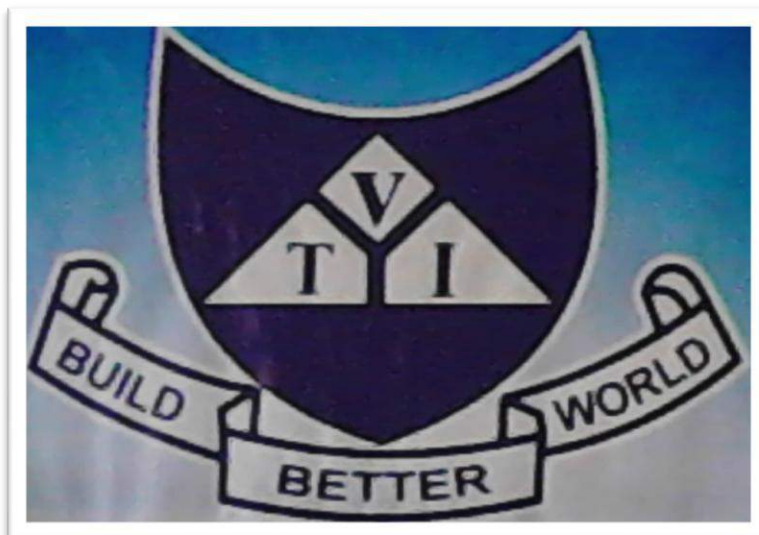


VOCATIONAL TRAINING INSTITUTE LTD [VTI]

A City & Guilds Gold Medal Award Institute



Approved/Recognized/Accredited by :

Mauritius Qualification Authority [MQA] ; Mauritius inst of Training and Development [MITD]

FAQ-

Frequently asked questions



Address: 99, John Kennedy Avenue, (near Police Station) Vacoas; Mauritius

Tel: 696-6051

Fax: 696-20 62

E-mail: vti@intnet.mu

Web: www.vtimauritius.com

FAQs

We have an extensive database of frequently asked questions and recommend that you look there in the first instance. If you cannot find an answer to your question/query please submit your question through the office and we'll answer you as soon as possible.

About Vti and its courses

Tell me about Vti	VOCATIONAL TRAINING INSTITUTE (VTI) – Founded since 1975, the VTI is recognized both nationally by Mauritius Qualification Authority (MQA),, MITD and Internationally by City and Guilds (C&G-UK), Institute of Commercial Management (ICM_UK), , Confederation of Tourism and Hospitality[CTH] UK ; ATHE is a global awarding organization regulated by Ofqual and other UK and international regulators working with more than 200 recognised centres in over 35 countries to complement our strong brand presence in the UK etc
Do vti has a mission and vision	Vti has mission, vision goal and are explained in the institute brochure-request yours.
Do vti has a student hand book.	Vti has a student hand book –request yours
<u>What is Vti hrs of business</u>	Office Mondays to Saturdays -8.30 -3.30 pm - Except On Fridays -8.30-13.30 Public- Mondays- Saturdays 9.00-2.00 PM- Except On Fridays -8.30-13.30 Class Hrs Full Time-Mondays to Fridays 8.45-2.30 PM- Except On Fridays -8.30-13.30 Part Time Saturdays- 9.00 to 17.00 hrs Remedial- Mondays to Thursdays 2,30-3-30 PM
<u>Is VTI Safe</u>	VTI LTD owes a duty of care to its students and staff and, as far as is reasonably practical, seeks to ensure that the Institute is a safe place to work and study. Students are required to comply with reasonable instructions from any member of staff and to observe the safety regulations of the Institute-request for more information and policies
<u>Benefits and Facilities at Vti</u>	Full time/part time students are benefitted from Public liability insurance, free transport by the NTA- Condition applies; <i>Free remedial classes,/ health screening Computer Facilities, Library Photocopies, Industrial Visits, Job placement as and when requested by Companies, internship, Possibility for continuation of Higher Studies abroad, , Free Wi-Fi Connection, mock exam ,Pastoral care Job fair; etc</i>
<u>Is the Staff qualified</u>	All staff at vti are registered with the authority and has to mandatorily consist of among other- Manager ;Director of studies; Trainers-instructors It is important to note that the Manager and Director of studies at vti is a Bachelor of Law, Engineering, Master and Phd in vocational and technical education holder and has occupied during the past Consultant and president of two African universities ;Memberr of ITAC (Industry Training Advisory Committee Mauritius; Member du board of govenors-University of Technology; Board Member of the Mauritius Institute of Education; Disciplinary Board Member of the Private Secondary School Authority ; Head of Education of the Mauritius Quality Institute (MQI); Chairman of the Mauritius Qualification Authority[MQA] Where as the trainers are Diploma- Phd holders with proven industrial experiences
When is the intake	a) <u>FULL-TIME</u> : Twice per year (2 nd week of January & 2 nd week of February)- b) [b] <u>PART-TIME</u> : Twice per year (2 nd week of January and 2 nd week of June)
Which course can I take/enroll	A] External awarded courses- 1] electrical & electronics 2] Motor vehicle 3] Hospitality 4] culinary practice 5] Law

