

Student Handbook

VEG Education Policies and Guidelines

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Welcome to VEG Education

Welcome to the VEG Education VET Delivered to Secondary Students (VETDSS) program. This handbook serves as your comprehensive guide as you undertake your vocational education journey, delivered at your own school with the support of VEG Education's dedicated Learner Portal, resources, and assessment systems. Our student support processes and resources are outlined within this handbook to ensure you have the guidance needed every step of the way.

At VEG Education, our mission is to inspire and equip students with practical skills and a deep understanding of the Food & Fibre Industries through hands-on learning and strong industry connections. We are committed to fostering curiosity, sustainability, and career readiness, connecting young people with the vibrant world around them.

As a Registered Training Organisation (RTO #45732), established by industry specialists, VEG Education delivers accredited vocational education and training programs across the diverse Food & Fibre Industries. Our courses cover areas including agriculture, horticulture, rural operations, wine operations, animal care, hospitality, cookery, events, and the business of food—all designed to provide you with nationally recognised qualifications and real-world skills.

By studying with VEG Education through your school, using our digital Learner Portal and rich resources, you are part of a supportive and innovative learning community committed to your success. We look forward to supporting you as you develop valuable skills and open pathways to exciting career opportunities.

This student handbook will be your go-to resource for navigating the program requirements, assessments, and support services, helping you make the most of your VETDSS experience with VEG Education. Welcome to a rewarding and practical learning journey.

Overview

Studying through VEG Education

Our courses deliver nationally recognised qualifications aligned with the Australian Qualifications Framework (AQF). We are committed to high-quality, competency-based training and assessment to prepare you for your chosen career.

Our Obligation

VEG Education complies with all relevant legislation and standards to provide you with a safe, fair, and inclusive learning environment.

Course Locations

VEG Education delivers nationally recognised VET programs in partnership with schools across Australia, providing students with practical skills and real career pathways in food and fibre and related industries. To learn more about available courses, students are encouraged to contact the VET coordinator at their school for detailed information and enrolment support.

Head Office Location
372 Duncans Rd,
Werribee South VIC 3030

Office Hours
Monday to Friday, 08:00am to 04:00pm.

Contact Details
Phone: 1300 835 474
Email: info@veg.edu.au
Web: www.veg.edu.au



Selection and Enrolment

All prospective students are encouraged to apply through the specified enrolment process, which is conducted in a transparent, fair, and non-discriminatory manner.

Eligibility criteria for each course will be clearly communicated, including any specific requirements set by the relevant national training package or funding arrangements.

Enrolment requires the provision of a valid Unique Student Identifier (USI), proof of identity, and completion of all necessary application forms.

Your school must provide you with detailed, accessible information materials that include:

- Course learning outcomes, content, duration, delivery modes (e.g., face-to-face, online, blended)
- Assessment methods and requirements
- Entry requirements, including any prerequisite qualifications or experience
- Expected language, literacy, numeracy (LLN), and digital literacy levels
- Possible support services such as language assistance, counselling, academic support, and reasonable adjustment options
- Fees, refund policies, and payment plans

Information must be communicated clearly in plain English and available via multiple channels (e.g., website, brochures, information sessions)

You must complete a pre-enrolment suitability assessment before finalising enrolment. This assessment includes:

- A language, literacy, and numeracy (LLN) test relevant to the complexity of the course materials and assessments
- An assessment by your school to determine suitability.
- A digital literacy check to evaluate the your ability to participate in online learning components if applicable

Suitability Determination

VEG Education will review the assessment results to determine whether you meet the minimum entry standards.

If you do not meet minimum requirements, VEG Education will:

- Discuss the outcome with your school sensitively and provide tailored advice
- Recommend suitable alternative pathways such as foundation skills training or bridging courses
- Outline available support services and the implications for successful course completion

We will provide all students access to support services such as tutoring, counselling, language assistance, and digital skills development.

KEY REQUIREMENTS

There are a number of key requirements that you need you need to be aware of when enrolling into a VET program.

USI

Requirement to provide your USI for certification.

At VEG Education, providing a Unique Student Identifier (USI) is a mandatory requirement for all students enrolled in nationally recognised training.

