



**2010**

**STUDENT**

**HANDBOOK**

# Vocational Studies Australia

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# Vocational Studies Australia

## Introduction

### Message from the Director

Welcome to Vocational Studies-Australia and congratulations for selecting us as your provider of choice to a nationally recognised vocational qualification in Australia. Vocational Studies-Australia is a highly respected provider of quality vocational training aimed at providing employment opportunities that are in high demand within Australia.

We value you and acknowledge that all students come to us with different life and educational experiences. Whether you are straight out of school or are a mature age student with life experiences, we are able to provide you with the highest quality of training and services to help you achieve your goals.

Vocational Studies-Australia staff are dedicated professionals who have first-hand experience with industry. They are able to provide you with a wealth of knowledge and experience to enhance your training experience.

This handbook outlines some important information you need to know to ensure that your training experience at Vocational Studies-Australia is an enjoyable and rewarding one. If, after reading this handbook, you have any questions please see your trainer or Student Support Services officers.

I wish you the best in your studies and hope that your training at Vocational Studies-Australia is the start of an exciting future.

Sairam Kannaian

Director

# Vocational Studies Australia

## Emergency procedures

Each campus has an evacuation plan to deal with emergencies such as a fire. This information is displayed in all classrooms, laboratories and kitchens.

Fire hoses and extinguishers are provided for your safety. Please ensure that you know where these are located and that they aren't damaged or vandalised

If you hear the Fire Alarm Bell, the following applies:

- Remain calm
- If in class, follow your trainer's instructions
- When told to do so, move with your class or group to your designated assembly area and stay there for a roll call
- Do not wander off to collect personal belongings from lockers or classrooms
- If you are not in class, go to the nearest safe assembly area
- Remain in the area where you have assembled until you are told by staff that you may leave

## First aid

If you are injured and require assistance, report to your trainer immediately. Students are not permitted to use First Aid facilities or boxes and/or self-administer pain medication without prior permission.

## Your rights and responsibilities

Vocational Studies-Australia has an important role in providing vocational training and learning opportunities and takes seriously its responsibility to provide a duty of care to all students. All students are expected to abide by the Code of Conduct which is on display in the main Reception area of the College. When you are accepted into a training program at Vocational Studies-Australia you enter into an agreement with the College that you will abide by all regulations, including the Code of Conduct which outlines your rights and responsibilities as a student.

# Vocational Studies Australia

## ***You have a right to:***

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment free from discrimination and harassment
- Pursue your educational goals in a supportive, stimulating, clean environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Get regular information about assessment procedures and your progress in the training program
- Have complaints dealt with fairly, promptly, confidently and without fear of retribution

## ***Your responsibilities:***

You must:

- Make truthful statements about your identity, financial and personal status, education and employment history
- Behave in a manner that will not bring yourself, Vocational Studies-Australia, your country, or partner providers into disrepute
- Treat people fairly and with respect
- Complete all assessment requirements by the due date
- Not disrupt other students in the course of their studies
- Provide encouragement and support to other students
- Abide by any requirements of partner training organisation

## **Complaints**

If you have a complaint or if Vocational Studies-Australia has in any way failed to meet your expectations, you are encouraged to lodge a complaint. Vocational Studies-Australia is committed to a fair and reasonable process for dealing with client complaints and strives to resolve issues as swiftly as possible through a quality feedback complaints management process, whereby the following will apply:

- Students are encouraged to refer in the first instance to read the appropriate policy that relates to the issue/complaint
- It is preferable that complaints are directed initially to the trainer or other relevant staff member for discussion
- If the matter remains unresolved, students are entitled to complete a written complaint and lodge it with Student Support Services
- You may be required to have a meeting with the Director to discuss your complaint

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- You will receive a written response to your complaint within 7 working days
- If you are dissatisfied with the outcome of the complaint, you have the opportunity to have the complaint heard by an industry representative external to Vocational Studies-Australia
- For full details of the policy and its procedure, contact Student Support Services

## Course information: managing your study

### Student campuses

Vocational Studies-Australia campuses are located in Brisbane, Queensland and are positioned to the best advantage for students pursuing a particular course of study. Details of these campuses are as follows:

<b>Automotive Technologies Light Vehicle and Mechanical</b>	Motor Traders Association 1000 Wynnum Road Cannon Hill QLD 4170
<b>Beauty Therapy and Hairdressing</b>	CJ's Plus Education 18 Duggan Street Toowoomba QLD 4350
<b>Business Management and Optical</b>	Unit 13/2120 Logan Road, Upper Mt Gravatt QLD 4122
<b>Retail Baking Cake and Pastry &amp; Bread</b>	Units 5 & 6, 2192 Logan Road Upper Mt Gravatt QLD 4122

The Student Service Centre for all Vocational Studies-Australia courses is located in the modern head-office at Mt. Gravatt where specialist staff are able to give you information and advice about matters such as admission, enrolment, academic progression and course completion. They are also able to give advice on employment and accommodation matters.

