



VANSHRAJ ENTERPRISES P/L
T/A

**VICTORIAN ACADEMY OF
COMMERCE & TECHNOLOGY STARTUPS**

RTO: 41428 CRICOS No: 03477E



INTRODUCTION

The **Victorian Academy of Commerce and Technology Startups (VACTS)** is a Registered Training Organisation which operates according to the requirements of the Australian Qualifications Framework (AQF) and the RTO Standards 2015.

VACTS delivers practical and career oriented training to students who gain the hands-on skills and experience required by employers.

BEFORE APPLYING

- Ensure that the course you are considering meets your needs
- Check if you meet the entry requirements
- Read our refund policy

VACTS'S LOCATION

VACTS Melbourne head office is located at 171 Sydney Rd, Coburg VIC 3058. The head office 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 5.5 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

OR

Evidence that within two years of their application date, they have successfully completed Certificate IV or higher level qualification from the Australian Qualifications Framework

OR

GCE A-Levels or O-Levels with a pass in English



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

Please note -- For pathways from other qualification leading to entry in these qualification please refer to website www.vacts.edu.au.

BSB50615 Diploma of Human Resources Management	- Year 12 VCE or its equivalent overseas qualification
BSB50215 Diploma of Business	- Year 12 VCE or its equivalent overseas qualification
BSB60207 Advanced Diploma of Business	- Year 12 VCE or its equivalent overseas qualification
BSB52415 Diploma of Marketing and Communication	- Year 12 VCE or its equivalent overseas qualification
BSB61315 Advanced Diploma of Marketing Communication	- Year 12 VCE or its equivalent overseas qualification
SIT30816 Certificate III in Commercial Cookery	- Year 12 VCE or its equivalent overseas qualification
SIT40516 Certificate IV in Commercial Cookery	- Year 12 VCE or its equivalent overseas qualification
SIT50416 Diploma of Hospitality Management	- Year 12 VCE or its equivalent overseas qualification



Needs Identification and the LLN Test

We are required to ensure that we make every effort to assist our participants 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 participants 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 LLN assessment test. For students an LLN assessment test is conducted by the admission staff prior to the commencement of training. There are three levels of LLN test, Cert II and III, and a common one for Diploma and Advanced Diploma.

The purpose of the enrolment form is to obtain any information about previous education, disabilities and grasp of the English language. 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. The purpose of the LLN assessment test is to confirm language, literacy and numeracy skills. We set the participants a time allocation of only 30 minutes to complete the test. We observe the participants for any signs of difficulty in completing the test. The aim of this assessment is to ensure that we confirm the learning needs of our participants prior to commencement of the training. If we can identify any participant with special needs we can then ensure that we modify our learning and assessment strategies to accommodate their needs. **However, the LLN test is not an entry requirement and is only conducted before the training commences.**

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 premises.

VACTS premises 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 premises.

VACTS currently has a commercial kitchen located at its premises for delivering the cooking practical for SIT courses.

All learning resources which include learner guides and manuals sourced from IBSA and Precision (for Business courses) and Futura and Small Print (for Cookery Courses) which will be provided by VACTS.



COURSE CURRENCY/DURATION/MODE OF DELIVERY

Course Title/ Qualification	Currency	Duration	Mode of Delivery
BSB50615 Diploma of Human Resources Management	Current	52 Weeks	Face to Face
BSB50215 Diploma of Business	Current	52 Weeks	Face to Face
BSB60207 Advanced Diploma of Business	Current	52 Weeks	Face to Face
BSB52415 Diploma of Marketing and Communication	Current	60 weeks	Face to Face
BSB60507 Advanced Diploma of MarketingCommunication	Current	70 Weeks	Face to Face
SIT30816 Certificate III in Commercial Cookery	Current	52 Weeks	Face to Face/Work Based Training
SIT40516 Certificate IV in Commercial Cookery	Current	73 Weeks	Face to Face/Work Based Training
SIT50416 Diploma of Hospitality Management	Current	67 Weeks	Face to Face/Work Based Training

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 any of the SIT qualifications are required to undertake work-based training as part of their course. All students undertaking the SIT30816 Certificate III/Certificate IV in Commercial Cookery and Diploma of Hospitality management at VACTS are provided with assistance to secure experience as workers in commercial kitchens.

