intervention strategy (evidence: academic action plan and recommendation from the student advisor).

Your application must be approved by the student services manager. If you decide to apply, you must submit an Application for Intermission Form with certified or original copies of any of the relevant supporting documents such as death or medical certificates.

Your application for intermission must be received by the census dates listed on page 4. The University will notify the DHA that you have been granted an intermission. Intermission may affect your student visa. For advice, please phone the DHA on 131 881.

CoE EXTENSIONS

Some students may require an extension of their CoE.

Applications for CoE extensions should be lodged at least six weeks before your student visa expires by completing an international Request for a Confirmation of Enrolment (CoE) Extension Application form.

CHANGE OF PERSONAL DETAILS

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

Students can change contact details via the following:

MyVU

1. Login via myvu.edu.au
2. Enter your student ID and password
3. Click on My Details
4. Click on Personal Profile
5. Make the changes and save

IN PERSON

Collect a Personal Details Amendment form from Student Services or download the form at:

vu.edu.au/vu-sydney-forms

Amendments to change of name, title, date of birth and gender must be done in person by submitting the Personal Details Amendment form together with supporting documents such as (passport, birth certificate or extract, deed poll documents) to Student Services. 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 new amended name.



Sheryl Infante (Philippines)
Master of Business (Enterprise
Resource Planning Systems)

ADVANCED STANDING

Advanced standing is an assessment process that applies to individuals who may have prior study, or other relevant experience, but who do not have access to credit transfer arrangements for the chosen course. You are encouraged to discuss possible applications with the Recognition of Prior Learning (RPL) officer at enrolment and may be required to provide syllabus details of your qualification.

Please note that the deadline for receiving advanced standing applications for Trimester 2 is 19 July. Applications received after this date will be assessed and processed for a subsequent study period.

For enquiries contact: advancedstanding@vusydney.edu.au

If your application for advanced standing is successful, and your course duration is reduced, your CoE will be updated with a new course end date. You will need to contact the DHA to check whether your visa status is affected.

ELIGIBILITY

All students enrolled in higher education courses at VU Sydney are eligible to apply for advanced standing (credentialed or experiential).

CERTIFIED COPIES OF RELEVANT QUALIFICATIONS

Please include certified copies of your qualifications with your application. 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 (for example a Justice of the Peace, police officer, doctor, accountant, school principal or bank manager). This person must sight both the original and the photocopy. You may be asked to provide the original documents at a later stage.

Please note: Victoria University may contact your former institution(s) for further information regarding your application for advanced standing.

INTERNATIONAL STUDENT FEES AND CHARGES

As a student of VU Sydney you are required to pay international student fees for your program of study. Fees and charges vary depending on your course. When you enrol or re-enrol you will receive an invoice. This details all fees and charges and the due date for payment.

All fees are listed in Australian dollars (A\$), are indicative and are subject to change. Payment options are listed on your invoice. The University will invoice you (or your sponsor) each trimester according to your enrolment in that trimester.

Course fees are subject to an annual increase. This is common practice in the higher education industry in Australia.

VU reserves the right to annually adjust course fees to take into account increases in University and course delivery costs. Course tuition fees are invoiced per semester based on the enrolment for that particular semester.

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 any student who is no longer enrolled to the DHA. If your cancellation of enrolment is reported to DHA by the University, you will need to contact DHA directly to discuss your student visa options.

INTERNATIONAL STUDENT REFUNDS

International students who have paid their tuition fee upfront for a given semester and withdraw before the census date may be entitled to a full or partial refund according to the International Student Refund Policy. vu.edu.au/vu-sydney-forms

STUDENT ESSENTIALS

STUDENT AND ADMINISTRATION SERVICES (LEVEL 1)

- Enrolment
- Class timetable and location
- Exam timetable
- Special consideration
- Special exams
- Student email
- MyVU
- ASKVU
- Academic transcripts
- Graduation services
- Student welfare services
- Student complaints and resolution
- Social events and activities

ACADEMIC SERVICES (LEVEL 1)

- VU Collaborate

COURSE COORDINATORS (LEVEL 1)

- Course advice
- Enrolment mapping
- Review of assessment
- Academic grades inquiries
- Assessment feedback
- Extension of assignment requests
- Lecturers details

LEARNING SUPPORT TEAM (LEVEL 1)

The Learning Support Team is located in Room 1.03.

