

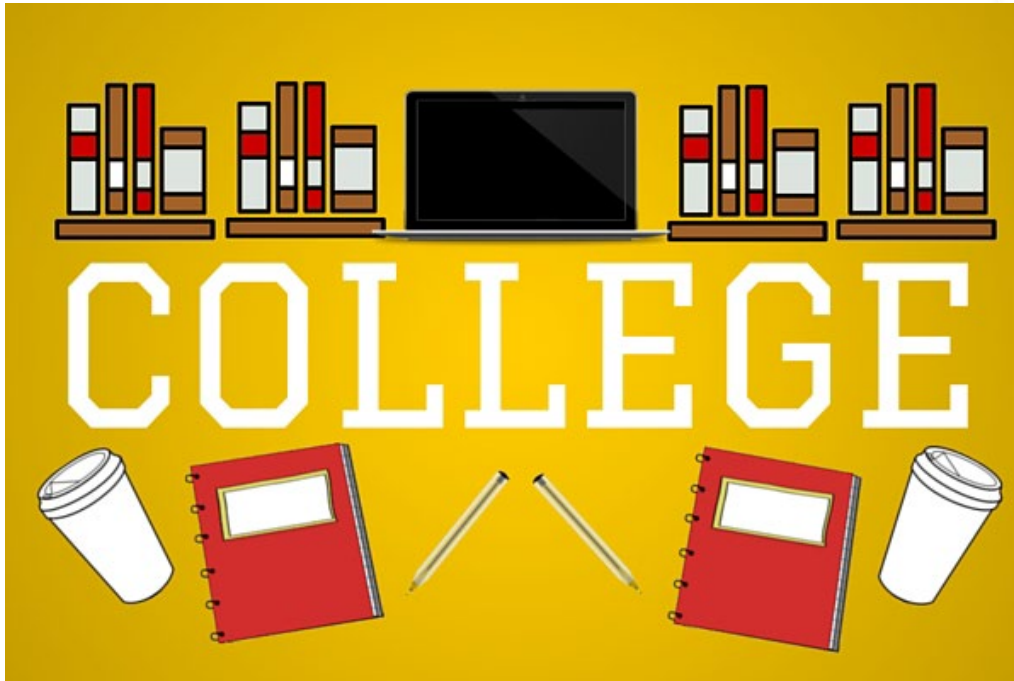
Welcome to Avir Institute of Skills



Orientation

2024

Being a student can be very challenging but exciting at the same time!



Student Induction

This program will include information about

- About Avir Institute of Skills (Avir Institute)
- Adjusting to study and life in and around Melbourne
- Student life
- Enrolment information
- Policies and Procedures
- Safety, Security and Support

About Avir Institute of Skills(Avir Institute)

Avir Institute is a Registered Training Organisation and an accredited Vocational Education and Training provider providing Construction, Plumbing & Services and Financial courses in Australia.

- Campus:91-93 Queensbridge St. South Melbourne, VIC, 3006

(Painting and Decoration & Painting and Construction) workshop Address (for CPC qualifications): 91-93 Queensbridge St. South Melbourne, VIC, 3006 -

Reception Opening hours: 9:00 AM to 5:00 PM (Monday to Sunday)

- Classes on campus will schedule between 7:30 AM to 8:15 PM (Monday to Sunday)

Timetable can be made available from the reception

Adjusting to Life in Melbourne

Victoria's vibrant capital - Melbourne - is a wonderful city that is often ranked amongst the world's most liveable each year, due to factors such as:

Healthcare system, education, stability, culture, environment, infrastructure and personal safety

However, the weather is not so great; you may need an umbrella and sunscreen on the same day!