	B] MQA/HRDC approved non awarded short courses multi skills , make up See brochure
Process of enrollment	This process us is on a first come basis-Courses are published and application invited; an application form is filled; conditional confirmation after verification of eligibility document and registration of Rs 100/ to be paid.; After satisfying the conditional conditions, confirmation for course is offered with induction, class time table etc to start course.
What is the eligibility /admission criteria	Full Time- Grade 7-9 or equivalent onto Year Year 3 or 4 Grade 9 plus or equivalent into year 5 Part Time -Grate 9 plus or equivalent and 16 yrs or more- any level 2 course
Duration of course	All awarded courses are from 1 to 2 yrs depending on the level and eligibility and whereas the non awarded courses varies from 5 to 72 hrs
Can I have the course content/syllabus	Yes student should have the course syllabus on web site or from trainer for follow up..
Semester dates Calendar Year:	twelve month period-[1] January – December [2] June-May. VTI LTD defines an Academic Year as a period running from [1] 7 January to 15 December [2] 6 June to 30 May . This is the period of time used by the Institute to frame its activities, with policies and regulations normally written by academic year. For students, the definition of an Academic Year will vary, depending on their course of study. See also Calendar Year
<u>Will I have course materials</u>	Yes all courses are delivered with course materials freely and some at very low discount rate.request from your course trainer
Mode of course and timing of classes	<u>A] FULL-TIME</u> : Classes are held five (5) days weekly from 08:30 to 14:30 except on holidays- Remedial/detention classes (14:30 to 15:30) <u>[b] PART-TIME</u> : Classes are held on Saturdays from 08:30 to 5.00 pm[tutorials] and / with option three evenings per week from 3.30 to 5.30 pm [projects etc]
Do vti accept private candidate registration	Yes. A private candidate, also known as an external candidate, in the external examination system is a person who enters an examination after satisfying all the exigencies of the examination through the VTI LTD but is not enrolled as either full time /part time student at the institute.VTI LTD accepts requests for entry to examinations from former pupils of the school /other eligible candidates who will be registered as private candidates. Charges for , will be made as appropriate [private vti fees; registration /exam fees etc] and may include an administration fee-see exam fees. Acceptance entries from current members of staff for upgrade qualifications at the Centre is also recommended and should only be accepted if the individual is unable to find an alternative venue
Is the course theory or practical	All courses are theory and/ practical based as per unit
Possibility of course continuation	All awarded courses are pitched on frame work for continuation from IVQ level 1- 8. See frame work
Is the course recognized.	All awarded courses are nationally and internationally recognized.
What is the mode of examination	For the different qualifications, learners will be required to complete <ul style="list-style-type: none"> • online e-volve multiple-choice assessment • dated entry written exam