- Research skills
- Study skills
- Academic writing
- Academic integrity
- Referencing skills
- Librarian assistance
- VU online library assistance
- Library books

For more information visit vu.edu.au/vu-sydney-campus

STUDENT CHARTER

The Student Charter represents a spirit of goodwill between the University and students that reflects the sentiment of mutual obligation for genuine support and action. We ask that all staff and students model their behaviour to reflect our values.



ACCESS

VU is an accessible and friendly university to students and staff from diverse countries and cultures, socio-economic and educational backgrounds, as well as to our industry, government and community partners.

EXCELLENCE

VU is committed to excellence in education, research and knowledge exchange.



RESPECT

The staff and students of Victoria University demonstrate respect for others from diverse countries and cultures, educational and socio-economic backgrounds, and for the natural environment. It is expected that students will:

1. engage actively with the educational, social and cultural life of the University
2. be fully committed to their own learning including taking responsibility for monitoring their own progress
3. 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 policies
4. acknowledge that membership of the Victoria University community requires commitment to the ethical values of honesty, trust, fairness and responsibility including treating other students with respect
5. respect all University staff, property and facilities
6. provide honest and constructive feedback about their academic programs and participate in the continuous quality assurance processes of the University
7. 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
8. take responsibility for meeting reasonable attendance requirements
9. take responsibility for keeping their own record of submitted work
10. activate and utilise the VU student email account for the duration of enrolment to ensure timely and accurate communication.



Kawalpreet Kaur (Indian)
Master of Applied Information Technology

STUDENT WELFARE SERVICE

Student welfare services are available to all enrolled students to assist when life manages to get in the way of your studies. Our dedicated student services manager can assist you as an advocate, mediator or supporting person with a range of issues you may encounter during your studies.

These issues may include:

- applying for intermission
- payment plans for tuition fees
- enquiries on Overseas Student Health Cover (OSHC)
- applying for reduced study load.

The Student Welfare Service is also available to provide advice and available options if you are:

- notified of a student progress issue
- identified as being “at-risk”
- on a conditional enrolment
- identified for academic or general misconduct issues
- considering withdrawing from your studies
- interested in on-campus activities and social events.

You can contact the student services manager at satish.deo@vu.edu.au

STUDENT COUNSELLING SERVICE

In partnership with the Education Centre of Australia (ECA), an on-campus counselling service is available to VU Sydney students. This service is free of charge. Our appointed counsellor is an expert in international student related issues. Appointments can be organised through the Student Services or email counselling@vusydney.edu.au

TOOLS AND IT SERVICES

Once you are successfully enrolled, your IT access account is created. The best place for the latest information on services available is: vu.edu.au/current-students/new-to-vu/student-tools-it-services/student-email

This guide provides information on default login details and how to get help for systems used within VU. It also provides log in support for VU Collaborate and MyVU.

ONLINE ID CARD SUBMISSION

VU Sydney students must apply for their ID card online through ASKVU. Click on the Common links tab just below “Email us” and click “Request My Student ID Card”.

<https://askvu.vu.edu.au/app/IDsubmit>

You must have a VU Student ID card to sit your examinations.

For any inquiries, please contact Student Services.

STUDENT EMAIL – MICROSOFT LIVE

VU provides you with a free email account upon enrolment. You will have access to:

- 50GB of email storage
- instant messaging and photo-sharing
- calendars

As a student, you are expected to regularly check your account for updates on the management of your course as well as key student administration matters such as census dates, results, re-enrolment, fees and graduations.

Your lecturers will send emails to your University email contact.

VU services and support use the student email to provide updates and outcomes to inquiries. You are strongly encouraged to use your student email account as your primary account to ensure you are receiving important communications from the VU community.

