



International Student Handbook 2025





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Introduction

Welcome

Welcome to Veritas Institute Australia! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.



About us

Located in Geelong, Veritas Institute Australia provides courses in the areas of Leadership, Management, Commercial Cookery, Hospitality Management, Building and Construction. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Veritas Institute Australia is a wise choice for your learning and future.

Veritas Institute Australia is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: <https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>

Our obligation to you



As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Outcome Standards for RTOs, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the **Complaints and Appeals** section of this handbook for information on how to do so.



Our contact details

Main telephone number: 03 5221 0927

Email: info@veritas.edu.au

Website: www.veritas.edu.au

Student support contact details

CEO: Nidhi Taluja (0435 147 434)

Director: Ruchita Bhardwaj (0452 669 007)

Available 24/7 for emergency situations

Administration & Student Support Officer: Arti Jagwani

Marketing Manager: Karanbir Singh

Available via the main contact telephone number.



Our location

We are located at:

Suite 14, Level 2 / 10–24 Moorabool Street | Geelong |
Victoria 3220 | Australia

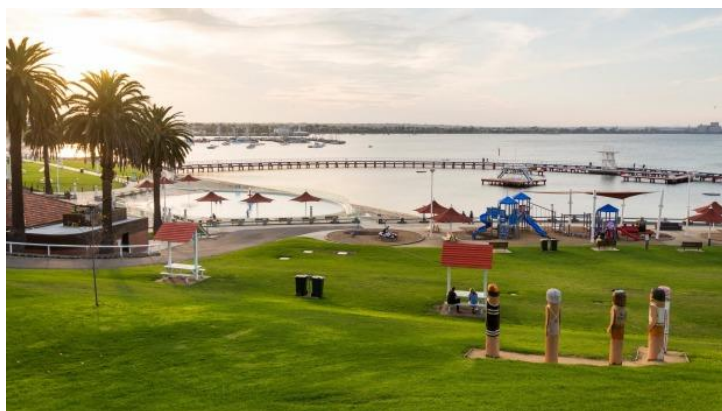
Google Maps link:

<https://goo.gl/maps/khy6kMshSAHzJGRXA>



About our area

Geelong is a port city located on Corio Bay and the Barwon River, in the state of Victoria, Australia. Geelong is 75 kilometres (47 mi) south-west of the state capital, Melbourne. It is the second largest Victorian city, with an estimated urban population of 268,277 as of June 2018. Geelong runs from the plains of Lara in the north to the rolling hills of Warrnambool to the south, with Corio Bay to the east and the Barrabool Hills to the west. Geelong is the administrative centre for the City of Greater Geelong municipality, which covers urban, rural and coastal areas surrounding the city, including the Bellarine Peninsula.



Geelong was named in 1827, with the name derived from the local Wathaurong Aboriginal name for the region, Djillong, thought to mean "land" or "cliffs" or "tongue of land or peninsula". Geelong City is also known as the 'Gateway City' due to its central location to surrounding Victorian regional centres like Ballarat in the north west, Torquay, Great Ocean Road and Warrnambool in the southwest, Hamilton, Colac and Winchelsea to the west, and the state capital of Melbourne

in the north east.

The area was first surveyed in 1838, three weeks after Melbourne. The post office was open by June 1840 (the second to open in the Port Phillip District). The first wool store was erected in this period and it became the port for the wool industry of the Western District. During the gold rush, Geelong experienced a brief boom

as the main port to the rich goldfields of the Ballarat district. The city then diversified into manufacturing, and during the 1860s, it became one of the largest manufacturing centres in Australia with its wool mills, ropeworks, and paper mills

It was proclaimed a city in 1910, with industrial growth from this time until the 1960s establishing the city as a manufacturing centre for the state, and the population grew to over 100,000 by the mid-1960s. During the city's early years, an inhabitant of Geelong was often known as a Geelongite, or a Pivotonian, derived from the city's nickname of "The Pivot", referencing the city's role as a shipping and rail hub for the area. Population increases over the last decade were due to growth in service industries, as the manufacturing sector has declined. Redevelopment of the inner city has occurred since the 1990s, as well as gentrification of inner suburbs, and currently has a population growth rate higher than the national average.

