VANSHRAJ ENTERPRISES P/L

T/A

VICTORIAN ACADEMY OF COMMERCE & TECHNOLOGY STARTUPS

RTO: 41428 CRICOS No: 03477E

V1.10 Sept 2026

INTRODUCTION

Victorian Academy of Commerce & Technology Startups (VACTS) is a registered Vocational Education and Training Organisation (RTO No. 41428). It is also a Commonwealth Register of Institutions and Courses for Overseas Students provider(CRICOS Provider No. 03477E) and ensures that it meets the ASQA 2025 RTO Standards.

VACTS operates according to the requirements of the Australian Qualifications Framework (AQF), Education Services for Overseas Students (ESOS) Framework 2000 and National Code 2018.

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. https://www.aqf.edu.au/

The provision of education and training services to overseas students in Australia is regulated by the Department of Education through the Education Services for Overseas Students Act 2000 and the National Code 2018.

VACTS delivers practical and career oriented courses to students who gain the hands-on skills and experience required by employers. With a emphasis on new business ideas and innovation in Australia, VACTS intends to be in the forefront of educating eager students interested in business start-ups.

VACTS strives to offer affordable and high quality education in a friendly environment. Trainers and administrative staff are always committed to assist the students, on day to day basis, with any problems they may face and work to make the students realize their potential.

BEFORE APPLYING

- Ensure that the course you are considering meets your needs
- If you are applying as an overseas student on a student visa, you need to check that the details of your course including location, match the information listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.education.gov.au/
  CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.
- Check if you meet the entry requirements
- Read our refund policy. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- If you are applying for credit transfer or RPL, you need to do so before commencing the course.
- Applications for credit transfer submitted after the student has commenced the course will not be accepted.
- If the course duration is reduced due to the credit transfer form submitted before commencing the course, VACTS will inform you of the reduced course duration and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course

VACTS'S LOCATION

VACTS Melbourne campus is located at 171 Sydney Rd, Coburg VIC 3058. The campus is a short walk from the train station and tram stop and is also close to shops and restaurants. Training and delivery of courses is conducted here.

COURSE ENTRY REQUIREMENTS

The following are the broad entry requirements for all courses offered by VACTS. Please read the information for individual courses so that you understand any additional requirements for those courses.

To ascertain admission, the following entry requirements will apply for the list of qualifications on offer:

Minimum Entry Requirements

ENGLISH LANGUAGE REQUIREMENTS

An IELTS level of 6.0 or equivalent for direct entry into a VET course OR

Evidence that they have studied in English in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States of America

AGE REQUIREMENT

Currently VACTS does not enroll students who are under 18 years of age. Students applying for admission must ensure that they are above 18 years of age before commencement

COMPLETION OF AUSTRALIAN YEAR 12 OR EQUIVALENT

These are the minimum academic requirements for entry

RTO/CRICOS CODE	COURSE TITLE	REQUIREMENTS
SIT30821/109842H	Certificate III in Commercial Cookery	- Year 12 VCE or its equivalent overseas qualification
SIT40521/109500H	Certificate IV in Kitchen Management	- Year 12 VCE or its equivalent overseas qualification and/or completion of Cert III in Commercial Cookery (Australian Qualification)
SIT50422/112199D	Diploma of Hospitality Management	- Year 12 VCE or its equivalent overseas qualification and/or completion of Cert IV in Kitchen Management

BSB50120/105641E	Diploma of Business	- Year 12 VCE or its equivalent overseas qualification
BSB60120/105640F	Advanced Diploma of Business	- Year 12 VCE or its equivalent overseas qualification and Diploma of Business or other relevant Australian qualification

NEEDS IDENTIFICATION AND LLND TEST

We are required to ensure that we make every effort to assist our students in achieving competency and the desired outcomes in our training programs. Part of this obligation is to ensure we confirm or re-affirm the information provided to us about students and about any special needs that we need to know about.

The process used at VACTS is two-fold, comprising: a review of the contents of the enrolment form, and an LLND assessment test.

The purpose of the enrolment form is to obtain any information about previous education, disabilities and grasp of the English language.

LLND assessment test is conducted by the admission staff prior to the commencement of training. The purpose of the LLND assessment test is to confirm language, literacy, numeracy and digital skills. The aim of this assessment is to ensure that we confirm the learning needs of our students prior to commencement of the training. If we can identify any student with special needs we can then ensure that we modify our learning and assessment strategies to accommodate their needs.