HOW TO ACCESS MICROSOFT LIVE EMAIL

Information on accessing your email account can be found by clicking on the student email link at www.vu.edu.au/student-tools

MyVU

MyVU allows you to view all your profile details, results and facilitate a year-long enrolment. You can modify the portal view using drag and drop, add content, add and remove tab etc.

MyVU can be accessed at myvu.edu.au

New Students

LOGIN:
s<student ID number >
eg. s1234567

PASSWORD:
date of birth
format: ddmmyyyy

Continuing Students

LOGIN:
s<student ID number >
eg. s1234567

PASSWORD:
existing MyVU Password

If you have difficulties, contact the ITS Service Desk on servicedesk@vu.edu.au or +61 3 9919 2777 or submit a question on ASKVU.

ASKVU

ASKVU is an interactive web portal for current VU students to view frequently asked questions (FAQs) and make and manage enquiries. 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, excluding weekends, university and public holidays.

ASKVU provides answers to questions about student administration, enrolments, fees, admissions, graduations, alumni/graduates and library for onshore students. www.vu.edu.au/askvu

Setting up an ASKVU account

To make enquiries specifically related to your personal enrolment record or circumstances you will need to set up an ASKVU account.

Log 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.

THE VU APP

The Victoria University App is designed for all current students.

It provides a handy portal to all of your essential digital systems so you can keep track of your classes, assignments, essential activities, results and more.

Download the Victoria University App from the Apple App store (external link) or Google Play store (external link) to get started!

It is recommended that you download this app during your enrolment session.

VU SYDNEY

VU Sydney has a library that provides students with required textbooks for each unit we deliver. There is also a dedicated librarian in the learning support team who can assist you with using the VU online library resource.

Students also have access to library facilities as listed on the National Borrowing Scheme. This is a cooperative arrangement that allows students and staff of Australian and NZ universities to borrow in person from any other participating university library.

You can register for the National Borrowing Scheme at VU Sydney. You will need to provide a photo ID as well as proof of current enrolment - this could be student card from your home institution, enrolment advice or other proof from your university.

VU Sydney has a local agreement with University of Technology Sydney for our students to join as a guest. VU Sydney will reimburse the registration fee, currently set at A\$50.



ACADEMIC SERVICES

VU COLLABORATE

Using VU Collaborate you can:

- view content and materials related to your studies
- upload and conduct assessments online, such as assignment submission and quizzes
- communicate and collaborate with your peers, tutors and instructors
- stay up to date with your learning progress.

Logging in

- We recommend that you use Google Chrome as the preferred browser
- Use MyVU to login to VU Collaborate
- Log in with your "s" number (s1234567) and your password
- Once logging in to MyVU, click on the 'VU Collaborate' link under 'My Learning'.

LOGIN:
s<student ID number >
eg. s1234567

PASSWORD:
existing MyVU Password

MY LEARNING

VU COLLABORATE

Access units or online spaces

- Click on MY LEARNING and locate your units of study

Help & troubleshooting

Ask your lecturers or coordinators for help if you can't access any of your units on VU Collaborate.

ITS SERVICE DESK HELP

Contact ITS Service Desk on +61 3 9919 2777 if you:

- have issues logging in
- experience system errors or technical errors
- cannot find information related to your issues and continue to have problems.

For help relating to VU Collaborate:

- contact your lecturer/unit coordinator
- go to the VU Collaborate Student Help site (also available within VU Collaborate under the Support link)
- contact Academics Services Officer on Level 1.

PLAGIARISM

Many people think of plagiarism as copying another's work, or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offence:

All of the following are considered plagiarism:

- turning in someone else's work as your own
- copying words or ideas from someone else without giving credit
- failing to put a quotation in quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

Most cases of plagiarism can be avoided by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism.

Turnitin

The plagiarism detection software used by VU is Turnitin which calculates the percentage of 'similarity' between an essay and multiple sources. You will be asked to submit assignments via Turnitin on VU Collaborate. Turnitin allows lecturers to check for improper citation by comparing it against continuously updated databases using the industry's most advanced search technology.