### Main campus

13/2120 Logan Road  
Upper Mt Gravatt QLD  
Australia 4122  
Phone: + 61 7 3349 6551  
Mobile: +61 430 148 290

# Vocational Studies Australia

## Enrolment

### *Applying*

All prospective students are encouraged to view the Vocational Studies-Australia website to obtain information on fees, charges, courses available and entry requirements. The application process is as follows:

- Complete and submit an application for the selected course of study (International students are required to submit their application to the agent in their home country)
- Application is evaluated against the entry requirements
- An aptitude test may be requested from applicants who do not meet the entry requirements
- Applicants who do not meet entry requirements are notified of their unsuccessful application

### *Induction*

Upon acceptance into a training program the following applies (International Students from India only):

- Students are issued with a Letter of Offer which must be signed and returned to Vocational Studies-Australia within the time stated on the offer letter
- The non-refundable deposit is forwarded to Vocational Studies-Australia
- Students will be required to attend an induction session in their home country. During this induction, students are given information on:
  - Australia and the cities of Brisbane and Toowoomba where Vocational Studies-Australia campuses are located
  - The expected cost of living while in Australia
  - Transportation to and from Vocational Studies-Australia campuses
  - Accommodation options available and approximate cost
  - Part-time employment options
  - On-the-job work experience options
  - Understanding Australian government visa conditions
  - Assistance provided by Vocational Studies-Australia
- Students are required to sign an agreement stating that they have attended the Induction session and understood, and abide by, Vocational Studies-Australia Terms and Conditions of Enrolment and Refund Conditions

# Vocational Studies Australia

## ***Transfer from another vocational training provider***

Students wishing to transfer their enrolment from another training provider to Vocational Studies-Australia are required to take the following steps:

- Provide a copy of the letter of release issued by the other provider to the Director of Vocational Studies-Australia
- Demonstrate a commitment to their studies with the other provider
- Demonstrate an attendance record that complies with all regulatory requirements

## ***Transfer to another vocational training provider***

An enrolled student that has not completed their course of study at Vocational Studies-Australia and wishes to transfer to a course provided by another training provider must make a request for a letter of release in writing to the Director.

A letter of release will be issued to the student if there are no outstanding fees. This letter will contain the following information:

- A statement of commitment toward study demonstrated by the student during their time at Vocational Studies-Australia
- The student's attendance record

If all or part course fees remain outstanding, this letter will be issued only when all outstanding monies have been remitted to Vocational Studies-Australia.

## ***Recognition of prior learning***

Vocational Studies-Australia recognises the Australian Qualifications Framework (AQF) units of competency, qualifications and statements of attainments issued by all Registered Training Organisations in Australia. Skills and knowledge that you may have gained through previous studies and through work and life experiences will be assessed and recognised if they meet the standards as determined by the Australian Qualifications Training Framework (AQTF).

Vocational Studies-Australia will grant credit after the student has satisfied the following criteria:

- An original certified copy of the qualification/statement of attainment is provided to the College. This will be retained on your student file as evidence of your achievement of the units against which Vocational Studies-Australia will be issuing a qualification
- In the absence of an AQF qualification/statement of attainment, documentary evidence that would enable an assessor to make a determination of competence

# Vocational Studies Australia

- The completion of a challenge test if evidence provided does not meet the required standard

If you feel that you may be eligible for Recognition of Prior Learning you must state this on your enrolment form and include the necessary documentation. You may also discuss RPL with your trainer at any time throughout your training program.

## Student Identification Cards

When your enrolment has been accepted and confirmed you will be issued with a 4 digit identification number which is unique to you. You will then be issued with a Student Card which you need to keep on you at all times. This card is important for a number of reasons:

- You may be asked at any time to produce your current student card to a trainer
- You will need to show your current student card to sit an examination
- You will need to show a current student card to obtain discounts on transport, at the cinema, museums and other attractions

If you lose your current student card, you should contact Vocational Studies – Australia Head office and apply to be reissued with another card. All lost student cards will incur an administration charge for the reissue.

## Student orientation

All students new to the College must attend an orientation session before commencing their training program at Vocational Studies-Australia. To help you succeed in your chosen program you will be given important information at this orientation session which is conducted prior to the commencement of the semester. During this orientation:

- Policies and procedures will be explained
- You will be shown the medical facilities and First Aid procedures
- You will be give a tour of the training facilities and rooms
- You will be given an opportunity to ask questions about things that you may be unclear about
- You will be advised of the student support and counselling services that are available to you

# Vocational Studies Australia

## Fees

All fees and charges for each course offered by Vocational Studies-Australia are available on the College website. It is important to ensure that all prospective students know the total cost of their course of study prior to applying for enrolment. All prices are quoted in Australian Dollars.

A non-refundable deposit of the first semester fee is payable upon acceptance of the enrolment application.

The balance of the course fee is due and payable **in full 28 days prior** to the commencement of the semester.