The information obtained in these two processes is to determine: the appropriateness of VACTS's course for the individual's own goals and aspirations and the individual's grasp of English along with any relevant disabilities that need to be considered when the individual participates in the course.

Subsequently VACTS conducts a pre-training review to get a better grasp of the appropriateness of course that a student has applied for. This review is a part of the enrolment process and not an entry requirement for the course that a student has applied for.

FACILITIES

For all courses training will be conducted in the classrooms at VACTS campus.

VACTS campus located at **171 Sydney Road, Coburg VIC 3058** has multiple training rooms with 1 computer lab for training and student use. The location is equipped with Wi-Fi internet access for students wishing to use laptops or tablets while on the campus. The campus also has a breakout room with a small kitchen for students to access.

VACTS also has a full equipped commercial kitchen at its campus for delivering the kitchen based practical for SIT Tourism, Travel and Hospitality Training Package.

All learning resources which include learner guides and manuals, as well as kitchen equipment and chef uniform will be provided by VACTS.

COURSE CURRENCY/DURATION/MODE OF DELIVERY

RTO Code / CRICOS Code / Course Title	Currency	Duration	Mode of Delivery
SIT30821/ 109842H Certificate III in Commercial Cookery	**Current**	**52 Weeks**	**Face to Face/** **Work Based Training**
SIT40521/109500H Certificate IV in Kitchen Management	**Current**	**73 Weeks**	**Face to Face/** **Work Based Training**
SIT50422/112199D Diploma of Hospitality Management	**Current**	**67 Weeks**	**Face to Face**
BSB50120/105641E Diploma of Business	**Current**	**57 Weeks**	**Face to Face**
BSB60120/105640F Advanced Diploma of Business	**Current**	**58 Weeks**	**Face to Face**

The details of the course content of all courses can be found in VACTS website (www.vacts.edu.au).

WORK BASED TRAINING

Students enrolled in either of the SIT qualifications - SIT30821 Certificate III in Commercial Cookery (CRICOS Code - 109842H) and/or SIT40521 Certificate IV in Kitchen Management (CRICOS Code - 109500H) at VACTS are required to undertake work-based training as part of their course. The students are provided with assistance to secure experience as workers in commercial kitchens.

For both SIT qualifications, it is a requirement of the holistic unit of competency "SITHCCC020 Work effectively as a cook" that students provide evidence showing preparation and service of multiple items for a minimum of 48 complete food service periods, 4 hours each totaling to 192 hours, in order to address each of the required menu styles, food service periods and menu items and to ensure integration of skills and consistency of performance in different circumstances.

If a student has not undertaken SIT30821 Certificate III in Commercial Cookery (CRICOS Code - 109842H) and is doing SIT40521 Certificate IV in Kitchen Management (CRICOS Code - 109500H), the holistic unit of competency "SITHCCC020 Work effectively as a cook" still needs to be completed as part of SIT40521 Certificate IV in Kitchen Management (CRICOS Code - 109500H).

VACTS will provide further information on work-based training for the unit mentioned above at the orientation session after enrolment.

EDUCATION AGENTS

VACTS engages the services of education agents on a regular basis to recruit students and provide assistance during the application process at VACTS. They are required to follow regulations surrounding the recruitment and placement of international students. As and when education agents are engaged, they will be noted on the list of education agents on VACTS the website (www.vacts.edu.au) for students requiring assistance during the application process or other services.

COMPLIANCE

VACTS will at all times comply with all statutory requirements in all of its operations as an RTO/CRICOS provider. The CEO and senior management are familiar with the legislative and regulatory environment within which VACTS functions. The CEO along with senior staff is responsible for ensuring that VACTS operates diligently within the statutory environment in which it functions. The CEO is responsible for ensuring that VACTS complies with the VET Quality Framework, as well as ESOS framework. The CEO's responsibility for ensuring compliance with the VET Quality Framework and ESOS framework extends to all of the operations within VACTS's scope of registration.

AQF CERTIFICATION

VACTS is responsible for issue of qualifications and statements of attainment according to the:

• Mechanisms for the protection of the titles of the qualifications in the Australian Qualifications Framework (AQF)

• AQF guidelines relating to responsibility for, and conditions under which, the qualifications may be issued, and

• AQF protocols defining the form of the qualification to be issued

The RTO *Manager* is responsible for ensuring that VACTS adheres to the mechanisms, guidelines and protocols of the AQF in the issuance of qualifications as per the 2025 Standards for NVR Registered Training Organisations .