Your USI is a personal reference number that allows you to access your comprehensive training records and qualifications from any Registered Training Organisation (RTO) across Australia, ensuring all your achievements are securely linked and accessible throughout your learning journey.

To comply with the Student Identifiers Act 2014 and the Standards for RTOs 2025, students must provide a verified USI upon enrolment, or VEG Education can assist in applying for one on your behalf.

If you provide us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:
http://www.usi.gov.au/Students/Pages/default.aspx

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Credit Transfer

Recognition of qualifications or units you've completed previously.

VEG Education recognises qualifications and units of competency previously completed by students at other Australian Registered Training Organisations (RTOs). Students may apply for Credit Transfer (CT) by providing certified evidence such as qualification certificates or statements of attainment.

All credit transfer applications are assessed fairly and transparently to ensure the prior learning meets the requirements of the corresponding units in the enrolled course. Approved credit transfers will be recorded on the student's academic record.

Students will be informed of the outcome within 10-12 business days. If a Credit Transfer application is unsuccessful, students will be required to complete the full course units as per the enrolment agreement.

Recognition of Prior Learning (RPL)

Process to have your existing skills and knowledge recognised.

Recognition of Prior Learning (RPL) at VEG Education is a fair, transparent process that allows you to have your existing skills and knowledge formally assessed against nationally recognised qualification requirements. RPL recognises competencies gained through work experience, life experience, or informal training without the need for further study.

Accredited assessors conduct thorough assessments, which may include interviews, practical demonstrations, and reviewing supporting evidence. The process ensures that any gaps in skills or knowledge are identified so that appropriate training can be provided if necessary.

VEG Education complies fully with the Standards for RTOs 2025 to maintain the integrity and quality of RPL outcomes, supporting students to achieve their qualifications efficiently and credibly.

Course Induction

Orientation and introduction to your course.

At the start of your course, your teacher will provide a comprehensive induction to introduce you to your training program, learning environment, and available support services. The induction includes an overview of course requirements, assessment methods, student rights and responsibilities, health and safety procedures, and how to access educational and wellbeing support. This orientation ensures you are well-informed and prepared to engage fully with your studies, aligned with the Standards for RTOs 2025 to support positive learning outcomes from day one.

Student Code of Conduct

Expected behaviours and responsibilities during your course.

VEG Education expects all students to uphold a high standard of conduct throughout their course. Students must act respectfully, honestly, and professionally toward trainers, fellow students, and staff, contributing to a safe and supportive learning environment. Adherence to all policies, including those on attendance, assessment, plagiarism, and workplace health and safety, is mandatory. Behaviour that disrupts learning, discriminates against others, or poses a safety risk will not be tolerated and may result in disciplinary action. Students are also responsible for respecting the property of VEG Education and complying with lawful instructions from teachers. This Code of Conduct helps ensure a positive and productive experience for all learners in line with the Standards for RTOs 2025.

All students, throughout their training and involvement with VEG Education, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to VEG Education in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work as required.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify VEG Education if any difficulties arise as part of their involvement in the program.

Legislation

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply.

Commonwealth

- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

Victoria

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Working with Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities



Queensland

- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2009
- Fair Trading Act 1989
- Information Privacy Act 2009
- Right to Information Act 2009
- Work Health and Safety Act 2011

New South Wales

- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2011
- Education Legislation Amendment Act 2009
- Fair Trading Act 1989
- Fair Work (Commonwealth Powers) and Other Provisions Act 2009
- Industrial Relations Act 1999
- Information Privacy Act 2009
- Right to Information Act 2009
- Vocational Education, Training and Employment Act 2000
- Work Health & Safety Act 2011

Tasmania

- Personal Information Protection Act 2004
- Freedom of Information Act 1991
- Archives Act 1983

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

Course Expectations and Requirements

Attendance, participation, homework, and assessment overview.