Products and services provided by Vocational Studies-Australia in the course fee include:

- Tuition fees
- Photocopying and class notes/handouts
- Product knowledge sessions
- Certificates of Course Completion, Testamurs, or Statements of Attainment for courses partially completed
- Student Support Services

Students are required to provide the following products and these items are not included in the fee structure:

- All stationery (pens, pencils, notebooks – as directed by the trainer)
- Clothing, footwear and protective equipment appropriate to the course of study

Students who experience difficulty meeting fee requirements are expected make an appointment with the Director to discuss payment options.

### ***Cancellation: by Vocational Studies-Australia***

Should Vocational Studies-Australia cancel a particular course of study due to insufficient enrolments, enrolled clients are entitled to a full refund.

Enrolled students whose course of study is cancelled may choose any of the following options:

- Defer to another course provided by Vocational Studies-Australia or
- Transfer to a mutually acceptable timetabled course provided by Vocational Studies-Australia
- Cancel their enrolment

# Vocational Studies Australia

## ***Cancellation: by enrolled student (withdrawal)***

Exceptional cases and circumstances beyond the control of the student which impact on their continuing study should be discussed personally with the Director prior to their withdrawal.

Should circumstances prevent an enrolled student from continuing after they have been issued with a visa and paid for their course of study, the following will apply:

- Students must notify Vocational Studies-Australia, in writing, to the Director 2 weeks prior to the scheduled commencement of the training program
- The non-refundable deposit of the first semester's fees will be retained by Vocational Studies-Australia to cover administration costs incurred
- The balance will be refunded into the bank account of the student within 7 days of receiving the refund request

Should a student commence training and no longer wish to continue with their course of study, the following will apply:

- Students must notify Vocational Studies-Australia, in writing, to the Director
- The first semester fee non-refundable deposit will be retained by Vocational Studies-Australia to cover administration costs incurred

## ***Vocational Studies-Australia service fee***

The Vocational Studies – Australia service fee is applied to cover the administration costs incurred by Vocational Studies-Australia in the management of systems required to support international students whose first language is not English to meet the requirements of the Department of Immigration and Citizenship as well as achieve the standards required by the Australian Quality Training Framework.

A service fee of \$AUD3000.00 applies to every international student if they are recruited directly from overseas and VISA processing is undertaken by a MARA agent affiliated with Vocational Studies-Australia. This fee includes:

- A Language, Literacy and Numeracy test designed to identify individual needs which are then incorporated into the training program by the trainers and assessors
- Visa application fee
- eVisa lodgement fee
- Airport pick-up at Brisbane Airport

### *Conditions:*

Details of arrival are provided to Vocational Studies-Australia a minimum of 7 days prior to arrival

# Vocational Studies Australia

- Accommodation facilitation services

*Conditions:*

Accommodation request must be made 60 days prior to arrival (Note: Bond money of 4 weeks accommodation fee plus 2 weeks accommodation fee is paid in advance)

- Textbooks and other learning materials necessary for the course of study
- Computer laboratory with internet access
- All trade related tools

A service fee of \$AUD2250.00 applies to students recruited within Australia or recruited overseas and VISA processing is undertaken by an agent other than a Vocational Studies-Australia affiliated MARA agent. This fee includes:

- Airport pick-up at Brisbane Airport

*Conditions:*

Details of arrival are provided to Vocational Studies-Australia a minimum of 7 days prior to arrival

- Accommodation facilitation services

*Conditions:*

Accommodation request must be made 60 days prior to arrival (Note: Bond money of 4 weeks accommodation fee plus 2 weeks accommodation fee is paid in advance)

- Textbooks and other learning materials necessary for the course of study
- Computer laboratory with internet access
- All trade related tools

Personal Protective Equipment (PPE) specific to the needs of each course will be provided to students for use in the practical sessions but remain the property of VSA at all times.

## Refunds

A student will be entitled to a full refund of tuition fees only in the following circumstances:

- If the student's Visa application is rejected
- If the student withdraws from the training program **prior to the issuing of a student visa**

A full refund will be issued within 7 days of Vocational Studies-Australia receiving written notification of course cancellation from the student with the accompanying evidence. This refund will be in Australian dollars and is comprised of the following:

- The full tuition fee
- 75% of the Vocational Studies-Australia service fee
- An accompanying statement of all transactions and charges

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Students must provide the following information to assist with the refund process:

- Details of the bank account into which the funds will be debited
  - Account name – this **must be in the name of the student**
  - Account number
  - Name and address of bank
- SWIFT code

***Note: Refunds are not transferable to a person other than the student.***

## Overseas Students Healthcare Cover

Overseas Student Healthcare Cover (OSHC) is compulsory for both the student and any family members that are in Australia visiting the student. A copy of the current insurance policy must be provided to Vocational Studies-Australia at least 7 days prior to entry into Australia.

Students are responsible for renewing their healthcare cover and must provide a copy of a policy renewal to Vocational Studies-Australia at least 7 days prior to the expiration date of any policy.