Student & Campus Experience



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Introduction to staff

Student feedback

Communicate with us

Trainer and Assessor

Timetable and classrooms

Assessment submissions



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Avir Institute of Skills Staff

CEO/Critical Incident Officer: Rashmi Rani

Student Support Officer: Komalpreet Kaur

Enrolment/Administration Officer: Komalpreet Kaur

Marketing Manager: Aarti Bains



Enrolment Information

Address and Contact Details

You **MUST** provide the institute with your correct and current contact details

Please inform reception if your situation changes (including mobile number)

Student ID cards

Available from reception

Use your student card for discounts

Must be carried by you all the time when On campus



Credit Transfer

Students who have completed identical units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation. An application for credit transfer must be lodged in writing

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job descriptions and any certificates of in-house or formal training.

An application for RPL must be lodged in writing.

Facilities and Resources

Fully equipped classrooms with access to projector.

Onsite fully equipped Painting and Decoration workshop

Onsite fully equipped Painting and Construction workshop

Computers in classrooms with Desktops with Monitors

Simulated accounting and office area.

Counselling room.

Breakout area with access to computers.

Kitchenette with tea and coffee and microwaves

Climate control Air Conditioning

Access to cafés and restaurants near the campus.



Code of Conduct

Students are responsible for keeping the area clean

Some free environment

Do not cheat during assessments, tests and exams

Drugs are expressly forbidden

No Harassment or Bullying

Do not

Discriminate against any person because of race, religion, creed, nationality, sex, or any other individual difference. Every person at Avir Institute has the same rights as you, regardless of these differences.

Assault or attempt to assault any person whilst training or acts

Misuse any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others.





Harassment, Bullying and Misconduct

Avir Institute will not tolerate discrimination, harassment, or bullying of any kind.

Avir Institute has implemented proper code of conduct to deal with issues of misconduct, inappropriate or disruptive student behaviour. This applies to all students studying with Avir Institute.

Note: Strict actions will be taken if students don't follow the code of conduct.





Course Information

TIMETABLES

You will be given your timetables after induction

Classes start on “Date”

Trainers will inform you of any changes

CERTIFICATES AND STATEMENTS OF RESULTS

Apply and collect from reception

Usually may take about ten days

Need to bring your Student ID

Speak with your trainer for individual unit results after completion of each unit

Institute terms 2021



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Courses Offered

CPC30620 - Certificate III in Painting and Decorating

CPC50320 - Diploma of Building and Construction (Management)

SIT30821 – Certificate III in Commercial Cookery

SIT40521 – Certificate IV in Kitchen Management

SIT50422 Diploma of Hospitality Management

SIT60322 Advanced Diploma of Hospitality Management

Term Duration



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One (1) term equals to study period of 10 weeks depending upon the qualification undertaken.

20 hours per week class duration

Submit assignments on time!!

Seek for assistance if you need any support

Policies, Procedures and Support

Avir Institute has documented policies and procedures to ensure that proper guidance is provided to student and certain standards are maintained.

All policies are available on Avir Institute website: www.avir.net.au

Some of the policies covered in Induction slides are:

- Complaints and Appeals Policy

- Course Progress and Attendance, Intervention

- Student support policy

- Critical incident policy

- Deferral/Withdrawal/ Refund

- Privacy

Complaints and Appeals

Students have the right to complaint and appeal through Avir Institute's complaints and appeals process

Students have access to Avir Institute's complaints and appeals policy and procedures. This policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Avir Institute.

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Complaints and Appeals (cont.)

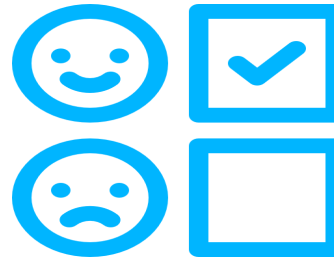
The process and procedures are described clearly in the student handbook and on Avir Institute's Website.

Informal complaints process

Formal complaints process

Internal appeals and external appeals

Commonwealth Ombudsman



If dissatisfied with this outcome, student may initiate external appeal by requesting mediation through external appeal handling body like the Commonwealth Ombudsman (free of cost).

These procedures won't remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Equal Opportunity Commission Victoria.

Refer to Avir Institute's complaints and Appeal Policy for more details available on the website and Student's handbook.