	<ul style="list-style-type: none"> • assignment –Port folio-work book – see practical below <p>Practical examinations:</p> <ul style="list-style-type: none"> • . Oral:, Oral examination activities examinations, Portfolio assessment
Do vti offers RPL Facility	<p>Yes vri offer also RPL mode-The methods of assessment used fot the RPL will be determined by the assessment strategy for the qualification being assessed and might, for example, include: examination of documents, expert witness testimony, reflective accounts , professional discussion.</p> <p>Information on assessments Success/e-volve can be received from the examination policy and the external course syllabus hand book</p>
Classes during emergencies	No classes are held during catastrophic conditions .If the closure is extended for more than a day,vti undertake to provide the lesson online through zoom. request for more info
canteen	Vti has an in campus canteen where students could have their simple necessity and where as next from it a public snack is installed
Sport /extra curriculum activities	a course calendar is issued yearly listing the different extra curriculum activities throughout the year. Also the vti is listed on the register of the local council for further outdoor activities.
Student/trainer ratio	Except in extreme cases, Vti practice a ration 1 to 20 for theory classes and a 1 to 5 for practical classes.
difference between VTI and MITD	<p>Vti is a private ,recognized and fee paying school .All its awards are externally offered and recognized nationally and internationally .The awards are pitched and comparable to other international awards-SC/GCE/HND /Under graduate etc.There is a mobility agreement recognizing the different awards for employment</p> <p>Where as MITD is a semi govt – free institution which offers only national awards recognized -NC</p> <p>Both MITD and VTI have to be accredited by the MQA prior to offering courses</p>
Language of course	All courses at vti is English based examination and thus materials are in English and explanation in a mixture of local language-creole and English
Graduation	Graduation ceremony further boost up the spirit of the students after hard work.Vti hold 2 graduation yearly-March and September each year. Employers of different reputable companies are also invited to participate and recruit potential candidates for job facilities.
Online facilities	Vti has installed an online service and students are grouped per dep/courset, receive online notes and explanation when needed. Students are requested to join the different groups through zoom plate form of their respective trade.
Student absences	Students are expected to attend regularly all forms of learning activity associated with their course of study, and to engage in their course as required by the Institute's Attendance Monitoring Policy. Student obtaining less than 80 percent attendance will not be accepted onto examination either locally or internationally or both except on management recommendation and discretion
Student permission/absence	An SMS is sent notifying the absence if each and every student. . Only confirm permission is Authorized
Can I start the course in Mauritius and continue overseas	Yes, you can start an awarded course in Mauritius at vti and continue as per the frame work in more than 120 countries.
Course /award comparison	<p>All awarded courses are pitched on the national and international framework and are equivalent/comparable to other awards</p> <p><u>Example IVQ 2 is comparable to a GCE O level award among other</u></p> <p><u>IVQ 3 is comparable to A level awards and so on</u></p>
International Recognition and employment mobility with qualifications at vti	<p>Qualifications accredited or recognized by other signatories are recognised by each signatory as being substantially equivalent to accredited or recognised qualifications within its own jurisdiction</p> <p>Refer to Sydney and Dublin accord for the signatory countries -see vti brochure</p> <p>Each awarding body has a list of higher institutions available for level continuation</p>
What are some of the countries recognizing the	Apart from the Local authorities-MQA,MITD, PSC, LOCAL govt, private sectors ,the following countries recognizes the external awards for mobility-United Kingdom, Australia, Canada. Ireland,

external awards from vti	Hong Kong, United states, New Zealand, South Africa ,Malaysia, Korea among others Additionally the external awards are recognized in more than 120 countries		
School holidays	Full time Students are allowed only up to a 5 leaves per semester except during the 2 nd semester- December -students are offered up to 2 weeks leave. and for part time students-no leave is permitted and where as classes during public holidays are maintained Note-If parent wishing to take long leave ,with student, permission and completion/top up of programme is mandatory		
Can I work while studying?	Yes, you can work and study on part time/shift system ie work full time and study on Saturdays- part time or work on shift and study on shift also-any day Mondays to Saturdays from 9.00-4.00 pm		
Can I take more than one course at a time	Yes provided it is not clashed with your existing time table-Possibility of one full time I and one part time or vice versa- or shift		
Roaster time table of work is not fixed still wanted to follow	VTI has a shift system course application-you could enroll for part time and be available any [2] week days-as from 13.00 hrs to 16.00 hrs and or Saturdays 9.00 to 4.00 pm		
School fees			
When is the school fees paid	School fees are paid either monthly in advance and before the 10 th of each month, semester or in full prior to starting of course as per plan chosen.		
What the school fees include	The school fees include initial and tuition fees		
Is there any refund if I stop the course	Yes Vti practice a refund policy rule and student are refunded accordingly .condition applies..		
When is the refund effected and how	Refund policy in brief		
	1 When paid in full/semester-including the non refundable initial/deposit fee		Refunded tuition fee
	[a]	Within ten days prior to starting of course	75% of total** paid
	[b]	Attended 1 to 3 tuition classes as per time table	_50% of total** paid
	[c]	Attended 4 plus tuition classes as per timetable	_No refund
	2 When paid monthly		
	Note initial and/admission/deposit fee are non refundable		
	[a]	Within ten days prior to starting of course	75% of total **paid
	[b]	Attended 1 to 3 tuition classes as per time table	_50% of total** paid
	[c]	Attended 4 plus tuition classes as per timetable	_No refund
	** excluding the non refundable initial/deposit/admission fee		
Could I change the mode of payment during the course.	Yes you can change your payment plan- From Full / semester to monthly---the monthly fees plan will be applied with initial fees		
What happen if I lost employment and cannot pay the fees	The Institute recognises that there are times when students/ sponsor will encounter difficulties during their course of study and provisions are made as outlined in the section .Consult office for the facilities.		
Is there any scholarship plan	Yes, Vti offers discount, partial or full yearly scholarship to 1] needy students [2] top student <u>[condition applies]</u>		
Any loan facility to pay the course	Loan are easily received through bank for course payment with conditions		
claim of a testimonial	Vti practice an issue of the testimonial-. The VTI LTD certificate /testimonial [was a student] or any other request should be formal and in writing and shall be awarded to the student upon Completing the formal demand making clearly what is/are the request/s and upon completion of		