Should a student fail to notify Vocational Studies-Australia of their current policy details in accordance with the above, the College reserves the right to register a student and charge the relevant fee to the student. Where a student has obtained a policy and failed to notify Vocational Studies-Australia, the relevant cancellation fee for the policy arranged by Vocational Studies-Australia will be charged to the student.

## Courses

Vocational Studies-Australia has implemented a quality management system which meets the following regulatory requirements:

- Australian Quality Training Framework (AQTF)
- The National Code of Practice for the Registration Authorities and Providers of Education to Overseas Students 2007

A copy of the quality systems and all policies and procedures is available from Student Support Services.

Information specific to courses offered by Vocational Studies-Australia is available on the website.

# Vocational Studies Australia

## **Assessment**

At the commencement of each unit of study your trainer will give you a unit outline that provides information on which forms of assessment will be used to determine competence. You must read the information and let your trainer know if you have any concerns about the form of assessment and the timing of these assessments. Students with special needs such as medical conditions, disabilities or learning difficulties should discuss the possibility of alternative assessment with their trainer.

The determination of competence in vocational training is as follows:

- Competency in all pre-requisite units must be demonstrated prior to progressing
- Students will be provided with written feedback on their performance in each assessment task
- Students who do not achieve a satisfactory result in any assessment task may attempt the task a second time
- Students who do not achieve a satisfactory result after the second attempt will be judged as not competent
- Students who do not achieve competency in will be required to attend a counselling session with Student Support Services
- Students who have been judged as not competent are required to repeat the unit and pay the applicable fee
- Students who do not achieve competency when a unit is repeated will be terminated from the course

It is the student's responsibility to abide by the following:

- You should submit assessment items by the due date unless an extension has been granted by your trainer prior to the due date.  
Extensions will be granted only in the following circumstances:
  - Personal illness: a medical certificate must be produced to verify illness
  - Extenuating personal circumstances
  - An extension request is made to the trainer a minimum of 48 hours prior to the scheduled assessment event
  - Length of the extension is at the discretion of the trainer
- Keep a copy of all submitted written assessment items
- Request feedback on your performance from your trainer
- Keep the returned assessment item for a minimum of 14 days after you receive your result
- Negotiate with your trainer any reassessment that may be required if you obtained an unsatisfactory result in any piece of assessment

# Vocational Studies Australia

## ***Assessment appeal***

If you are not satisfied with the result you have achieved in any assessment item during your course, you have the opportunity to question (appeal) the result. In these circumstances the following will apply:

Firstly, you should discuss your assessment concerns with your trainer and depending on the outcome of that discussion you may decide to lodge a formal appeal against the assessment decision. The following will apply when lodging a formal appeal:

- The appeal must be in writing and lodged with Student Support Services within 7 days of receipt of the assessment result
- The appeal will be forwarded to the relevant trainer within 24 hours
- A meeting will be convened between the student and the Academic Appeals Committee, which consists of another trainer/assessor and the Director, to review the assessment decision
- The Academic Appeals Committee will review evidence presented by the student and assessor
- The student will receive a written notification of the outcome of the appeal meeting
- **The decision of the Academic Appeals Committee is final.**

## ***Reassessment and/or catch-up classes***

Reassessment and catch-up classes is a process whereby a student may be eligible for alternative assessment or classes if they are unable to attend the scheduled sessions. Reassessment and/or catch-up classes are available to students only under the following conditions:

- The student's attendance is above 80%
- The student has applied for , and been granted leave, for legitimate reasons by the Director

## ***Attendance***

You are expected to attend all scheduled classes on time. Vocational Studies-Australia closely monitors and records your attendance to ensure that you comply with the regulated VISA requirements.

**You are required by law to attend no less than 80% of scheduled classes.**  
**Failure to do so may mean the cancellation of your student VISA.**

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Attendance records will be monitored and recorded as follows:

- It is your responsibility to advise your trainer of any absence
- All non-attendance must be accompanied by a medical certificate
- Medical certificates which are back dated will not be accepted
- Other absences, such as bereavement leave, must be discussed with the Director

For any student whose attendance falls below 80% the following will apply:

- The student will receive a notice, in writing, advising him/her of their drop in attendance below 80% within 3 days of this occurring
- The student is expected to contact the Director within 7 days of receipt of the notice to discuss matters relating to his/her attendance
- If the student fails to respond to the initial notice, a further 2 notices will be issued
- If the student fails to respond by the third notice, he/she will be reported to Immigration authorities, which may result in the cancellation of the student's enrolment and their student VISA

## ***Approved leave***

All students in possession of a student Visa must notify Vocational Studies-Australia if they are going to be absent for five (5) consecutive classes, prior to their planned absence. The following will apply:

- The student is required to notify the Director, in writing, of the planned absence
- The student is required to meet with the Director to discuss the circumstances of the planned absence
- Supporting documentation must be submitted for longer periods of absence

## ***Punctuality***

Classes commence at the time specified in the timetable and unit outline. It is the responsibility of each student to arrive on time. In the case where the student is late for class the following will apply:

- Students who arrive more than 15 minutes late after the specified commencement time are required to remain but will be marked as absent for that scheduled period
- A student who does not return from a break will also be marked as absent for that scheduled period

# Vocational Studies Australia

## ***Course progression***

Once accepted into a training program at Vocational Studies-Australia, it is expected that a student demonstrates continuing progress toward achieving competency in all units for the course in which they are enrolled. Students are expected to participate actively in class discussions and activities, attend all practicum sessions and fulfil the course requirements.