Defer or Suspend Studies



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Deferral or suspension will be granted only under compassionate or compelling circumstances. These could include, but are not limited to:

- 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
- Witnessing or being the victim of a serious crime, and this has affected the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit

Students wishing to defer the commencement of studies, suspend their studies or cancel their enrolment must apply to do so in writing to Avir Institute. This can be done using the student deferral suspension form or the cancellation application form available from Avir Institute reception.

Student Responsibilities



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Attend your classes

Achieve course progress

Update your most current contact details (within 5 business days)

Pay your tuition fees on time

Comply with your student visa

Academic Course Progress

Students are required to maintain satisfactory course progress throughout their studies.

Avir Institute gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

Satisfactory course progress: not successfully completing or demonstrating competency in at least 50% of the units in the given study period.

Academic Course Progress (cont.)

Students must participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions.

If you are unable to achieve satisfactory course progress, or facing any difficulty, we encourage you to speak to Training Manager or student support officer and/or discuss with relative trainer/assessor.



Academic Course Progress (cont.)

Intervention strategies will be implemented for students who are at risk of not achieving satisfactory course progress.

Any student who is found to not have satisfactory course progress will be invited for a meeting. Intervention strategy will be discussed to provide support to student and to prevent students from breaching the Course Progress requirements.

Course progress is monitored by Avir Institute staff regularly, and support and guidance will be given where progress is not being achieved.



Academic Course Progress (cont.)

You need to successfully complete or demonstrate competency in at least 50% of the units in given study period to achieve satisfactory academic progress (1 study period = 10 weeks).

Where a student is unable to achieve competency in 50% of units for two (2) consecutive terms, Avir Institute is obliged to notify the Department of Home Affairs (DHA) for breaching one of the visa requirements i.e. maintain satisfactory course progress.

Re-assessments and Rights to make Complaint and appeals

Students will be given total 3 attempts including one original.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: 300

If student fails in the 3rd reassessment, then students will have to repeat unit.
Repeat unit fee- \$300

Students have the right to make complaints and appeal by assessing Avir Institute's complaints and appeals policy available on the website or at reception.

Course Attendance

Students are required to participate in and attend the scheduled classes regularly as Avir Institute monitors attendance regularly on weekly basis.

Attendance Requirements

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—

This may mean that these students may already have the skills, knowledge and experience to progress in their course without receiving structured training.



Course Attendance (cont.)

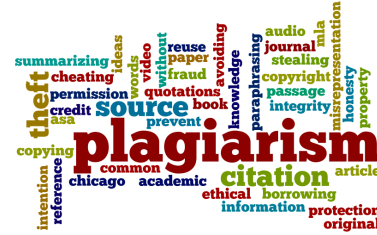
Avir Institute may reassess and shorten their course duration and student may be invited to apply for RPL .

This will reduce the duration of the course to the minimum duration required, given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Attend classes regularly to achieve satisfactory course progress

Refer to course progress and attendance policy for detailed information available on website and student handbook.

Plagiarism and Cheating



PLEASE NOTE THE FOLLOWING IS NOT ACCEPTABLE

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges.

If a Student is caught engaging in these acts, their assessment will be deemed Not Yet Competent. If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the student's level of competence.

Detailed information can be found on Plagiarism and cheating Policy available on Avir Institute's website and/or at the reception.

Intervention Strategies and Support



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Where a student **is identified as being at risk of not completing the course** within the expected duration through lack of course progress, attendance, or any other reasons, Avir Institute will **implement appropriate intervention strategies** to ensure students are given a reasonable opportunity to complete their course within the nominated duration.



Intervention Strategies (cont.)

Possible intervention strategies that may be implemented may include

(but not limited to):

Reduced Study Load

English language Support;

LLN and Academic Skills Support

Specific subject enrolment

Change of Course

Re-assessment

Counselling, Mentoring;

New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.

Extension of CoE



Student communication

Primary communication with students will be via e-mail.

All correspondence to/from Avir Institute will be either via e-mail or by phone.