VEG Education expects students to attend all scheduled classes and actively participate in learning activities to meet course requirements. Regular attendance and engagement are essential for developing the practical skills and knowledge necessary for competency. Homework and study tasks may be assigned to reinforce learning and prepare students for assessments. Assessment methods are clearly explained at the start of the course, and timely submission of assessment tasks is required. Students who consistently miss classes or fail to participate may be at risk of not meeting course progression requirements and will be supported through intervention strategies to help them succeed. This approach aligns with the Standards for RTOs 2025 to ensure quality outcomes and learner success. VEG Education expects students to attend all scheduled classes, actively participate in learning activities, and complete homework to meet course requirements and develop required competencies. Attendance and participation are essential for successful course progress, and students must adhere to assessment deadlines and participate in all assessments as outlined. Regular monitoring ensures students are supported to achieve satisfactory progress, with intervention strategies provided if attendance or performance falls below requirements.

Course Progress

Monitoring your progress and support available.

VEG Education closely monitors each student's course progress to ensure they are on track to successfully complete their qualification within the expected timeframe. Progress is regularly assessed through attendance, participation, assessment results, and trainer feedback. If a student is identified as at risk of falling behind, early intervention strategies, including additional support and counselling, are provided to help them improve. Students are encouraged to communicate openly with their trainers and support staff throughout their course to address any challenges promptly.

Attendance and Homework Requirements

Minimum standards and reporting.

At VEG Education, students are required to maintain regular attendance as part of their commitment to learning and competency development. Minimum attendance standards are clearly communicated at enrolment and monitored throughout the course. Students must also complete assigned homework and study tasks to reinforce learning and prepare for assessments. Accurate attendance records are kept. Failure to meet attendance or homework requirements may trigger support interventions to assist students in meeting course expectations and maintaining satisfactory progress



LLN and Digital Capabilities

Guidance on use and care of equipment and materials.

VEG Education requires all students to undergo a Language, Literacy, and Numeracy (LLN) assessment during the enrolment process to determine their suitability for the chosen course and identify any support needs. Digital literacy skills are also assessed to ensure students can effectively use required technology and online learning tools. This assessment helps tailor training delivery and support services to individual learners, ensuring they have the capability to succeed in their studies. Students are provided with guidance on the proper use and care of equipment and materials to maintain a safe and productive learning environment. This process complies with the Standards for RTOs 2025 and the Australian Core Skills Framework, promoting inclusive and effective vocational training.

Assessment Arrangements

Details of assessment methods, deadlines, and requirements.

VEG Education uses a variety of assessment methods designed to effectively evaluate students' skills, knowledge, and competencies in line with industry standards and qualification requirements. Assessment types include practical demonstrations, written tests, projects, portfolios of work, and third-party evidence such as workplace reports. Clear deadlines and submission requirements are communicated at the start of the course to help students manage their workload. All assessments are conducted fairly and transparently, with timely feedback provided to support student learning and improvement. Extensions or alternative arrangements may be considered in exceptional circumstances following formal requests. This approach complies with the Standards for RTOs 2025 to ensure valid, reliable, and flexible assessment outcomes that prepare students for real-world workplace demands.

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

Submitting your assessments

You must complete all assessment tasks as required for each unit of competency/cluster/module.

Written assessment tasks will be submitted via the online Learner Portal unless otherwise advised. The cover sheet asks you to make a declaration that the work is your own.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Your assessor will provide you with feedback as you progress through the training and assessment as well as confirm the outcome of the final assessment result.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).

You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your reassessment / resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

In some cases, due to regulatory requirements, no additional attempts are provided, such as, in the case of industry specific regulatory and/or licensing units.



Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

External Support Services Referral to community resources and services.

VEG Education provides referrals to a range of external support services to assist students with academic, personal, and wellbeing challenges beyond what can be supported internally.

These services include community counselling, mental health support, disability services, financial advice, and language assistance programs.

When necessary, students can be referred to specialised agencies or local organisations that offer additional support to help them overcome barriers to learning and participation.

VEG Education works closely with our partner schools and external providers to ensure smooth access to these resources, helping students to maintain their wellbeing and succeed in their training.

Contact us at Phone: 1300 835 474 if you need to discuss your support needs.

Student Plagiarism and Cheating

Policies on academic integrity.

At VEG Education, academic integrity is a core value, and students are expected to conduct themselves honestly and ethically in all their learning and assessment activities. Plagiarism, cheating, collusion, falsification of data, and any form of dishonest behaviour are strictly prohibited.