Special consideration

Students whose performance at an examination is seriously affected by illness or other special circumstances or are prevented from attending an examination by illness or other special causes should apply online for special consideration within three working days of their examination. Applications for special consideration must be lodged via ASKVU.

Reasons for special consideration may be:

- bereavement of an immediate family member
- medical reasons (either yourself or someone in your immediate family)
- personal trauma or crisis (eg. victim of crime, severe disruption to domestic arrangements)
- serious illness or psychological condition (eg. hospital admission, serious injury/illness, severe anxiety or depression)
- severe family issue

Information on special consideration can be accessed on the VU Sydney website at vu.edu.au/alternative-exams

Once the application for special consideration has been assessed; students will be notified of the outcome within five working days of receipt of the application. The outcome notification will be through your VU email address.

It is advised to give close attention to special consideration applications. Any incomplete or late forms will be rejected unless exceptional circumstances apply.



Gabriela Bravin (Brazil)
Master of Business

ACADEMIC PROGRESSION

There is a course coordinator assigned to each course at VU Sydney for students to consult with at any point during their studies.

COURSE COORDINATORS

- Provide students with accurate information about course progression and degree requirements
- Assist students in understanding academic policies and procedures
- Help students access academic resources which will enhance their ability to be academically successful
- Assist students in overcoming educational and personal problems via referral to counsellor or tutoring service.

STUDENTS AT RISK

A student designated as "at-risk" is one whose academic performance is such that it appears he or she may require the provision of specific learning support and assistance as a consequence of:

- students results are identified for Student Progress rules
- the student's self review and subsequent declaration that some form of support is needed
- observational assessment by teaching staff that the student appears to be vulnerable in terms of achieving satisfactory learning progress.

Unsatisfactory Progress Definition

A student is considered to have made unsatisfactory progress, whilst enrolled in a particular program of study if that student:

- fails the same unit of study on more than one occasion; and/or
- fails 50% or more of the enrolled program load for the relevant teaching period; and/or
- fails to comply with a conditional enrolment agreement set by the course coordinator or show cause panel.

Students who fail to make satisfactory academic progress can risk having their CoE cancelled and their student visa revoked. By law (under the ESOS Act) the University is required to report international students to the DHA if they breach the conditions of their student visa.

Student progress rules can be found at vu.edu.au/current-students/your-course/exams-assessments/student-progress

Tutoring service

If at any point you feel you need some assistance with your study and want to improve your understanding of a unit, VU Sydney provides a free tutoring service for all students.

Contacts for tutors can be provided by the learning support team.

POLICIES

Please familiarise yourself with the University's policies that relate to you as a student. Policies include:

- Student Charter
- Academic Integrity Policy
- Enrolment - Onshore
- International Student Refund Policy
- Student Progress rules
- Complaint Resolution
- Student Equity and Social Inclusion
- Learning and Teaching
- Children on Campus
- Copyright Material (Use of)
- Use of Email (Staff and Students)
- Privacy.

You can view all university policies at policy.vu.edu.au

HEALTH AND SAFETY

SAFETY AT VU SYDNEY

Victoria University is committed to providing a safe working environment to protect the health and well-being of students. This obligation extends to its staff, students, contractors, and visitors to ensure:

- health and safety within the workplace and
- to avoid adversely affecting the health and safety of others.

WHAT CAN YOU DO TO KEEP SAFE?

Be informed – VU has work health and safety policies and procedures to reduce the likelihood students and staff being put at risk.

At VU we all acknowledge our responsibilities and obligations under the Work Health and Safety Act 2011.

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 WHS 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.

CAMPUS SECURITY

VU Sydney has a dedicated security team on-site to help keep our students and staff safe. For ease of identification, all students are asked to wear lanyards with your student ID visible. If you do not have an ID visible, the security team may ask you to produce one or verify your status as VU student. A digital version of your ID is available on the VU App.