If you're absent for 5 consecutive days, Avir Institute will contact you through phone or will send a warning letters in accordance with the Attendance and Course Progress policy.

Students must contact the institute if they are facing any difficult or need kind of academic or non-academic support from the institute.

Completion of your Studies

Qualifications gained at Avir Institute are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally.

When you have successfully completed your course, you are eligible to receive your qualification!

If you have partially completed your course, you will still receive a Statement of Attainment listing the units of competency you have completed.

AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

RTO Code: 45890 CRICOS Code: 04043A



Methods of Payment

The best option for paying fees is **bank transfer or internet banking**

If you pay by internet banking, please don't forget to put your name and student ID number as a reference, and email screenshot of the payment confirmation at avir.edu@gmail.com.

Payments can also be made at the campus by cash or Credit Card

We don't hold any change on the premises, so bringing the exact amount will be appreciated.

Fee Payment and Refund

Avir Institute doesn't require you to deposit more than 50% of tuition fee for the course. Student may choose to pay more than 50% if student wishes to pay more.

Our students support services will be able to answer any questions you have regarding fees, refunds, withdrawals and deferrals.

Application for refund of fees will be processed in line with Avir Institute's Refund Policy.

Information on the amounts that may or may not be repaid to the overseas students (including any tuition and non-tuition fees collected by education agents on behalf of Avir Institute) is provided in Avir Institute's Student Handbook and/or Refund Policy.

Students can also refer to Refund policy available on Avir Institute's website www.avir.net.au for more details.

RTO Code: 45890 CRICOS Code: 04043A

Student Feedback

Avir Institute welcomes your feedback in order to recognise best practices and to promote continuous improvement of our services.

Feedback form can be accessed via our website or collected at campus reception.

The process is highly confidential and adheres to the principles of Access and Equity.

The assessment of the complaint or appeal in a professional, fair and transparent manner.

Student Support Services



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Avir Institute student support services will assist you with:

Accommodation support, Local facilities in and around Melbourne.

English Language Assistance, Language Literacy and Numeracy Support

Hospitals and Medical clinics/Emergency and health services: campus safety and how to access emergency and health services in Australia. For non-urgent services, speak with the student services.

For **medical or other emergencies, contact the appropriate services, e.g. 000 and inform Avir Institute** as soon as appropriate.

Refer to Safety and Security kit-includes critical incident information, support provided etc.

RTO Code: 45890 CRICOS Code: 04043A

Student Support Services (cont.)



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Legal advice, National Employment Standards

Transport information

Academic support, complaints and appeals support, Mentoring,
Counseling

Safety and security around campus, Critical Incident support

Student Support Services (cont.)

Assistance with:

Finding accommodation

Complaints and Appeals

Emergency and health services:

For medical or other emergencies, contact the appropriate services, e.g. 000 (Police, Fire or Ambulance) and inform Avir Institute as soon as appropriate.

Refer to Safety and Security kit or Student Handbook-includes critical incident information, support provided etc.



Student Support Services (cont.)

Where & how to look for work

Making a resume, Interview skills

Local laws related to workplace like Fair Work Ombudsman

External counselling Services-Referral to these services will be free of cost.

Adjusting to life in a new country and culture

Legal Advice

Avir Institute is not able to provide any legal advice, but the following organisation can be referred to the student requiring such advice (free of cost):

If you have a legal problem, or want to find out information about the law, Victoria Legal Aid may be able to help.

Victoria Legal Aid (www.legalaid.vic.gov.au)

1300 792 387

Legal Advice (cont.)

Fair work (employment rights and conditions) National Employment Standards

Fair work legislation governs the employee / employer relationship in Australia and provide a safety net of minimum entitlements, enable flexible working arrangements and fairness at work and prevent discrimination against employees.

Any problems that can't be sorted out between you and your employer you can go to the Fair work Ombudsman

<https://www.fairwork.gov.au>

NATIONAL EMPLOYMENT STANDARDS

<https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

Contact student support services or refer to Student Handbook to learn more about Employee rights and workplace issues.