Today, Geelong stands as an emerging health, education and advanced manufacturing hub. The city's economy is shifting quickly and despite experiencing the drawbacks of losing much of its heavy manufacturing, it is seeing much growth in other sectors, positioning itself as one of the leading non-capital Australian cities.

Public Transport

Geelong has an extensive public transport network comprised of buses and trains. Public transport across the state is managed by Public Transport Victoria (PTV). PTV's website is a 'one-stop-shop' for information regarding bus and train services. Here you can plan your journey and find out about [bus and train fares and timetables](#) for the Greater Geelong region. The Geelong Railway Station serves passengers travelling by train or bus to and from the following locations:



- Waurn Ponds, Marshall and South Geelong
- North Geelong, North Shore, Corio and Lara
- Melbourne and Werribee
- The Great Ocean Road
- Warrnambool, Port Fairy and Mount Gambier
- Bannockburn, Meredith, Buninyong and Ballarat

All bus and train travel across Geelong will require a [MyKi](#) card.

Train

Geelong's train service is operated by [V/Line](#), with regular services between Geelong and Melbourne. There are also daily services between Geelong and Warrnambool. Train is also a great way to travel within Geelong with stations at and regular services between Lara, Corio, North Shore, North Geelong, South Geelong, Marshall and Waurn Ponds.



Buses

The main terminal for buses are at the Geelong Railway Station and the Moorabool Street Bus Interchange, between Ryrie Street and Malop Street. The bus network in Geelong is run by operators:

- [CDC Geelong](#)
- [McHarry's Buslines](#)

Trams

If you are travelling in Melbourne, tram travel is free in Melbourne's central business district and inner city. Signs on the tram stops to tell you where the free tram zone begins and ends and most tram drivers announce when you are entering or leaving the free tram zone.

CYCLING

Cycling is an option for those who want to save some money and keep themselves fit at the same time. Geelong has bike lanes in the city, but you need to be aware of the road rules for bicycles.

Private Car

On the other hand, if you can afford a car and you are wondering the annual running costs are go to the [Living in Victoria Website here](#).

If you have an overseas drivers licence from a Recognised Country or a country where driving experience is recognised you do not need to take a test in Victoria. If your licence is from any other country you will need to take the following tests:

- Road Law Knowledge Test
- Hazard Perception Test
- Drive Test

When driving a car you need to be aware of the road rules. These rules keep drivers and pedestrians safe. There are fines and other penalties if you do not follow the rules. Read more on the Road Rules page on the [VicRoads website](#).

Rideshare and Taxis

On some occasions, at night, in bad weather or if public transport is not available, you may want to take a taxi or ride sharing, such as Uber.

For taxis you can make a phone booking, wait at a taxi rank or hail a taxi from the roadside. Taxi fares vary depending on the time of day or if it is a public holiday and also if you have luggage. Sometimes at night you will be asked to pre-pay the fare.



Courses we offer

Veritas Institute Australia offers the following courses to international students:

National Code	Course Name	CRICOS Code	Course Duration
SIT30821	Certificate III in Commercial Cookery	109886G	52 weeks
SIT40521	Certificate IV in Kitchen Management	109565B	78 weeks
SIT50422	Diploma of Hospitality Management	114877K	98 weeks
SIT60322	Advanced Diploma of Hospitality Management	116815H	104 weeks
BSB40520	Certificate IV in Leadership and Management	104008E	65 weeks
BSB50420	Diploma of Leadership and Management	104390E	65 weeks
BSB60420	Advanced Diploma of Leadership and Management	106178D	70 weeks
BSB80120	Graduate Diploma of Management (Learning)	106179C	52 weeks
CPC30220	Certificate III in Carpentry	118927F	52 Weeks
CPC30620	Certificate III in Painting and Decorating	118928E	50 Weeks
CPC50220	Diploma of Building and Construction (Building)	118926G	54 Weeks

Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>



Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):



- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

What is a USI and why do I need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.



Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students>

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Education agents

Veritas Institute Australia uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: www.veritas.edu.au

RPL and credit transfer

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL, and this can be viewed in the **Fees and Refunds** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

Please note that although we are required to offer you RPL, it would not be expected as an international student that you would pursue this opportunity as most likely you would not have relevant workplace experience and existing skills and knowledge.

Course orientation

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session
- Assistance in creating your USI if you have not done so already.



What can I expect during training and assessment?

Vocational training and assessment are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.



Work placements

Some courses that we offer require you to complete a work placement. A work placement is structured workplace learning that is required as part of the course and prepares you for the workforce. The placement



is designed to help you better understand what you have learned in classroom training and provides you with the opportunity to perform tasks relating to your course in an appropriate industry setting.

There are many benefits of participating in a work placement. You will have the opportunity to:

- apply the knowledge and skills learned during your course in a workplace setting
- gain skills that are recognised by industry
- get to know an employer.

Veritas Institute Australia will assist you to find a work placement, or you may find your own work placement. Further information will be provided at your orientation. However, it is important to understand that as a requirement of work placement you may be required to complete checks such as National Police Certificate, working with children and disability worker checks. You will need to pay for these checks yourself and as a guide these checks would be around \$50 - \$80 each. Further details will be required at orientation.

It is also important to understand that certain workplaces have immunisation requirements. If you have any concerns about these requirements, please speak to us.

Reassessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the **Fees and Refunds** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the **Fees and Refunds** section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers, and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

Academic integrity

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.

Veritas Institute Australia expects that all content generated in the course of undertaking studies with us will be your own original work.

Any use of AI will be for assistive purposes only, not to create substantive content for assessment.

Veritas Institute Australia has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.

The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.

Usage of text directly from AI or LLMs is plagiarism and is treated as such.

Veritas Institute Australia provides students with further information about academic integrity during orientation and your trainer and assessor will also discuss this with you in class.

Support and welfare

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our **Important information about Australia** section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

Issuing certificates

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.



Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our **Fees and Refunds** section for more information.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

Veritas Institute Australia values your thoughts and experiences. Providing feedback helps us understand what we're doing well and where we can improve. Your input plays an important role in helping us create a positive, inclusive, and high-quality learning environment for all students.

Feedback is any comment, suggestion, or idea you have about your experience with us - whether it's about the course content, facilities, support services, communication, or anything else. Feedback can be positive or constructive and helps us grow and improve.

Feedback is different to a complaint or appeal as it is more informal and often general, while complaints and appeals follow formal processes.

You can provide feedback at any time by:

- completing a feedback form available on our website or through reception.
- speaking directly with your trainer or student support staff.
- sending us an email at info@veritas.edu.au

Your feedback will be reviewed and, where appropriate, actions will be taken to improve services, processes, or the learning environment. Where changes are made because of your feedback, we aim to communicate those improvements to students, so you know your voice makes a difference.

If your feedback raises issues that require follow-up, we may contact you.

We appreciate your input and encourage you to share your thoughts—no matter how big or small. Together, we can make your learning experience even better.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

If your details change...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

What's required of me as a student?





The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: <https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act> and <https://www.studyinaustralia.gov.au/en/life-in-australia/student-support-services/legal-rights-and-protections>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!



How can I apply?

The application process is outlined in the diagram below:

Step 1

Student must read information about their desired course, the course provider and other necessary information available through Veritas Institute Australia's International Student Prospectus, Student Handbook, Course Brochures and the college's official website: www.veritas.edu.au. Student can request this information from the college by sending an email to info@veritas.edu.au.

Step 2

After making an informed decision, student must complete the Enrolment Form and provide certified copies of their supporting documents and send it to the college via:

- **Email:** info@veritas.edu.au
- **Post:** Suite 14, Level 2 / 10–24 Moorabool Street | Geelong | Victoria 3220 |Australia
- **Drop in personally:** Suite 14, Level 2 / 10–24 Moorabool Street | Geelong | Victoria 3220 |Australia

Step 3

Enrolment Officer at Veritas Institute Australia will verify the student's documents and assess whether the student meets the entry requirements for the chosen course/s. If the student does not meet the entry requirements, the application will be rejected and the student will be notified.