For Certificate III in Commercial Cookery 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 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.



Additionally all students undertaking the SIT40516 Certificate IV in Commercial Cookery and SIT50416 Diploma of Hospitality Management at VACTS are provided with assistance to secure experience as workers in commercial kitchens for the unit SITHKOP005 Coordinate cooking operations for a minimum of 12 complete service periods .

VACTS will provide further information on work-based training for the 2 units 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. A list of education agents VACTS engages for these services is available on the website (www.vacts.edu.au) for students requiring assistance during the application process or other services that an education agent is authorized to provide to international students.

COMPLIANCE

VACTS will at all times comply with all statutory requirements in all of its operations as an RTO. 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. The CEO's responsibility for ensuring compliance with the VET Quality 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.

All students undertaking a nationally recognized are required to have a Unique Student Identifier (USI) and to provide this enrolling for a course. Students will not be able to be issued with statements of attainment or with qualifications if they do not provide their USI.



Courses and Fees

Course Name	Fee
SIT30816 Certificate III Cookery	\$11,050
SIT40516 Certificate IV Cookery	\$13,050
SIT50416 Diploma of Hospitality Management	\$15,050
BSB52415 Diploma of Marketing and Communication	\$10,050
BSB61315 Advanced Diploma of Marketing and Communication	\$12,550
BSB50615 Diploma of Human Resources Management	\$12500
BSB50215 Diploma of Business	\$12500
BSB60207 Advanced Diploma of Business	\$12500

Additional Fees

Moderation on appeal (per assessment task per unit)	No charge
Additional Statement of Attainment	\$50.00
Replacement Diploma / Certificate	\$100.00
Academic support class (for two-hour class)	No charge
Repeat Unit	\$750.00
“One-on-one” Mentoring (for two-hour class)	No charge
Replacement ID card	\$10.00
RPL Assessment (per unit of competency)	\$150.00
LLN Skills assistance (per hour)	No charge
Re-assessment	No charge
Deferral of Study	No charge
Fees for late payments	No charge



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 a payment agreement at the time of enrolment which outlines the total course fees, payment terms and agreed schedule of fees. The payment agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.

The absence of a signed agreement from a student does not alleviate the student from complying with its terms and conditions. The student acceptance agreement provided on the enrolment form is seen to be an acceptance of all fees and charges associated with the student's enrolment.

Fees in advance

VACTS collects fees in advance for services not yet provided to students at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, VACTS holds membership of Tuition Protection Services (For Overseas Students).

VACTS does not collect more than \$1500 in tuition fees at any given time in advance from a student.

What do student fees cover?

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course are not included in course fees and will be an additional cost should the student wish to purchase such materials.



All course fees include up to three (2) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, VACTS reserves the right to charge a student, an additional re-assessment fee in accordance with the fee table provided on the relevant Payment Agreement.

For re-issuing of a qualification testamur or academic statement, an additional fee will be incurred at the rate provided on the relevant Payment Agreement.

REFUNDS

The following refund arrangements apply if a student cancels their enrolment before the commencement date of a course and requests a refund:

4 weeks or more before the agreed starting day	20% of the Tuition Fee shall be retained by VACTS
4 to 2 weeks before the agreed starting day	30% of the Tuition Fee shall be retained by VACTS
Less than 2 weeks before the agreed starting day	No refund
After the agreed starting day	No Refund

With supporting documentation, the refund will be processed within 28 days of the written request being received.