Vocational Studies-Australia is committed to supporting students' efforts to achieve competency. Student progression is monitored according to the following:

- Feedback is provided to each student following every assessment event. It is the responsibility of the student to act on the feedback provided and address any areas of noted weaknesses in their knowledge and/or skill development
- Students are encouraged to meet with the trainer if they have any questions about their progress throughout the training program
- A student who fails to make satisfactory academic progress will be issued with a written notification to that effect
- Students who receive said notice must attend a counselling session with the Director of the College to discuss their academic progress
- Failure to attend a counselling session may result in cancellation of the student's enrolment

Students who are unable to meet the academic standards on a continuing basis may have their enrolment terminated.

## ***Course completion***

All competencies in which the student is judged as competent will be credited toward the training program for which they are enrolled. Vocational Studies-Australia will only issue Australian Quality Training Framework (AQTF) qualifications within their scope of registration that certify the achievement of the following:

- Qualifications and/or industry/enterprise competency standards from nationally endorsed Training Packages
- Qualifications and/or competency standards specified in accredited courses
- Statement of Attainment for students who do not achieve a full Award, detailing each unit of competency achieved

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When all assessment items have been received and evidence submitted has been assessed, the following will apply:

- The assessor will complete an Assessment Report at the completion of the training program which provides feedback to the student on the outcome of their assessment activities
- This form is to be signed by the student as a record of their achievement of the Award and/or competencies
- Qualifications, in the form a Testamur, will be issued within 21 days upon receipt of the signed form from the student
- Statements of Attainment will be issued within 21 days upon receipt of the signed form from the student
- Testamurs and Statements of Attainment are given a unique identifiers and recorded on a Register of Awards

## ***Replacement of a Qualification or Statement of Attainment***

If an award, Testamur and/or Statement of Attainment is damaged or lost, a student may apply to Vocational Studies-Australia for a replacement, for which the following will apply:

- For all awards that are lost the student is to provide a Statutory declaration to that effect
- For all awards that are damaged, the student must submit the original award to Vocational Studies-Australia for destruction
- Where a student is applying for a replacement award due to a name change, a certified photocopy of the relevant supporting documentation must be provided
- A request for replacement must be made in writing
- An administration fee will be charged for the replacement of an award

## ***Access to personal records***

Students of Vocational Studies-Australia have the right to access their personal records. Acceptable reasons for a records request include checking to see if your records are incomplete, missing, out of date or misleading.

If you want to access your records you are required to submit a written request to the Director stating the reasons why access to your records is required, and the following will apply:

- You can only ask for documents that contain the information that you are looking for
- You cannot remove a document
- You cannot change, or in any way, alter a document
- You cannot ask for a document to be created specially to meet your request.

# Vocational Studies Australia

## Code of conduct

Study at Vocational Studies-Australia presents opportunities for interacting with other members of the College community and the College recognises and values the diversity of student experiences and expectations and is committed to treating students, both academically and personally, in a fair and transparent manner.

The staff at Vocational Studies-Australia take pride in the high standard of training they provide and invite all students to work in partnership with them to share the responsibility of developing an effective learning environment.

The Student Code of Conduct outlines the rights and responsibilities of all students. The purpose of the Student Code of Conduct is to ensure an atmosphere of understanding, respect and professionalism and a supportive learning environment that celebrates diversity and embraces equal opportunity.

## Academic conduct

### *Computing and electronic resources*

All Internet access, email access and computer usage by students and staff is monitored every day.

You must not access web sites containing illegal content or materials that are obscene, violent or discriminatory. If you do access inappropriate sites, you could lose your access or be subject to disciplinary action or legal proceedings.

### *Plagiarism and cheating*

*Plagiarism* is defined as stealing and passing off the ideas and words of another as your own. This source may be written, oral or electronic, and includes copying/pasting from books, periodicals, journals, newspapers, the Internet and the retrieval of research papers from the Internet.

*Cheating* is defined as submitting work done by someone else e.g. parent, friend, tutor as your own. It includes copying another student's work (with or without his/her knowledge) and handing it in as your own.

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Examples of plagiarism and cheating are as follows:

- The student hands in someone else's work (parent, friend, tutor) as his/her own
- The student copies another student's work (with or without their knowledge) and hands it in as his/her own
- The student has done an assignment with another person (e.g. student, tutor) which is supposed to be his/her own independent work
- The student allows someone else to copy his/her work and hand it in
- The student pieces together different sections of the work of others into a new whole i.e. 'cutting and pasting', especially off the Internet or CD-ROM encyclopaedias etc.
- The student fails to indicate with quotation marks (" ") that you copied another person's exact written words or symbols, regardless of how few were used
- The student fails to provide a Bibliography for a project that requires acknowledgement of research he/she have cited.
- The student buys or obtains a paper from an Internet research service or 'paper mill' and hands it in as his/her original work.