Step 4

If the student meets the entry requirements, Veritas Institute Australia's Enrolment Officer will conduct a Pre-enrolment survey/ Pre-Training Review and a brief interview prior to issuing an Offer letter and Agreement for your chosen course. This is done to ensure that the student has relevant skills required to undertake and successfully complete the qualification within the time-frame of Veritas Institute Australia's courses. This will also assist us to identify student's training needs through questions on previous education or training, relevance of the courses to learner, relevant experience and identify any support needs and possible RPL opportunities.

Step 5

On successful completion of the Pre-enrolment survey/ Pre-Training Review, Offer Letter and Agreement will be sent within a week of receiving the completed application and supporting documents. The letter of offer and agreement may also state if the student needs to provide further information. There can also be conditions listed against the student's enrolment which must be satisfied before issuing an electronic Confirmation of Enrolment (eCoE)

Step 6

Once student has provided any additional information requested by the college and has fulfilled any additional conditions mentioned on their Offer letter and Agreement, student must sign all relevant sections of the Offer Letter and Agreement and make an Initial Payment into the college's nominated bank account. Student must then send a clear scanned copy of the signed Offer letter and Agreement along with the payment evidence to the college via:

- **Email:** info@veritas.edu.au
- **Post:** Suite 14, Level 2 / 10–24 Moorabool Street | Geelong | Victoria 3220 |Australia
- **Drop in personally:** Suite 14, Level 2 / 10–24 Moorabool Street | Geelong | Victoria 3220 |Australia

Step 7

Veritas Institute Australia will verify the authenticity of the payment and issue an electronic Confirmation of Enrolment (eCoE). This will be sent to the student and their nominated agent.

Step 8

Student can now obtain OSHC and organise their student VISA application.

Step 9

Student can then commence study at Veritas Institute Australia on the scheduled day set by the college.

Policies and processes

Fees and refunds



We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Student Prospectus and in addition all fees associated with your course are included in the Student Agreement and Student Offer Letter. The Student Agreement and Student Offer Letter also include a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that so that it is able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Prospectus/Course brochures.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Tuition Fees	Refer to individual course information in the prospectus
Airport Pickup Fee (optional)	\$200
Accommodation Placement Fee (optional)	\$200
Enrolment Fees (Non-refundable)	\$300
Resources and Material Fees	Refer to individual course information
Reassessment fee (VET courses only)	Subject to reassessment policy (\$250 for missing or failing practical kitchen units)
Overseas Bank Transfer Fee	Up to \$30
Overseas Student Health Cover (OSHC) Fee	To be advised upon application depending on duration of studies
Homestay Fee (optional)	Depends on specific arrangements
Re-Assessment of practical kitchen unit	\$250 per kitchen class
Change of course after commencement	\$200
Unit Repeat	Full price of the unit (pro rata to course fees)
RPL charges	\$500 per unit
Re commencement of course after withdrawal	\$200
Issue of student request of letter i.e. invitation letter	\$20 each letter
Document re-issue	\$50 Student ID re-issue \$75 Certificate re-issue per page \$50 per page Statement of results re-issue per page



Photocopying	10c per page (B&W) 20c (Colour)
Chef uniform, Knife kit & Safety Shoes	\$400
Late fee charges (per 7 days)	\$50
Re-Assessment Fee (Theory Classes)	\$100
Re-Assessment fee (due to cheating and plagiarism)	\$100
Unit Late Submission Fee	\$100
RPL Processing Fee	\$100
Deferral to course start date fee	\$200

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency. If Veritas Institute Australia has already exhausted its efforts in recovering the fees, we begin by involving third party for debt recovery, any charges incurred in pursuance of such debt collection are payable by the debtor.

Refunds

Please carefully read the following information about refunds. Please carefully read the following information about refunds. This applies whether you paid the fees, or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.