Default by VACTS

This refers to those instances where:

- the course does not start on the agreed starting day, or
- the course ceases to be provided at any time after it starts but before it is completed, or
- the course is not provided in full to the student because a sanction has been imposed on VACTS under the NVR Act 2011 and/or the Education Services for Overseas Students Act 2000
- and the student has not withdrawn before the day of default.

Default by the student

This refers to those instances where:

- the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course (either before or after the agreed starting day); or



- VACTS refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - the student failed to pay an amount he or she was liable to pay VACTS, directly or indirectly (including any course money collected by education agents or other parties on behalf of VACTS, in order to undertake the course);
 - in the case of an overseas student, the student breached a condition of his or her student visa, or
 - misbehaviour by the student, as defined by VACTS's published rules.

Default day

This means the following:

- the day on which the course does not start or the day a student does not start the course (and has not previously withdrawn); or
- the day on which the course ceased to be provided; or
- the day on which the student withdraws from the course; or
- the day on which VACTS refuses to provide, or continue providing, the course to the student due to the student's failure to pay VACTS an amount he or she was liable to pay; or
- the student breached a condition of his or her student visa (if the student is an overseas student);
- and/or misbehavior by the Student.

Default by VACTS

Where VACTS is in default then VACTS shall refund the total of the unused portion of prepaid tuition fees received in respect of the student (including any course money collected by education agents or other parties on behalf of the registered provider) prior to the default day.

Overseas students (Calculation of Refund as per specification 2014)

The amount of the refund is calculated as follows:

Weekly tuition fee =

(total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.

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 fee × weeks in default period)

VACTS will make payment of the refund within 14 days after the default day.



Overseas students

The following plain English statement is provided to all applicants for enrolment as overseas students:

“In the unlikely event that VACTS is unable to deliver your course in full, you will be offered a refund of all the unused prepaid tuition fees that you have paid to date. The refund will be paid to you within 2 weeks 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 tuition 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, the Tuition Protection Service will provide you with assistance in finding an alternative suitable course at another education provider.

In the event a student cannot find an alternative course placement option, the student will be eligible to request a refund of unexpended pre-paid tuition fees from the TPS, and will be required to comply with any relevant immigration requirements.”

Consumer protection laws

The agreement of the student to the conditions stated in the offer acceptance agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Other legal remedies

The Terms and Conditions agreed to by a student do not circumscribe the student’s right to pursue any other legal remedies.

This refund policy is clearly shown on the offer acceptance agreement signed by each student.

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

ASSESSMENT

Assessments are conducted in accordance with the guidelines outlined in the relevant Training Package and the RTO Standards 2015. 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 the prerequisite unit “SITXFSA001 use hygienic practices for food safety” before enrolling in any other unit which has this unit as a prerequisite.

To ensure this prerequisite unit is completed as per requirement, VACTS will schedule extra classes (16 Hours) in the first week of enrolment which will be in addition to the normal contact hours for the first week of enrolment. Consequently, the student offer and agreement will include the above information to ensure a student is aware and agrees to the above requirement while accepting the offer for enrolment.

CANCELLATION

VACTS may cancel the enrolment of a student if the student

- is in breach of a condition of ongoing enrolment, including:
 - the requirement to not plagiarize, collude or cheat the requirement
 - Non-payment of tuition fees by the dates agreed in the Enrolment Agreement
- has been in breach of the VACTS Student Code of Conduct
- is assessed by the CEO as providing a threat to the well-being of other students or staff
- has being assessed as behaving in a way such as to constitute serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees



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 educational qualifications.
- 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 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 handbook is available on the website (www.vacts.edu.au) will be provided upon enquiry about VACTS courses or upon an application for study. The enrolment agreement will contain a clause which establishes that the VACTS 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 'Enrolment Agreement' on acceptance into any course offered by VACTS and prior to paying any fees to Victorian Academy of Commerce and Technology Startups.

An enrolment 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
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CONTACT DETAILS

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

Email: info@vacts.edu.au

Website: www.vacts.edu.au