If you are not able to identify as a student, you may be asked to leave the campus.

EVACUATION PROCEDURE

There is a map in each level of the campus, showing the nearest assembly point.

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
- 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 fire wardens as soon as you are clear of the building
- do not re-enter the building under any circumstances until the "All Clear" signal has been given by the Fire Brigade or Fire Warden.

MEDICAL EMERGENCY

If a situation is life threatening, follow these procedures:

- contact Emergency Services first on 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
- a 24-hour emergency hotline is also available to you through your OSHC policy (if your policy is with our preferred provider Allianz Global Assistance). The contact phone number for this service is 1800 814 781
- all incidents, near misses and any first aid given are to be reported to your Teacher/Lecturer and must be recorded, regardless of severity of outcome
- a University Incident Report form is to be completed by your Teacher/Lecturer
- in the cases of students under 18 years of age, a parent/guardian will be contacted
- please note: Student Services are not the first point of call in cases of severe injury and/or acute illness.

THEFT PREVENTION

Many thieves 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 or open area, don't leave bags, phones, wallets or computers unattended
- Be alert to suspicious people in your work area. If you see anyone that looks suspicious, contact Student Services on Level 1.

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
- Be aware of who is behind you when using ATM's
- Avoid travelling alone at night
- Carry a mobile phone when you are travelling
- Make sure someone knows your whereabouts
- Stand in an area which is brightly lit
- Sit close to train guard's compartment.
- Sit near other passengers and do not isolate yourself.

IN THE EVENT OF AN EMERGENCY DIAL 000

This number will direct you to Police, Fire or Ambulance and should only be used in emergencies.

SENIOR LEADERSHIP



FELICITY DAVIS-RAFFERTY

Campus Director and Principal

Felicity is available to see students for any critical academic or administrative matters that might arise during your study period.

✉ principal@vu.edu.au



DR KHALED KOUROUCHE

Academic Manager

Khaled is responsible for the management of the academic team, undergrad/postgrad courses and learning support functions.

✉ Khaled.Kourouche@vu.edu.au



KAROL CLANCY

Associate Director Students

Karol is responsible for coordinating the student and services and administrative activity at VU Sydney.

✉ Karol.Clancy@vu.edu.au

ADMINISTRATION



SATISH DEO

Manager Student Services

Satish is responsible for "front-of-house" duties. Satish also has welfare responsibilities: if you have a personal issue, you are encouraged to meet with Satish.

✉ studentservices@vusydney.edu.au



ANKITA GOHIL

Compliance Officer

Ankita can assist you with eCoE and compliance related enquiries.

✉ VUSydneyCompliance@vu.edu.au



PRASHANTHI RAJARATNAM

Student Administration Coordinator

Prashanthi can assist you with matters related to student administration, including enrolment, compliance and examinations.

✉ Studentadministration@vusydney.edu.au



ANIRUDH YADAV

Student Engagement Officer

Anirudh can assist you in connecting with the various engagement activities of the campus. She organises social and cultural activities for our students.

✉ engage@vusydney.edu.au



PUJA SHARMA

Student Enrolment Officer

Puja can assist you with any questions about your enrolment.

✉ enrolments@vusydney.edu.au



SHERRYBE RAYMUNDO

Student Services Officer

Sherrybe can assist you with any enquiries or assistance during your study at VU Sydney.

✉ studentservices@vusydney.edu.au



KESH THANGAVELU

Student Services Officer

Kesh can assist you with any enquiries or assistance during your study at VU Sydney.

✉ studentservices@vusydney.edu.au



NISHANT PANDEY

Student Services Officer

Nishant can assist you with any enquiries or assistance during your study at VU Sydney.

✉ studentservices@vusydney.edu.au



CLARICE HARTONO

Project Officer/ Advanced Standing

Clarice can assist you with credit exemptions during enrolments and first weeks of each study period.