To avoid plagiarism and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the work

Students who submit work that is plagiarised or is the work of another person (cheating) will be face disciplinary procedures.

## **Personal conduct**

### ***Alcohol and other drugs***

- The possession, use and sale of illegal drugs or controlled substances (including stimulants, narcotics, hallucinogens, or marijuana) on the premises of Vocational Studies-Australia is against the law and will be reported to the Police
- You are not allowed on the premises of Vocational Studies-Australia while under the influence of alcohol.
- Consumption of alcohol on the premises of Vocational Studies-Australia is prohibited

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## ***Smoking***

Vocational Studies-Australia has a legal obligation under the Tobacco and Other Smoking Products Act (1998) to maintain a smoke – free environment. You must not smoke in buildings, lifts and stairwells, on balconies, at entrances, under awnings or within 4 metres of a building or structure.

## ***Harassment***

Harassment is any behaviour that is unwelcome, demeaning, unreciprocated, intimidating, humiliating or offensive. Harassment may take many forms, such as:

- Loud and abusive language
- Yelling and screaming
- Unexplained rages
- Unjustified criticism and insults

All students and staff are entitled to work in an environment that is free from all forms of harassment and have a responsibility to promote a harassment free environment by:

- Showing respect for others by not using offensive language or gestures
- Not displaying any aggressive or threatening behaviour

## ***Discrimination***

All staff and students have a responsibility to treat all people fairly and respectfully regardless of their background, gender, culture, ethnicity, physical or mental capabilities and any other difference/s, such as:

- Racial: based on ethnic origins, stereotypes, bias and prejudice
- Sexual: unwelcome sexual advances, requests for sexual favours, sexual comments and other verbal or physical conduct of a sexual nature. This also includes the unfair treatment of a person because of their gender identity, such as transgender persons
- Religious: treating a person or group differently because of what they do or do not believe
- Political: treating a person or group unfairly because of political beliefs
- Age: treating a person or group unfairly because of how old they are, including the young and the aged
- Disability: treating someone with a disability less favourably than someone without a disability
- Real or suspected infection with a disease such as HIV/AIDS

# Vocational Studies Australia

Vocational Studies-Australia is strongly committed to the Queensland Anti-Discrimination Act (1991) which promotes fair treatment and equality of opportunity and makes unlawful discrimination, racial and religious vilification and all sexual harassment.

**When commencing your course at Vocational Studies-Australia you will be informed about Harassment and/or Discrimination and what you can or should do if you are subjected to, or witness Harassment and/or Discrimination.**

## ***Health & Safety***

The Queensland workplace Health & Safety Act (1995) applies to all staff and students of Vocational Studies-Australia. You are required by Law to take reasonable care of the health and safety of others in the workplace, on College premises and any premises that are used by the College. Your responsibilities include:

- The wearing of any personal protective clothing that is required for your chosen course
- Securing hair, jewellery and clothing to avoid accidents
- Keeping food and drinks out of classrooms, laboratories, and workshops
- Not to be in possession of, use or wield any weapon. It is an offence under the Weapons Act (1990) to be in the possession of a knife or other weapon in a public place or an educational facility, unless the weapon is to be used for educational purposes, for example, butchery or cookery training.
- Use any machinery in accordance with the safety instructions and manufactures' directions
- Advise the College if you are taking prescription medicine that may interfere with your safety or the safety of others, for example, if using machinery

## ***Dress standards***

Vocational Studies-Australia is an adult learning environment that prepares you for employment opportunities in the Australian workforce. As such, you are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that will be expected in the workplace. Within the College you should wear clothes appropriate to the vocation, and in particular:

- Appropriate safety clothing and P.P.E. (personal protective equipment) must be worn at all times while in workshops, laboratories, kitchens and where there are signs indicating such requirements, in accordance with industry standards, or as directed

# Vocational Studies Australia

- Safety footwear must comply with Australian Standards AS 2210-1980. The following are **not** considered acceptable: thongs, desert boots, gym boots, sneakers, joggers or any shoes with fabric, suede or nylon uppers as they do not comply with these standards
- Long hair must be tied back when in laboratories, workshops and kitchens
- Do not wear clothing that is likely to offend others in terms of lack of decency, modesty or cleanliness or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others

## ***Privacy***

When you enrol at Vocational Studies-Australia the personal information you provide is protected under the Information Privacy Act (2009). The College will not disclose personal information about you to other students, to people outside the College (other than in accordance with any legal or academic obligation) or to staff members who have no need to access the information without your consent.