All students undertaking a nationally recognized course are required to have a Unique Student Identifier (USI) and provide the same on enrolling for a course. Students will not be issued with statements of attainment or with qualifications if they do not provide their USI. If the student does not have a USI, VACTS will assist them in applying for one.

COURSES AND FEES

RTO/CRICOS CODE	Course Name	Fee
SIT30821/109842H	Certificate III in Commercial Cookery	**$11,050**
SIT40521/109500H	Certificate IV in Kitchen Management	**$13,050**
SIT50422/112199D	Diploma of Hospitality Management	**$18,500**
BSB50120/105640F	Diploma of Business	**$11,000**
BSB60120/105640F	Advanced Diploma of Business	**$11,000**

FEE SCHEDULE

Course fee Registration fee Administration fee Materials fee	As per course offer and written agreements
Recognition of Prior Learning fee	$200 per unit
Credit transfer fee	No charge
Repeat unit fee	$750
Assessment resit fee (2 attempts)*	No charge
Re-assessment resit fee (after 2 attempts)	$500
Late assessment fee	$150
Replacement ID fee	$10
Late fee payment charge applies per month after due date	$100
Deferral of study	$1,000
Additional Statement of Attainment	$50
Replacement Diploma/Certificate	$100
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Outsourced- contact College for details
Airport meeting	Outsourced- contact College for details
OSHC (Overseas Student Health Cover)	Outsourced- contact College for details
LLND Skills assistance (per hour)	No Charge
Academic support class (for 2 hour class)	No charge
“One-on-one” mentoring (for 2 hour class)	No charge

* *Reassessment will only be offered to the students who have submitted their assessments but failed to achieve the satisfactory outcome and are marked NYC.*
* *Students are entitled to 3 assessment attempts for each assessment task where they have been marked NYC on submission of their assessment tasks. First 2 attempts will be free, and 3rd will be charged as per the offer letter and written agreements. If the student is unsuccessful after 3 assessment attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. Any NYC marked due to being absent will not be eligible for this entitlement. More details are in the student prospectus/relevant policy procedure which is available by sending your request to: info@vacts.edu.au*

PLEASE NOTE: VACTS DOES NOT PROVIDE VET FEE HELP AND ALL COURSES ARE ON A FEE FOR SERVICE BASIS.

PAYMENT TERMS AND CONDITIONS

Students and persons seeking to enroll in a course with VACTS are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges.

Organizations and other clients seeking to enter into a service delivery agreement with VACTS will be notified of the fees and charges associated with the agreement in information and proposals provided to them prior to entry into the agreement.

The information provided to each student and/or client will include:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
- Any fees and charges for additional services.

Persons seeking to enroll with VACTS must read and understand this Fees, Charges and Refunds Policy before signing their student acceptance agreement on the enrolment form.

Payment agreement

All students will be required to sign an offer and written agreement at the time of enrolment which outlines the total course fees, payment terms and agreed schedule of fees. The offer and written agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.

Fees may include Tuition fee, which is fees directly related to provision of a course; non-refundable Registration fee & Administration fee, Material fee for books/materials, Health Cover (for international students), and any other charges such as re-issuance of qualification certificates / statements of attainment.

Tuition fees are fees directly related to provision of a course. Tuition fees do not include the Overseas Student Health Cover (OSHC), Registration Fee & Administration Fee, books and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork or excursions).

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

For more information on fees, students can contact the VACTS Administration office.

FEES IN ADVANCE

VACTS does not require prospective or current students to prepay initial fees exceeding $1500.

VACTS does not accept a tuition deposit exceeding 50% of a student's total tuition before a student commences their course, unless this student's total course duration is 25 weeks or less.