International student refunds

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
Veritas Institute Australia cancels course before commencement	Full refund of all fees.
Veritas Institute Australia cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Veritas Institute Australia has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee and Administration Fee not refunded. 80% refund of all tuition and non-tuition fee
Student withdraws less than 4 weeks prior to course commencement.	No refund.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Veritas Institute Australia to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not start their course at the agreed location on the agreed starting day or they withdrew from their course with Veritas Institute Australia or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
The student is refused a visa and has already commenced their course.	The refund amount is calculated as follows: The weekly tuition fee x weeks in the default period.

Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.



Complaints can be made against us as the RTO, our trainers and assessors and other staff, another learner of Veritas Institute Australia, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Veritas Institute Australia. An appeal is a request for Veritas Institute Australia's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Veritas Institute Australia will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.



Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by Veritas Institute Australia
- incorrect advice given by an education agent.
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

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

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible

for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Compassionate or compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.
- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Veritas Institute Australia is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

Course progress and monitoring

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected.
- satisfactorily complete all of your assessments.
- actively participate in classes.



Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend, and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent, we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit.



- do not attend classes on a regular basis.
- do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and is maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals), but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process; or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed if: you

- Can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

Deferring your course

Veritas Institute Australia allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.
- include serious illness or injury, where a medical certificate states that the student was unable to attend classes
- include bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)



- include major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- include a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- include where Veritas Institute Australia is unable to offer a pre-requisite unit
- include inability to begin studying on the course commencement date due to delay in receiving a student visa

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

Suspending your course

Veritas Institute Australia allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.
- include serious illness or injury, where a medical certificate states that the student was unable to attend classes
- include bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- include major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- include a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

A student's enrolment can be suspended by Veritas Institute Australia in a range of circumstances:

- misbehaviour (ie not abiding by the Student Code of Conduct as outlined in the Student Handbook)
- not paying course fees
- not meeting course progress and attendance requirements.

Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this. You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.



Transferring courses

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from Veritas Institute Australia. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form - see the section on deferral, suspension, and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the [CRICOS course and institution search](#).

Veritas Institute Australia will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.
- you can prove that you need the transfer because of compassionate or compelling circumstances.
- the course outlined in your Student Agreement has not been delivered.
- you provide evidence that your reasonable expectations about the course are not being met.
- you provide evidence of being misled by Veritas Institute Australia, or by an education or migration agent, regarding the Veritas Institute Australia or the course, and the course is therefore unsuitable.

Veritas Institute Australia will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.
- you have unpaid course fees for the current study period.
- the transfer would put your progression through a package of courses at risk.
- you require access to particular support services that have not yet been provided or offered to you.

How to apply

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Appealing the decision

If your application is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

Transferring courses with Veritas Institute Australia



Veritas Institute Australia offers students the options to transfer to other courses within Veritas Institute Australia.

Veritas Institute Australia will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals.
- you provide evidence that your reasonable expectations about the course are not being met.

Veritas Institute Australia will not approve your request if:

- the transfer would put your progression through a package of courses at risk.
- you require access to particular support services that have not yet been provided or offered to you.
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- you have unpaid course fees for the current study period.

How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Students who are studying a principal course with another provider

In certain situations, international students in Australia holding a student visa can pursue extra courses alongside their main study program. If a student decides to take courses at Veritas Institute Australia alongside their primary study program from another CRICOS-registered provider, several conditions must maintain satisfactory attendance and course progress requirements in both courses.

Veritas Institute Australia will not admit students for concurrent study within their first six months of their principal course.

Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

Privacy and access to records

Why we collect your personal information



As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation.
- facilitation of statistics and research relating to education, including surveys and data linkage.



- understanding how the VET market operates, for policy, workforce planning and consumer.
- information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact us using the DEWR details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Veritas Institute Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

Student code of conduct

The following information outlines what's expected of you.

Your responsibilities

Policies and procedures

You are expected to:

- read and follow our policies as document in this handbook.
- respond to our communications promptly.
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.