Students must submit work that is their own and properly acknowledge all sources and references. VEG Education employs various strategies to detect and prevent academic misconduct, including the use of plagiarism detection software and staff vigilance. Allegations of academic dishonesty are managed fairly and transparently, with consequences ranging from educative responses to disciplinary action depending on the severity and recurrence of the breach. Upholding academic integrity supports a fair and credible learning environment for all students.

Educational and Support Services

Internal support including academic help, counselling, and language assistance.

VEG Education offers a range of educational and support services to help students succeed academically and personally. Internal support includes academic assistance such as tutoring and study skills workshops, counselling services for mental health and wellbeing, and language support for students needing assistance with English proficiency.

Additionally, support is provided to help students develop digital literacy skills necessary for modern learning environments. Students are encouraged to access these resources early and regularly throughout their course. VEG Education is committed to creating an inclusive and supportive learning environment that meets diverse student needs.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, VEG Education provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

In the first instance you are encouraged to contact our office on Phone: 1300 835 474 for advice and/or referral to appropriate support services.



Reading and Writing Hotline

Telephone: 1300 655 506
readingwritinghotline.edu.au
For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 132 850 www.centrelink.gov.au
If you are completing a full-time course you may be eligible for benefits through Centrelink.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: 1300 292 153
www.humanrights.vic.gov.au
The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1300 792 387 http://www.legalaid.vic.gov.au
Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights and Culture

Telephone: 03 9671 3000 Website: drc.org.au
Disability Rights and Culture works with the disability community to advance justice, dignity and pride across Victoria. We are a disability-led organisation for all disabled people. Our work is about fighting to change systems, upholding people's rights and making space for disability communities that are connected, strong and united across difference. Our vision is a world where Disability Justice and Disability Pride are embraced and celebrated by all.

Lifeline

Telephone: 13 11 14
Anyone can call Lifeline and the service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au
If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au
Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.



Reach Out

Website: www.reachout.com.au
Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Feedback

How to provide feedback to improve your learning experience.



VEG Education values student feedback as an essential part of continuous improvement and encourages all students to share their thoughts and experiences about their learning journey.

Feedback can be provided through course surveys, direct communication with trainers and support staff, or via formal feedback forms available at any time. Students' input helps VEG Education enhance course content, training delivery, and support services to better meet learner needs. All feedback is treated confidentially, and students will be informed of any actions taken in response. Providing feedback is a simple and effective way to contribute to improving the quality of education for current and future students.

Access to Your Records

Your rights to access your personal and academic records.

At VEG Education, students have the right to access their personal and academic records at any time. Requests for access can be made in writing, and the organisation ensures that access is provided promptly and securely, in compliance with privacy laws and the Standards for RTOs 2025. Students may review their records to verify accuracy and request corrections if any information is incomplete or incorrect. Access is granted to protect the confidentiality and security of records, and in some rare cases may be restricted due to legal or privacy considerations. VEG Education is committed to transparency and supports students in maintaining control over their own educational records.

Notifying You If Things Change

How we will communicate any course or policy changes.

VEG Education is committed to keeping students informed about any changes to courses, policies, or procedures that may affect their learning experience. Notifications of changes will be communicated promptly through official channels such as email, student portals, and during class or training sessions.

Students are encouraged to regularly check these communications to stay updated. Where significant changes occur, additional information sessions or consultations may be arranged to address student questions and concerns. This ensures transparency and supports students in understanding how changes impact their studies, in accordance with the Standards for RTOs 2025.

Legislation and You

Regulatory requirements that impact your training.

VEG Education operates within a regulatory framework that ensures all training and assessment activities meet Australian government requirements. Relevant legislation includes the National Vocational Education and Training Regulator Act 2011, the Standards for Registered Training Organisations (RTOs) 2025, and associated state and federal laws governing education, occupational health and safety, privacy, and equal opportunity.

These regulations impact training delivery, assessment, student welfare, record-keeping, and compliance monitoring. VEG Education is committed to adhering to all legislative and regulatory obligations to guarantee quality, fairness, and transparency in its vocational education programs, providing students with trustworthy and accredited qualifications.

Privacy Policy

How your personal information is protected.