VACTS holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the learner has prepaid, must ensure:

- the learner will be placed into an equivalent course such that:
  - the new location is geographically close to where the learner had been enrolled, and
  - the learner receives the full services for which they have prepaid at no additional cost to the learner or
- if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

REFUNDS

Reason for asking Refund	Refund protocols in place
Visa refusal prior to course commencement	The amount of a refund is calculated as the initial deposit paid minus the lesser of the following amounts: (a) 5% of the amount of course fees received by VACTS in respect of the student before the default day. (b) $500.
Via refusal after to course commencement	Refund will be calculated as per refund amount calculator#. No refund of the registration fees.
Withdrawal from the student before the course commencement	**10 business days or more prior to the commencement of a course:** Full refund of the tuition fees paid to the college as initial deposit. No refund of the registration, administration of any other non-tuition fees. **9 business days or less prior to the commencement of a course:** 75% refund of the tuition fees paid to the college as initial deposit. The amount retained (25%) by VACTS is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training. No refund of the registration, administration of any other non-tuition fees.
Withdrawal from the student after the course commencement	Students who cancel their enrolment after a course has commenced will not be entitled to a refund of any fees paid in advance.

Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from next course (If the residency status has changed after the start of the current course).
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund
OSHC Refund Policy (Calculation of refund will be done as per VACTS policy)	If VACTS has organized the OSHC, we will refund the OSHC directly to the student under following conditions: • Calculation of refund will be done as per VACTS policy
Overpayment	Full refund of the **overpaid amount** (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement)
College is unable to provide the course for which the original offer was made before commencement (VACTS default)	Full refund of course fees
Course withdrawn by the College after commencement (VACTS default)	Calculation as per Refund amount calculator# (Default period of VACTS taken in count)

#Refund Calculator:

#Refund Calculator as per Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

Method for working out amount of refund:
refund amount = weekly tuition fee × weeks in default period
Source: Education Services for Overseas Students (Calculation of Refund) Instrument 2024 - Federal Register of Legislation

Definition:

Weekly Tuition Fees	Total tuition fees for the course/number of calendar days in the course X 7
Weeks in default period	Number of calendar days from the default day to the end of the period to which the payment relates / 7
Refund amount	Weekly tuition fees X Weeks in default period
Course Fees	Sum of Tuition and Non-Tuition fees except Registration fees.

1. All refund requests for visa refusal or withdrawal must be made in writing by emailing a completed VACTS refund request Form to info@vacts.edu.au. The refund request form is available to download on VACTS website-www.vacts.edu.au. The student must attach any evidence or documentation relevant to the refund application.
2. All approved claims for refund are paid to the student or a person authorised by the student within 4 (four) weeks of receiving the written claim. Please note the refund request form is only valid after the COE has been cancelled, even when the refund request form has been submitted along with the cancellation form. Thus, the four weeks will be counted from the date of cancellation in case the refund request form and the cancellation form are submitted together.
3. In case of a refund due to VACTS default on the agreement, refunds will be made within 14 days of the default date.
4. If a student is dissatisfied with VACTS's decision in relation to their refund request the student may lodge an appeal under the Complaints and Appeals Policy and Procedure. The availability of complaint and appeal processes does not remove the right of the student to act under Australia's consumer protection laws.
5. Please note where the student breaches VACTS 's Policies and Procedures no refund is payable.

The details of the refund policy can be found in the VACTS student handbook and on the VACTS website www.vacts.edu.au

DEFAULT S

If VACTS defaults on delivery of qualifications

In the unlikely event that VACTS is unable to deliver your course in full, you will be offered a refund of all the course fees and materials fees you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by VACTS at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If VACTS is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided. In the case of VACTS default there is no requirement for a student to lodge a refund application form as VACTS will initiate payment of the refund.

If a student defaults on their written agreement

The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by VACTS.

If students want to withdraw from their course after fees have been paid, then refunds will be made in accordance with the written agreement that the student signs with VACTS.

If the student fails to follow the agreement or breaches VACTS Policy & procedures, the appropriate action will be taken in line with VACTS policy & procedures. No refund will be granted to the student in that case.

Please also note that in case a student is cancelled on Non-Payment, Unsatisfactory Course Progress or Unsatisfactory Attendance, the student may be enrolled in the college on the discretion of CEO. However, re-registration fees and administration fees in addition to the overdue tuition fees will apply. Student may be eligible for credit transfer.

ASSESSMENT

Assessments are conducted in accordance with the guidelines outlined in the relevant Training Package and the RTO Standards 2025.Assessments are competency based, which means that the outcome of each assessment is either "*Competent"* or "*Not Yet Competent"*.