Learning and assessment



You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed

Classroom conduct

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property

Your rights

Policies and procedures

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received



Learning and assessment

You can expect to:

- be provided with high quality training, assessment, and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory

Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English

Respect and ethics

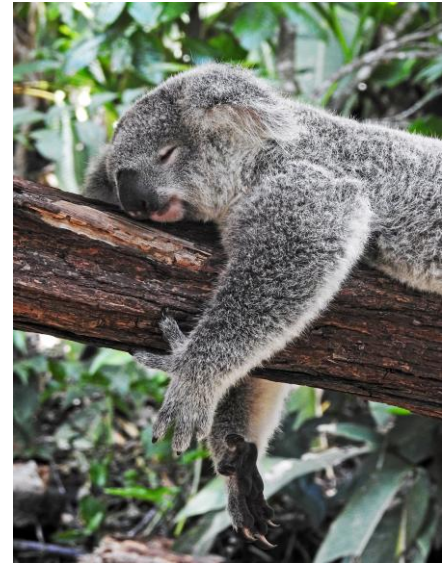
You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner
- respect for yourself and your property

Important information about Australia

Living and studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.



This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyinaustralia.gov.au/>

Cost of living

As of October 2019, the 12-month living costs are as follows:

- For students or guardians – AUD\$21,041
- For partners coming with you – AUD\$7,362
- For a child coming with you – AUD\$3,152

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs> and make use of the cost of living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>

Accommodation

There are a variety of accommodation options in Australia to suit every need, preference, and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation>



Transport

Australia has great public transport options including trains, buses, taxis, and other ride share options like Uber and Didi. Australia also has many cycling and walking paths, and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

Health and safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

Working on a student visa

Student visa holders can work up to 40 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights, and information about the Fair Work Ombudsman visit: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>

Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OHSC and other optional insurances visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>



Emergency contacts and other useful numbers and information

Emergency services:

Dial 000 and advise whether you require:

- police
- fire
- ambulance.

Police station

The nearest police station is:

Victoria Police Geelong: 110 Mercer St, Geelong VIC 3220





Tel: (03) 5225 3100

Website: www.police.vic.gov.au

Department of Home Affairs (DHA):

Tel: 131881

Website: <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/offices-in-australia/covid19-instructions-australia>

Medical facilities near campus:

The closest hospital to campus with an Accident and Emergency Department is:

University Hospital Geelong: Bellerine St, Geelong VIC 3220

Tel: (03) 4215 0000

Website: www.barwonhealth.org.au/

Closest Clinic near the campus is

Geelong City Medical Clinic: 255 Ryrie St, Geelong VIC 3220

Phone: (03) 5222 1666

Website: www.geelongcitymedical.com.au

The closest medical centre is:

Gheringhap Medical Centre & Skin Clinic: 21a Gheringhap St, Geelong VIC 3220

Tel: (03) 9088 4116

Website: www.gheringhapmedical.com.au



Transport services

Public Transport: <https://www.geelongaustralia.com.au/transport/article/item/8cbceb910533419.aspx>

Taxi company

Taxi Council Geelong: 131008

<https://www.geelongaustralia.com.au/transport/article/item/8cd1415be9ec876.aspx>

Nidhi Taluja	CEO 0435 147 434
Ruchita Bhardwaj	Director 0452669007
Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling, Advice and Referral Services	Phone 131 114
Police Centre	(03) 5225 3100
Doctor	East Geelong Medical Centre 17 Ormond Rd (03)52224955
Dentist	Geelong Dental Group 199-203 Moorabool St (03) 5221 8452
Clinical Psychologist	Jessica Cooke Psychologist 1/241 High Street 0413 426 077
Community centre	One Care Geelong Ltd Address: 61 Candover St, Geelong West VIC 3218 Phone: (03) 5229 2133
Counsellor	Insight Spiritual Counselling 204 Myers St 0409580008
Free Legal Services	Victoria Legal Aid 199 Moorabool St (03) 5226 5666
Legal assistance	Wightons Lawyers 89 Myers St (03) 5221 8777



External appeals body (see complaints and appeals information in student handbook)	Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072
Pharmacies	Geelong Day & Night Pharmacy Chemist 255 Ryrie St (03) 5229 9612
Physiotherapist	Dr Fleur Kilpatrick Physiotherapist 2-4/6 Moorabool St (03) 5229 7000 http://studyinaustralia.gov.au/
Study in Australia Youth Central	https://www.youthcentral.vic.gov.au/

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression, or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.