Emergency contact numbers



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DIAL 000 for any emergency help

Emergencies	000
Ambulance	000
Fire Brigade	000
Police	000
Lifeline for Counseling	13 11 14
State Emergency Service for storm, rain damage	13 25 00
Work safe for workplace incidents	13 23 60
Health Direct Australia, 24-hour Emergency Helpline	1800 022 222
Victims of Crime Helpline	1800 819817
Study Melbourne Student Centre	1800 056 449



External Counselling Services

<u>Organisation</u>	<u>Phone</u>	<u>Website</u>
Lifeline	13 11 14	www.lifeline.org.au
Mensline Australia	1300 78 99 78	http://www.mensline.org.au/home.aspx
National Association for Loss & Grief (Vic)	9650 3000	www.nalagvic.org.au
Suicide Helpline Victoria	1300 651 251	http://www.suicideline.org.au/
Victorian Sexual Assault Crisis Line	1800 806 292	http://sacl.com.au/
24/7 Coronavirus Hotline (Victoria)	1800 675 398	https://www.vic.gov.au/contact-us

Overseas Student Health Cover

Overseas Students Health Cover (OSHC): It is mandatory for international students to have OSHC while in Australia for the duration of their visa or prior to your arrival in Australia. It covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals.

We can assist you to arrange your private health insurance (OHSC) from amongst several providers of OSHC in Australia,

Speak to us if you need any assistance related to OSHC.

English Language & LLN Support

Avir Institute will provide support and guidance to students who are facing difficulty in English or LLN.

Students may be referred to take further Language, literacy and numeracy training, such as ELICOS programs at other institutes, ACSF Support Plan. (ELICOS program-not provided by Avir Institute)

Meet Training Manager or Student Support Officer to further seek guidance and/or support.



ACSF Support Plan

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome.

Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level.

Information available on Student's handbook or LLN Policy for more details.

Speak to us if you have any queries.



Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study.

All students needing counselling can make an appointment at reception or by emailing student support officer at info@avir.net.au

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services.



Counselling (cont.)

Personal counselling services may include but will not be restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support

Note: Referral to these services will be free of cost. However, students may have to bear the cost associated with external services.

Accidents, First Aid and Ambulance

All accidents must be reported to CEO or Support Officer or your trainer.

Avir Institute does not cover the cost of an Ambulance if used to transport students in case of an emergency, or any related medical treatment. It is strongly recommended that all students obtain their own Ambulance cover.

However, depending upon the health insurance that you have taken i.e. OHSC, will cover the cost of visiting the doctor, some hospital treatment, ambulance cover, and some pharmaceutical.

International students must have OSHC while in Australia for the duration of their course of study or prior to your arrival in Australia



Disability Support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.

Avir Institute will apply reasonable adjustments for student with disability, which may be physical, learning, hearing, visual, or a chronic medical condition. These services may include, but are not limited to:

- Pre-enrolment and Post enrolment assistance and liaison with relevant teaching staff.
- Information on car parking and assistive equipment/aids.
- General information and strategies to help you.

Safety and Security

Critical Incident Policy have been put in place to provide safety and security to students.

Critical Incident Officer ,CEO - Rashmi Rani

On campus Safety: When you are at Avir Institute during the day or late evening, here are some tips to help keep you safe:

Make sure you observe safety signs, read instructions and are aware of the security and emergency arrangements at Avir Institute campus.

First aid box is available on campus for students.

Check train, tram or bus shuttle services time-table before leaving campus for out of office hours.

If you drive to Avir Institute campus, try to park close to campus and use well-lit car parks.

When leaving Avir Institute during late evening, try to walk with a friend or group and take paths that are well lit and ideally frequently used by other people.



Health & Safety off campus

Students must observe safety signs, be attentive while using escalators, road crossings and public transport.

Use first carriage on the train while travelling late nights.

Avoid taking shortcuts through dark lanes, parks while walking late night.

Walk in groups, stay in lit up area of station, preferably within reach of emergency intercom at the station during late nights.