VEG Education is committed to protecting your personal information in compliance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). Personal data collected during enrolment and training is securely stored and used only for legitimate purposes related to your education and administration. VEG Education does not disclose your information to third parties without your prior written consent, except where required by law. Access to your records is restricted to authorised personnel and managed to ensure confidentiality and security. Students have the right to access and correct their personal information and can raise concerns regarding privacy breaches through established complaint processes, ensuring transparency and trust in the way personal information is handled.



Fees, Charges, and Refunds

Tuition fees, payment options, and refund policies.

Under an auspice arrangement with VEG Education, schools engage us to provide regulatory oversight and certification for VET qualifications or units of competency delivered on their premises by school staff. Schools pay a fee per student enrolment to cover administrative, compliance, and certification services provided by VEG Education.

Any additional fees, such as materials, uniforms, or other costs charged directly to students by the schools, are the schools' sole responsibility and are not included or covered by VEG Education. This arrangement ensures clear separation of fees and supports compliance with regulatory requirements, providing quality assurance while allowing schools to manage their own additional costs independently.







Complaints and Appeals

As a Registered Training Organisation (RTO), VEG Education is committed to providing a transparent, fair, and supportive process for managing complaints and appeals.



Procedures to raise concerns or contest decisions.

If you are dissatisfied with a decision made during your course, such as assessment outcomes or enrolment issues, you have the right to lodge an appeal. Appeals must be submitted in writing within a specified timeframe, clearly outlining the grounds for contesting the decision and any supporting evidence.

VEG Education follows a fair and transparent process to review appeals, including an initial assessment and, if warranted, a formal appeal panel hearing. Students will be kept informed throughout the process and have the opportunity to present their case. If the appeal is upheld, appropriate remedies will be applied, and if dismissed, information about external review options will be provided. This process ensures procedural fairness and aligns with the Standards for RTOs 2025 to protect student rights.

Emails can be sent to info@veg.edu.au

Issuing of Certification Documents

Process for receiving qualifications or statements of attainment.

VEG Education issues qualification certificates or statements of attainment to students who have successfully completed their course or individual units of competency. Once all assessment requirements are met and results are validated, students will be provided with their certification documents within the timeframe specified by regulatory standards. Certificates are issued in accordance with national vocational education standards and include the official RTO logo, qualification title, and unique student identifier (USI). If a student exits the course early but has completed some units, a statement of attainment will be issued for those units. Replacement certificates or statements can be requested if originals are lost or damaged, subject to standard procedures. This ensures students have formal recognition of their achievements for employment or further study.

Workplace Health & Safety

Your responsibilities and safety procedures.

At VEG Education, workplace health and safety (WHS) is a shared responsibility. All students and staff must comply with established safety procedures to ensure a safe learning and working environment. Responsibilities include following safety instructions, using personal protective equipment (PPE) correctly, reporting hazards, incidents or near misses immediately, and participating in WHS training and drills. VEG Education provides ongoing education on WHS legislation, safe work practices, hazard identification, and emergency procedures. Students are expected to act responsibly to protect themselves and others, contributing to a positive safety culture.

Alcohol & Drugs

Policy on substance use.

VEG Education has a strict policy on alcohol and drugs to ensure the safety and wellbeing of all students and staff. The possession, consumption, or being under the influence of alcohol or illegal substances on VEG Education premises, during training sessions, or at school-related activities is strictly prohibited. This policy aligns with the harm minimisation approach promoted in schools, which includes education about the risks associated with alcohol and other drug use through supportive and non-punitive measures. Any incidents involving substance use are managed promptly, with support offered to affected students and appropriate disciplinary actions taken as necessary. Staff and students are also expected to comply with legal requirements and promote a safe, healthy learning environment at all times.

Student Disciplinary Policy and Procedures

Steps for managing conduct issues.

VEG Education takes student conduct seriously and has established clear disciplinary policies and procedures to manage behaviour issues. Initial steps involve providing students with clear warnings and opportunities to correct their behaviour through educative responses. When more serious or repeated misconduct occurs, formal procedures are implemented including investigation of the incident, documentation of findings, and engagement with the student and, where appropriate, their guardians. Sanctions can range from warnings and detention to suspension or expulsion, depending on the severity of the behaviour and previous disciplinary history. The process ensures procedural fairness by allowing students to respond to allegations and appeal decisions. All actions comply with relevant education legislation and promote a safe, respectful learning environment.