	the procedures, said could be delivered within 5 working days; All school/examination dues or both have to be settled [fees as at the date]prior to the delivering of the certificate /testimonial or any other request		
Examination /Assessment			
When assessment/examination are scheduled	Examination scheduling Formative and summative* test are held as follows		
	<u>January intake:[F/T & P/T]</u> Last week of February Last week of March Last week of April End of May [S] *	<u>February [F/T]</u> Last week of March Last week of April End of May [S] *	<u>June Intake : [F/T & P/T]</u> Last week of July Last week of August Last week of Sept End of Nov[S] *
Do vti has an assessment/examination policy	Vti has an updated assessment policy which explain all processes.		
Is there any exam fees to be paid	Yes entries for external examination should pay registration-annual membership and unit fess –see exam fees policy and include a vti admin fee You should also note that all external exams: annual membeship,exam registration,module exam fees and mes local fees for students at and through VTI Ltd shall include VTI Ltd administration charges ,cost, commission and accessories ,continuous assessment and processing fee as per above and could be changed as a notice only		
Is there any other hidden fee charged	No there is no other hidden fee to be paid except what is charged		
can I request refund of exam fees for not appearing	Yes you can have refund if you satisfy the exam fees criteria-see exam refund policy		
<u>What is Admin fee</u>	The Vocational Training Institute-VTI LTD needs additional fund to support the programs, facilities, faculty, and students at the institute. The fee helps and not limited to, pay for administration and support services for students. In particular it goes towards services for enrollment, leave of absence, discontinuation, academic advisory services,remedial services , exams services for internal/international students and academics, help for students to find internships and in transitioning into a career Also In order to ensure that vti ltd is able to support its operating expenses that include the acceptance, accounting, auditing, administration and acknowledgement of gifts received, it is necessary to collect administrative fees on all services including holding of internal and external examination processes..		
<u>Exam Payment date</u>	[a] latest by 15th of February for <u>June</u> exam series: [b] latest 15th of July for <u>December</u> exam series :		
<u>What do I have to pay</u>	Each external exam has a policy of registration/annual membership and unit/module fee. C&G has registration once per course/level and valid for up to 3 yrs and where as other bodies request annual registration/membership fee.		
<u>Who are accepted onto the examination</u>	VTI Accepts entries for examination from Full Time ,Part time, External/Private candidate but satisfying the examination exigencies.		
<u>EXAM UNIT</u>	<u>All external awards are unit based and only those completing all units as per syllabus,receive full award</u>		