While walking always observe crossing lights, while driving observe road signs and adhere to speed limits.

Important safety related links

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

<https://www.crimestoppersvic.com.au/project-studysafe/>



Working in Australia

Maximum of 40 hours per fortnight during term (no restrictions during term or vacation breaks)

Avir Institute will not schedule classes around your work

Make sure that your work does not conflict with your study time

You require a TAX FILE NUMBER from the tax office (ATO)

Provide your current student visa with work permission, passport and student ID
www.ato.gov.au

If you earn more than \$450.00 per month you are entitled to a minimum of 9.5% superannuation (this is yours to take with you when you return to your country)



Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system.

The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.

Promoting and monitoring compliance with workplace laws.

Inquiring into and investigate breaches of the Fair Work Act.

Taking appropriate enforcement action.

Performing statutory functions efficiently, effectively, economically and ethically.

National Employment Standards

The National Employment Standards (NES) are 10 minimum employment entitlements that have to be provided to all employees

The 10 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement

*Information is available on the student's handbook



If you are granted a visa, you must abide by its conditions

Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

Condition 8202 Maintain satisfactory academic progress & you must remain enrolled in a registered course

Condition 8501 Maintain approved Overseas Student Health Cover (OSHC) while in Australia

Condition 8516 You must continue to satisfy the criteria for the grant of the visa. Your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

Condition 8533 Notify your education provider of your Australian address and any subsequent changes of address within 7 days

Condition 8105 You must not work in Australia before your course of study commences. You are permitted to work 40 hours per fortnight when your course of study or training is in session (unlimited outside of school term)

Remain with the principal education provider for 6 calendar months, unless released by the provider to attend another institution

For a full list of mandatory and discretionary student visa conditions please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

Living in Melbourne

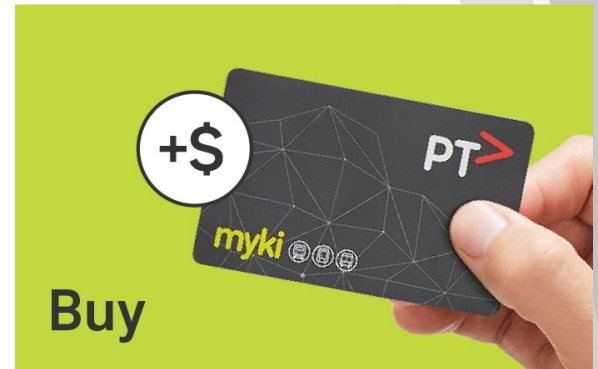
Arts, history, sports, fashion, nightlife

<https://www.studymelbourne.vic.gov.au/>

www.visitvictoria.com

Accommodation

Travelling around Melbourne-Trams, Trains, Buses→PTv



Places to visit nearby

Dandenong Ranges

Puffing Billy

Great Ocean Road

Melbourne Cricket ground



RTO Code: 45890 CRICOS Code: 04043A



HOLIDAYS

If you plan any holidays during the course, please tell your trainer and Admin staff for the overseas date.

Contact us

Reception hours: Monday to Sunday 9:00 AM - 5.00 PM

Class operating hours (on campus): Monday to Sunday 7:30 AM - 8:15 PM

Phone number: 1300 042 847

Email: avir.edu@gmail.com

Further Information

You may find more information on our website www.avir.net.au

Please refer to Avir Institute Student Handbook and Policies and Procedures



Live..... a great campus life

Learn.... Invaluable skills and essential industry knowledge

Experience..... Real career opportunities and university pathways

Balance Institute, work and your social life...
And enjoy your time at Avir Institute





Ask questions, never hesitate!!!

There are plenty of staff members that can help you achieve your goals

Don't wait asking for help until it is too late

Many problems can be avoided if you just talk about them so we can help

Balance-balance-balance

Your success will depend on your ability to balance your studies with work,
recreation and your relationship with others

Work hard....be honest....attend classes and enjoy your stay

**Thank you
for choosing to study at**

Avir Institute of Skills