At VACTS assessment is:

- **Valid**
  Assessment techniques actually assess what they claim to assess.
- **Reliable**
  Assessment approaches provide consistent results every time.
- **Fair**
  The same assessment is used for each learner or situation, while still being flexible
- **Flexible**
  Different types of assessments are used to assess the student – e.g. verbal, doing, question and answer.

Assessment arrangements vary for each unit or module, and may include:
Tests and assignments

- Simulated workplace activities
- Role plays
- Reports and research projects
- Presentations
- Practical demonstrations

TIMETABLE AND SCHEDULE

VACTS will provide a schedule of the course (a week by week breakdown) to each student at enrolment which will include the date for delivery and assessment of each unit.

Students undertaking a SIT course as listed above will be required to complete two prerequisite unit "SITXFSA001 use hygienic practices for food safety" and "SITHCCC027 Prepare dishes using basic methods of cookery" before enrolling in any other unit which have these units as a prerequisite.

To ensure that these prerequisite units are completed as per requirement, students will complete them in their first two weeks of enrolment.

DEFERMENT, SUSPENSION OR CANCELLATION

VACTS may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason. VACTS deems necessary to cancel the course. In such cases a refund shall be processed as per our refund policy or alternative courses offered.

VACTS may suspend or cancel a student enrolment where they have not paid fees as documented in their written agreement or has behaved in a manner that is not appropriate for an education setting such as misbehaviour. Such actions may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories – Academic Misconduct or General Misconduct. Where the Academic or General Misconduct is considered severe enough, VACTS has the right to cancel the student enrolment.

MARKETING

VACTS is required to inform you certain information so that you are not deceived or misled. It is important that you should note the following points;-

- VACTS makes no claims about employment outcomes that you might gain as a result of undertaking a course of study by us.
- Your enrolment in a course with us does not guarantee your automatic acceptance into another course offered by VACTS or a course of study offered by any education provider.
- VACTS does not guarantee that a student will successfully complete a training product and achieve a qualification offered by the RTO.
- VACTS does not guarantee that a student will complete a training product in its Scope unless it is consistent with the requirements of the training package and meets the requirements of each unit of competency or module in which they are enrolled. Additionally where a full qualification is not being delivered, VACTS will ascertain the number of units /modules to be delivered and assessed to award the

full qualification.

- We are required to ensure that your qualifications, experience and English language proficiency are appropriate to the course in which you wish to enroll. Please read our entry requirements which describe the requirements for acceptance into a course, including the minimum level of English language proficiency and educationalqualifications.
- VACTS must also confirm that it is responsible for all compliance relevant to training and assessments of all its courses on scope.

FORMALISATION OF AGREEMENT

You are required to sign a offer and written agreement between you and VACTS which sets out the services to be provided, fees payable and information in relation to refunds. VACTS will not accept any fees or charges prior to the agreement being signed.

The VACTS student handbook will be provided upon enquiry about VACTS courses or upon an application for study. The offer and written agreement will contain a clause which establishes that the VACTS student handbook has been read and all details related Venue/Length/Modes of Delivery and /or length of assessment, Entry requirements, Support services and Fee Information has been understood.

All students are to complete an offer and written on acceptance into any course offered by VACTS and prior to paying any fees to Victorian Academy of Commerce and Technology Startups.

An offer and written agreement is only issued when a student has submitted an application for study. VACTS will provide each potential student with an enrolment agreement as the final stage of acceptance into a course of study with VACTS. This agreement is to be signed and submitted by the student with appropriate payment and documentation to support their enrolment. The application form, refund policy and standard conditions of enrolment will be incorporated into the agreement.

This agreement must be signed and returned to VACTS as an indication that the student accepts the terms and conditions which apply when studying at VACTS.

CHANGES TO AGREED SERVICES

In the event there are any changes to agreed services, VACTS will promptly send an email to the email Id provided by the student at enrolment advising of the changes. Additionally VACTS will also dispatch a letter advising of the changes. In the event VACTS cancels the delivery of a course for any reason, students will be given the opportunity to defer the course or get a refund on any fees paid (please refer to cancelation and deferment policy and refund policy).

Changes could relate to the following:

- Venue/Length/Modes of Delivery and/or length of assessment
- Entry requirements
- Support services
- Fee Information

CONTACT DETAILS

For any queries, contact us on +61 3 9995 3642

Email: info@vacts.edu.au

Website: www.vacts.edu.au