<u>Exam supervision</u>	<u>External exam are supervised by MES or appropriately with conditions</u>
<u>Is there any material required for the exam</u>	For examination purposes only and as exhibits, have to be stored until result, students especially for scheme 2850 and hospitality dept have to be equipped with the accessories to complete their project..list are obtainable month in advance from respective trainers
<u>When can we received back our materials brought and used for our practical exam</u>	-All your materials on project/assignment submitted for the External examination. Practical Assignments shall be the property of the student concerned. -Students have to make arrangements to collect said immediately after result. VTI nor its management or both shall not be liable for any damage / lost, a week after result. -The Assignments materials shall remain and be the property of VTI, a month after.
<u>Is Unit award recognition</u>	- Courses are recognized by the MQA only if all units/modules as per award level/s are successfully completed. <u>[1] Unit/s/module/s award</u> and / OR <u>[2] Theory route award/s</u> is/are not recognized by the MQA.
<u>I lost my certificate.Can I claim another replacement certificate</u>	<u>Yes you can as all awarding bodies have a Data base of the candidates.You have to submit a request and pay the appropriate fees to be transmitted to the awarding body-condition applies.</u>
<u>What is the mode of examination</u>	[a] -Dated entry examination [b] Evolve Examination [c] Practical Assessment D] RPL All external practical exam[request list of exercises from office] comprises of [a] THESIS /Portfolio /project /report and [b] Practical assessments All practical assessment are on a continuous process varying from 2 to 6 hrs duration per assessment per candidate per day
<u>What is RPL and its mode of assessment</u>	Recognition of Prior Learning (RPL) is an assessment process which makes use of evidence of a learner's previous non - certificated achievements to demonstrate competence or achievement within a unit or qualification. Assessment are carried- Through the RPL process, evidence of a candidate's previous achievement (learning) is assessed against the learning outcomes of a unit. -The methods of assessment used for the RPL will be determined by the assessment strategy for the qualification being assessed and might, for example, include: examination of documents, expert witness testimony, reflective accounts , professional discussion. Information on assessments Success/e-volve can be received from the examination policy and the external course syllabus hand book
<u>Do absences from classes considered a pre requisite for exam</u>	Students are expected to attend regularly all forms of learning activity associated with their course of study, and to engage in their course as required by the Institute's Attendance Monitoring Policy. Student obtaining less than 80 percent attendance will not be accepted onto examination either locally or internationally or both except on management recommendation and discretion
<u>Do a level higher without doing a lower one</u>	It is not advisable but Yes, but they are highly selective and require a heavy course load across a total years of study
<u>What is Minimum Threshold -</u>	Each external examination body set its minimum threshold limit/policy-as per below If the minimum number of student/ fees as per minimum threshold is not met, the student/s name /fees will be transferred to the next cohort/session and will be notified. If student is not satisfied and may request for exam registration/ fees refund only and exam registration/exam fees refund policy apply. <u>Student will be</u>

	<u>eligible for a VTI LTD course completion testimonial if decided to cease- due to exam minimum threshold restriction</u>
Result	Result are declared by the external examining bodies through the MES/Centre a month of appropriately and students are informed.
RESIT	Student not successful in a unit can apply for resit as per resit regulation for the next schedules examination.
CLASS /UNIT REVISION	Yes you can receive revision to sit for the next exam session only with less or no tuition fees but has to repay the unsuccessful unit/module exam fees
<u>Revision for Re sit</u>	Unsuccessful candidate/s receive a further up to 6 month free revision to complete the unit and has to re enter for the unit in time.
Can I appeal to for the grade obtained	Yes if you are not satisfied with the result, you can appeal using the appeal policy route-see appeal policy
Can I make a complain	Each and every student could make a complaint-see complaint policy
I have experience but no certificate- Can I receive/claim one.	VTI Practice and offer equal chances to those having practical experience ,an equitable route such as the RPL and / as per below under Claim of attendance vti award by Exemptions policy If a learner's achievement was certificated outside the vti ltd for example from achievement in a programme at a recognized institution or attain and covered the aspects of the exercises by experience/s , then exemption may be applied and certificate awarded

Internship

What is internship	It is a mode of learning a trade whereby you acquire the additional practical skills on-the-job at an employer's workplace and theoretical and practice knowledge in VTI LTD .
Can I have internship	be at least 16/17/18 years old (depending on the sector) enroll and Follow a full time course at vti ltd (depending in the sector) complete the training ship program and course would be compulsory for all practical unit and would be examinable in examination . Additionally you can: liaise with the VTI LTD which may facilitate your placement. contact enterprises on your own and inform the vti ltd .
Can I take job overseas	Holder of IVQ awards benefit from the job motilities as per the agreement signed. Consult the mobility and countries on the list –see brochure.
Can I be assisted to find a job after course	Yes, Vti students are automatically listed on the vti employment register and are distributed as and when requested by companies any time of the year. Students are informed accordingly
Can I have a paid internship	Vti has a policy of train ,gain and learn policy.Elignle students complete 3 days at the company with paid up to Rs 8,000/ and 2 days course.-See for more info
Do vti offer employment after course	VTI DO NOT Provide job but has a policy of training ship either in other companies or at vti itself. Those wishing to be considered for should voice themselves at the office .