✉ advancedstanding@vusydney.edu.au

ACADEMIC SERVICES

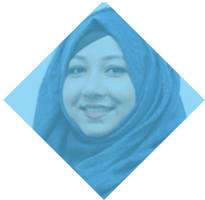
Our Academic Services team can assist you with any enquiries relating to your timetable or allocations.



RICHA GURAGAIN

Richa oversees academic administration. She and her team can help you with timetable, class allocation and VU Collaborate inquiries.

✉ aso@vusydney.edu.au



MEHER NIGAR

Academic Services Officer. Meher can help you with timetable, class allocation and VU Collaborate inquiries.

✉ aso@vusydney.edu.au



NUBIA CHAKKALAKAL

Academic Services Officer. Nubia can assist students with timetable, class allocation and VU Collaborate inquiries.

✉ aso@vusydney.edu.au

TEACHING SCHOLARS

Our Teaching Scholars are able to assist you in course specific advice.



ATIF ALI

Atif is available to help students with their inquiries about the Master of Applied Information Technology or networking and project management subjects.

✉ Atif.Ali@vu.edu.au



ZOZHAN GANI

Zohan is responsible for teaching units within the Master of Business (Enterprise Resource Planning Systems) such as customer relationship management and business process modelling.

✉ Zohan.Gani@vu.edu.au

COURSE COORDINATORS

Our Course Coordinators are able to assist you in course specific advice.



DR O MID AMERI

Dr Omid Ameri is responsible for maintaining the quality, delivery and consistency of the Master of Applied Information Technology and the associated thesis research components.

✉ Omid.AmeriSianaki@vu.edu.au



SHAFQUAT HUSSAIN

Shafquat is responsible for maintaining the quality, delivery and consistency of the Bachelor of Information Technology program.

✉ Shafquat.Hussain@vu.edu.au



DR TEK LAMA

Dr Tek Lama is responsible for maintaining the quality, delivery and consistency of the Master of Business (Accounting) and Master of Business (Enterprise Resource Planning Systems).

✉ Tek.Lama@vu.edu.au



GEETA KUMAR

Geeta is responsible for maintaining the quality, delivery and consistency of the Bachelor of Business degree program.

✉ Geeta.Kumar@vu.edu.au

LEARNING SUPPORT



IAN STEEP

Student Support Coordinator

Ian coordinates the work of the Student Learning Advisor team, ensuring that students are supported academically and personally throughout their student journey and beyond.

✉ Ian.Steep@vu.edu.au



CHERIE SOTO

Learning Support Advisor

Cherie is responsible for looking after students as they further their education with VU Sydney. Cherie is here to help all students, especially EGI graduates, by supporting them throughout their studies at VU Sydney.

✉ Cherie.Soto@vu.edu.au



LEA DAWSON

Librarian/Learning Support Advisor

Lea can assist you with your library enquiries including online information resource searches to find scholarly information for your assignments.

✉ Lea.Dawson@vu.edu.au



CHRISTOPHER MCCAUGHEY

Learning Support Advisor

Chris supports international students transition to, and succeed in, an Australian higher education environment. He specialises in the teaching of academic skills to support student' success.

✉ Chris.McCaughey@vu.edu.au



DR VALERIA PASHKOVA

Learning Support Advisor and Lecturer

Valeria can support you in understanding academic expectations, opportunities and resources. She can help you adjust to postgraduate studies and guide you through the University's policies and procedures.

✉ Valeria.Pashkova@vu.edu.au

ACCOUNTS

Our Accounts Department can assist with fee related inquiries such as invoicing and payment methods.



STELLA CHEN

✉ fees@vusydney.edu.au



PARINAZ PAAM

✉ fees@vusydney.edu.au



CONTACT US

Level 1

160 - 166 Sussex Street
Sydney NSW 2000

PHONE

+61 2 8265 3222

ENQUIRIES

info@vusydney.edu.au

APPLICATIONS

apply@vusydney.edu.au

STUDENT SERVICES

studentservices@vusydney.edu.au



[VU.EDU.AU/VU-SYDNEY](https://vU.EDU.AU/VU-SYDNEY)