Deferment, Suspension or Withdrawal

Options if you need to pause or end your studies.

At VEG Education, students who need to pause or end their studies have options for deferment, suspension, or withdrawal.

- Deferment: Students may apply to temporarily delay the start of their course, typically due to compassionate or compelling circumstances. Applications should be made in writing with supporting evidence well in advance of the course start date.
- Suspension: If students need to temporarily pause their studies after commencement due to unforeseen circumstances, suspension may be granted on a case-by-case basis, also requiring formal application and evidence.
- Withdrawal: Students can choose to permanently discontinue their enrolment at any time by submitting a withdrawal request in writing. This may have fee implications depending on timing relative to refund policies.

All requests for deferment, suspension, or withdrawal are assessed fairly and processed within defined timeframes. Students are informed of the outcomes in writing and advised of any impacts on their fees or enrolment status. For international students, relevant visa and regulatory requirements are managed, including notification to authorities via PRISMS when appropriate.

Students retain the right to appeal decisions related to these arrangements, ensuring procedural fairness aligned with national standards.

This process supports students in managing life circumstances while maintaining compliance with the Standards for RTOs 2025 and relevant legislation.

Student Forms

Where to find important forms and documentation.

Important student forms and documentation for VEG Education can typically be found through official school or RTO portals. These include application and enrolment forms, which are standardized to capture essential student data and support a fair enrolment process.

Forms may be available as downloadable PDFs or online fillable versions, often accessible via a dedicated student or staff portal. Schools may also provide printed forms as needed. Examples include:

- Application forms for enrolment expressions of interest
- Enrolment forms confirming student placement and details
- Withdrawal, deferment, suspension, and appeal request forms
- Assessment and feedback forms

VEG Education ensures that forms align with student privacy requirements and record-keeping standards. For accessing specific forms, students or schools should refer to the official VEG Education website or contact administration directly for guidance on accessing and submitting required documentation.

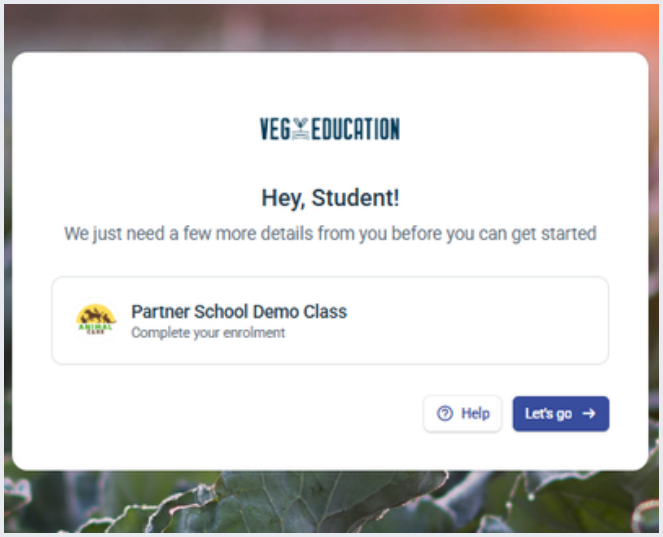
A copy of all VEG Education Policies, Procedures and Forms can be requested from Administration or accessed through the website www.veg.edu.au





Learner Portal

The aXcelerate Learner Portal is a user-friendly online platform designed to enhance the student learning experience by providing easy access to course materials, assessments, resources, and personal information.



Through the portal, learners can view their enrolled courses, track their progress, submit assessments, and receive important announcements. It also allows students to update personal and contact details, communicate directly with trainers, and download certificates once available.

The portal supports a seamless learning journey with features like upcoming task reminders and real-time help requests, all accessible anytime from desktop or mobile devices. This centralised platform streamlines engagement and keeps students connected with their training provider throughout their studies.

https://veg.app.axcelerate.com/

Get in touch

372 Duncans Rd Werribee South VIC 3030

1300 835 474

info@veg.edu.au

veg.edu.au

RTO# 45732