Others

<u>Fo vti has a Quality policy</u>	Vti has a quality policy including an assessment policy.
<u>Course attendance</u>	Course attendance is compulsory -Student obtaining less than 80 percent attendance will not be accepted onto examination either locally or internationally or both except on management recommendation and discretion
<u>Can visitors allowed to VTI</u>	The VTI VTI Governing Body assures all visitors a warm, friendly and professional welcome to Vocational Training Institute-vti, whatever the purpose of their visit. The School has a legal duty of care for the health, safety, security and wellbeing of all students and staff. This duty of care incorporates the duty to „safeguard“ all students from subjection to any form of harm, abuse or nuisance. It is the responsibility of the VTI Governing Body and senior staff to ensure that this duty is uncompromised at all times.
<u>Student & Trainers relationship</u>	The relationship between students and staff are central to the student experience and this policy is intended to ensure that these relationships are professional, have boundaries, and are founded on mutual trust and confidence.
<u>Equality, Diversity and Inclusion</u>	We are committed to providing an environment where all students, staff, visitors, contractors and stakeholders are welcomed and treated with respect. No one should experience less favourable treatment or discrimination because of their age; disability; gender identity or reassignment; marital or civil partnership status; being pregnant or recently becoming a parent; race; religion or beliefs, sex or sexual orientation.
<u>Alcoholic Beverages, cigarettes and Illegal Drugs</u>	The aim is to curb the drug etc scourge and keep it at bay so that the future generations live in a better environment. It operates on a partnership basis in extending cooperation and working closely with all concerned by this phenomenon. It depends a lot on contributions and support from the public at large. In a people to people approach, we can be successful in achieving the RESULT At VTI ltd we seek to foster the intellectual, artistic, and social development of our diverse student body and to create and maintain a community in which principles of fairness, civility, and diversity are upheld. We recognize that some members of the community will choose to use alcohol, thus these guidelines serve as a way to help ensure that when alcohol is consumed it is done so responsibly, with respect to others in the community and in adherence to school policies and rules as well as state and local law. Additionally, the school seeks to promote a drug-free campus that respects the community at large. We expect members of the school community to adhere to vti policies and rules, as well as state, and local law concerning drugs
<u>Equal Opportunity and fair access</u>	We aim to ensure that equality of opportunity is promoted in all areas of our products and services and that unlawful or unfair discrimination, whether direct or indirect, is eliminated.
<u>Consent of taking images</u>	During Visit/ventures/class activities , and not limited to these, pictures ,video etc are likely to be taken and to be used for vti ltd presentation, display or in the booklet, newsletter or publicity and for educational purposes. Image/filming / photo etc are allowed during classes sessions and should be used for his/her course development only if permission/approval received from trainer concerned /office /management
<u>Student Protection Plan</u>	The Student Protection Plan has been drawn up to set out what action the Institute would take if it became necessary to close a course or to stop teaching on a particular site for reasons beyond its control. This Plan covers all provision offered directly by VTI LTD and that sub-contracted to academic partners. It does not cover provision validated by the Institute
<u>Insurance</u>	The Institute has appropriate public liability insurance covering all public including students to and through the institute . It also provide insurance for all the activities as part of the course. However, students should ensure that he/she insure himself/herself against any minor/major accident during the event of the activities /course and their personal belongings which are brought into the Institute at their own risk. They may also be required to take out other types of

	insurance, for example, health insurance while on placement/ course.
How to report bullying and harassment on social media	At the Institute we take bullying and harassment of another individual very seriously. If you're being harassed or bullied on social media, there are a number of options available to you. You can discuss the issue with supervisor or take independent advice from the office about your options. If you consider that you are being bullied or harassed by a member of staff or another student, see also the advice in the Institute's dealing with unacceptable behavior guideline
Use of social media	<p>Social media is a powerful and important part of modern life.</p> <p>Social media can:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Let you express and share your ideas and creativity <input type="checkbox"/> Connect with people and build a network of contacts <input type="checkbox"/> Present yourself to future employers and enhance your career opportunities. <p>But it can also:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Cause harm to others and yourself <input type="checkbox"/> Damage your reputation with future colleagues or employers <input type="checkbox"/> Put you at risk of legal or disciplinary action <p>The Golden Rule and not limited to</p> <p>The golden rule of social media is to assume that anything you put on social media will not stay private, will not stay anonymous, and will stay on the internet forever. So always think before you post and express yourself with care. In particular:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Don't harass, bully, or defame individuals or groups. <input type="checkbox"/> Don't reveal confidential or personal information about yourself or other people <input type="checkbox"/> Don't post links to content that is discriminatory or illegal. <input type="checkbox"/> Don't breach copyright or intellectual property. <input type="checkbox"/> Don't post evidence of you breaking the law. <input type="checkbox"/> <p>Vti management reserve the right to sue and claim liability to individual/group for misuse of the social media which directly or indirectly cause annoyance to .</p>

Last updated 16.1.22

VTI MANAGEMENT