The personal information disclosed by all students of Vocational Studies-Australia will be used for the purpose of identifying and/or confirming participation in a training program, including:

- Verifying identity
- Assisting with the identification of special and/or individual needs
- Administration services, such as the issuing of accounts and qualifications

Personal information of staff and students will be disclosed, as required by law, in the following instances:

- Credit reporting
- Criminal background checks
- Appropriately authorised government and regulatory authorities, such as:
  - Immigration
  - Department of Employment, Training and the Arts

## ***Mobile phones and sound and photographic equipment***

The use of mobile phones is not permitted in classrooms, laboratories or kitchens. Electronic devices such as MP3 players, cameras and other recording devices is only permitted for purposes relating to study being undertaken, and/or as specified by the trainer.

# Vocational Studies Australia

## ***Hygiene***

Food and drink are to be consumed in designated eating areas and not in classrooms or laboratories as this can create a health/hygiene hazard.

Spitting within the campus grounds is an unhygienic and offensive act which will not be tolerated and may find the offender liable to prosecution.

## ***The Environment***

Taking positive action to care for the earth can be really easy and doesn't require any hard work. Here are a couple of tips that you can do while at Vocational Studies-Australia, home or out-and-about.

## **Electricity**

What you can do:

- Switch off lights when you are the last to leave a room or if there is sufficient daylight for you to work
- Switch off equipment when not in use. This applies to items such as computers, their peripherals, laboratory equipment, electrical tools, hot water systems after hours, and many more
- Share a work space or room to avoid the need to turn on all the lights, air conditioning, etc.
- Turn off the air conditioning or fans when it's not necessary.
- Open the doors and windows and enjoy a bit of fresh air!

## **Water**

Water is our most precious resource; it is an essential part of our lives. Because water is everywhere it is easily taken for granted and we often use more than is needed.

What you can do:

- Don't leave the tap running or dripping and let someone know if it won't stop leaking
- Use the half-flush button on the toilet. Notify the appropriate person if you see a leaking toilet

## **Waste**

Most of the waste we produce isn't really a waste product – a large percentage of it is reusable, recyclable and unnecessary in the first place.

# Vocational Studies Australia

The biggest impact you can have to reduce your waste while on campus is not to produce it in the first place. A few easy steps include:

- Bring your own cup for hot drinks to avoid polystyrene and plastic cups
- Say 'no thanks' to disposable items such as plastic cutlery, plastic bags, and unnecessary brochures
- Use recycling facilities which are available around on every campus
- Place personal litter, such as food scraps, wrappings, drink containers, cigarette butts and other litter in the bins provided

## **Paper**

Paper is probably the biggest consumable and waste product in TAFE. There are many ways you can keep your paper consumption down.

- When photocopying and printing, ensure you copy only the necessary pages and reduce and double-side where practical
- Use scrap paper for drafts and note taking
- Ask teachers to double-side lecture notes and use on-line notes if available
- Buy Recycled! Close the paper loop by buying paper products made with a recycled content

## ***College facilities and equipment***

Vocational Studies-Australia provides state-of-the art facilities to enhance the training experience for all its students. You are expected to maintain these facilities by:

- Reporting breakages and/or faults with equipment to trainers or Student Support Services
- Leaving classrooms, workshops, kitchens and laboratories neat and tidy after classes, ensuring that equipment and tools are cleaned and correctly stored
- Only using equipment supplied by the Vocational Studies-Australia or the trainer
- Not damaging or stealing property, training equipment or other resources belonging to Vocational Studies-Australia, partner providers or other people

## ***Disciplinary procedures***

Where a student constantly fails to meet his/her obligations or has displayed unacceptable performance or conduct, he/she may be subject to disciplinary procedures. Students who are involved in a matter where they are subject to a student disciplinary process should read the policy which outlines their rights and obligations in the process. Contact Student Support Services for a copy of this policy.

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Disciplinary action will occur in response to the following:

- Unacceptable performance: you have failed to meet the standard required of your training program
- Misconduct, including:
  - Breaches of policies, codes of conduct and other reasonable instructions
  - Unauthorised absence from your training program
  - In appropriate use of College property and facilities
- Serious misconduct, including:
  - Threatened or actual assault against another person
  - Serious or repeated bullying, abuse or harassment of another student, staff member or member of the public
  - Serious failure to observe Workplace Health & Safety policies and procedures, instructions or requirements
  - Refusal to carry out a lawful or reasonable instruction that is consistent with your training contract

All breaches of discipline are recorded and facts established by identifying the date of the breach and the non-conforming behaviour. These are then referred to the Director after which the following will apply:

- You are expected to attend an initial counselling session to discuss the breach/es where you will be advised of the ongoing concerns
- You will be monitored for any further examples of breaches
- All matters concerning the breach/es and counselling will be recorded and placed on your individual file
- A formal warning will be issued if the breach/es continue
- Disciplinary action will be taken if the breach/es continue past the formal warning
- Disciplinary action may include a monetary fine, suspension from a course, withholding results, exclusion from lectures or cancellation of enrolment and/or Visa
- All students have the right to appeal against any pending disciplinary action

# Vocational Studies Australia

## Support services

### Welfare and guidance services

Vocational Studies-Australia provides support to students undertaking a study program to assist them in achieving their educational and personal goals.

All clients are provided with a detailed briefing on first arrival to ensure that the terms and conditions of the training program are fully understood.

Students are encouraged to express any difficulties they are experiencing in their study and/or personal lives and contact Student Support Services to arrange for a confidential interview where their issues will be discussed. Where required, a student will be referred to external professional services. Difficulties may include such things as:

#### **Educational problems**

- Study skills
- Exam anxiety
- Learning difficulties
- Course choices

#### **Personal problems**

- Relationships
- Stress
- Depression
- Conflict
- Self-esteem

#### **Other:**

- Complaints
- Harassment
- Pathways to further education and training

# Vocational Studies Australia

## **Access and Equity**

Vocational Studies-Australia provides assistance in minimising any barriers to study caused by language/literacy needs and/or a disability or medical condition, and is able to:

- Co-ordinate services to meet individual needs
- Work to eliminate barriers which may disadvantage students
- Assist students to achieve their education and career goals
- Encourage students to be independent and to take responsibility for their training program

Vocational Studies-Australia aims to achieve access and equity by providing learning opportunities, an inclusive environment and/or set of materials that cater for differences between people and cultures. The strategies below outline the means by which Vocational Studies-Australia recognises and embraces difference and provides the means by which all clients have the best opportunity to achieve their goals.

## ***Learning support***

Vocational Studies-Australia recognises that students come to the College from a range of different backgrounds and may experience problems with their learning because English is not their first Language.

Vocational Studies-Australia conducts a Language, Literacy & Numeracy assessment to assist in identifying LL&N support needs and employs trainers that are professionally qualified and experienced to address identified needs.

Professional services external to the College are available to assist students with specific learning difficulties. Contact Student Support Services to make the necessary arrangements for these services.

# Vocational Studies Australia

## Living away from home

Vocational Studies-Australia provides an accommodation referral service to assist you in your search for accommodation in close proximity to our campuses. The range of options includes shared house (room in someone's house), private board, full board, furnished or hostel accommodation. You are advised to pre-book your preferred accommodation through your agent prior to arrival in Australia.

The Student Support Services officers on the main campus are available to provide assistance if you have any issues with your arrangements or if wish to change your choice of accommodation.

The average International student will spend, on average, approximately AUD\$200 per week on living expenses such as accommodation, food, clothing, entertainment, transport, travel, etc. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and personal lifestyle.

## General information

<b>Doctors surgery</b>	<b>Contact number/s</b>
Garden City Medical Centre Cnr Logan and Kessels Road Upper Mt Gravatt QLD	(07) 3343 1344
<b>Dental surgery</b>	<b>Contact number/s</b>
Family Dental Care Cnr Newnham and Logan Roads Upper Mt Gravatt QLD	(07) 3849 4989
<b>Hospitals</b>	<b>Contact number/s</b>
Princess Alexandra Hospital 199 Ipswich Road Buranda QLD	(07) 3240 2111
<b>Community Services</b>	<b>Contact number/s</b>
<u>Alcohol and Drug Information Service</u> (Where to go for help if you or someone you know has problems with alcohol) 270 Roma Street Brisbane QLD	1800 177 833

# Vocational Studies Australia

Community Services (cont'd)	Contact number/s
<p><u>Lifeline</u>            Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. We also provide information about other support services that are available in communities around Australia:  <a href="http://www.lifeline.org.au/find_help/24_hour_counselling_service">http://www.lifeline.org.au/find_help/24_hour_counselling_service</a>            Accessed 14 September 2009)</p>	13 11 44
<p><u>Interpreting service</u>            To use an interpreter over the phone             Website reference:  <a href="http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/">http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/</a></p>	131 450
<b>Useful websites</b>	
Department of Immigration and Citizenship <a href="http://www.immi.gov.au/">http://www.immi.gov.au/</a>	
Queensland government information on jobs, careers and training, apprenticeships and traineeships, and employment and training government assistance <a href="http://www.trainandemploy.qld.gov.au">http://www.trainandemploy.qld.gov.au</a>	
International students who wish to find out more about Queensland and its climate, lifestyle and travel options can visit: <a href="http://www.qld.gov.au/about-queensland/">http://www.qld.gov.au/about-queensland/</a>	
National Alternative Dispute Resolution Advisory Service (NADRAC) The Australian government provides independent services to assist those involved in a dispute to resolve the issues between them. <a href="http://www.nadrac.gov.au/www/nadrac/nadrac.nsf/Page/Home">http://www.nadrac.gov.au/www/nadrac/nadrac.nsf/Page/Home</a>	
Residential Tenancies Authority This organisation provides advice for anyone wishing to rent accommodation, as a lessee or lessor. It gives essential information on your rights as a tenant and what you should expect from a landlord. <a href="http://www.rta.qld.gov.au/">http://www.rta.qld.gov.au/</a>	
Transport information for areas in and around Brisbane is available from the Translink website. This includes bus, ferry and train services. <a href="http://www.translink.com.au/">http://www.translink.com.au/</a>	