

Australian Institute of Trades Pty Ltd trading as



STUDENT INFORMATION MANUAL

**Details in this manual were correct at the time of compiling the information.
Compilation date: 27 October 2009.**

TABLE OF CONTENTS

TABLE OF CONTENTS	1
INTRODUCTION	2
INDUCTION/ORIENTATION CHECKLIST	2
Access & Equity	3
Cancelation and Suspension of Enrolment by IHMA.....	3
Complaints Process.....	3
Appeals Procedure	3
Critical Incidents	3
Deferment or Suspension of Enrolment.....	4
Enrolment Requirements.....	4
Residency Requirement	4
Education Services for Overseas Students (ESOS) Regulatory Framework.....	4
Information Technology Labs	5
Mobile Phones.....	5
Information Boards	5
Valuables.....	5
Refund Policy	5
Learning and Assessments	6
Objectives of the Assessment Process	6
What Evidence is Required?	7
Satisfactory course progress	7
Recognition of qualifications issued by other Registered Training Organisations (RTOs).....	7
Recognition of Current Competencies or Recognition of Prior Learning	8
Outline of RCC/RPL Procedure.....	8
Language, Literacy & Numeracy	8
Disciplinary Policy for Students	9
Change of Personal and Contact Details.....	9
Overseas Student Health Cover (OSHC)	9
Grievance Handling and Dispute Resolution	9
Student Services Student Contact Officer	10
School aged Dependants	11
Further study	11
Transport and Living expenses	11
Accommodation.....	11
Renting your own apartment, flat or house.....	12
Sharing an apartment, flat or house	12
Hostel accommodation	12
Other accommodation issues	12
Part-time work	13
Opening a bank account.....	15
Applying for a tax file number	15
Sources of Information	16
IHMA Contact details.....	17
Grievances Complaints and Appeals Form	19

INTRODUCTION

Welcome to the Institute of Hotel Management Australia (IHMA). The purpose of this Manual is to introduce you to the services available to you here at the Institute and provide you with some general information about life in Melbourne. If you have any particular questions or requests, the teachers and staff at the Institute are available to assist you.

INDUCTION/ORIENTATION CHECKLIST

Prior to the first session, this Student Information Handbook will be given to each student and this is also downloadable from the IHMA web site. The induction educator will elaborate on the following matters and answer questions and address any queries concerning the forthcoming training and assessments. Please use the following checklist to ensure you have been informed and have been made sufficiently aware of each item:

- What is IHMA?*
- The training facility; including fire exits, emergency procedures, restrooms, first aid facilities and contact officers for First Aid, Occupational Health and Safety (OH&S) and Counselling services*
- What is Competency Based Training?*
- Your responsibilities in relation to your visa conditions such as attendance, academic performance and change of details etc*
- The content and delivery arrangement for the selected course*
- Student Support Services*
- Critical Incidents*
- Refund Policy*
- IHMA Deferment, Suspension and Cancellation Policy*
- Course Orientation*
- Assessment*
- Your obligations*
- Monitoring of course progress and attendance*
- Certification – what will it lead to?*
- Further study options*
- Recognition of Prior Learning*
- Complaints and Appeals Procedures*
- Accommodation*
- Migration Options – the use of an Australian Registered Migration Agent*

At the completion of this induction, if you did not fully understand any of the information that was discussed during the induction briefing please ask your instructor to explain again so that you fully understand all the issues and items above.

Access & Equity

Under Federal and State government legislation, there is a range of access and equity provisions to provide non-discriminatory student selection procedures that encourage fair access for members of under-represented groups, and to ensure access and equity issues are considered when developing curriculum/courses for you.

Cancellation and Suspension of Enrolment by IHMA

IHMA may suspend or cancel a student's enrolment if the student:

- Breaches the code of conduct (as specified in the student agreement)
- Does not pay the required fees or charges when due.
- Has not met the English language or visa requirements.
- Has failed to attain satisfactory academic progress.
- Is deemed to be making erratic academic progress.
- Does not participate in required activities.

Students who are notified that their enrolment is to be suspended or cancelled may lodge an appeal to the Executive Director within 20 working days. At the completion of the appeals process, IHMA is required to report the suspension or cancellation to DEEWR. For more information see the full IHMA Deferment Suspension or Cancellation policy.

Complaints Process

Complaints should be first brought to the attention of an IHMA staff member. If the complaint cannot be resolved informally then the following process is to be followed:

1. Complete and forward a "Complaints and Appeals Form" to the Director of Vocational Studies. Please attach any relevant documentation. The process must commence within 10 working days.
2. Each student has the opportunity to formally present their case at no cost. And may be accompanied and assisted by a support person at any relevant meetings.
3. A written statement of the outcome, including details of the reasons for the outcome will be provided to the student.

For more information refer to the IHMA "Complaints and Appeals" policy. Which can be found attached to the IHMA Student Handbook.

Appeals Procedure

Appeals relating to dissatisfaction with the procedures, quality or outcomes of the assessment process should be lodged in writing to the Executive Director of IHMA.

- each appeal and its outcome, is recorded in writing.
- each appeal is heard by an independent person.
- each appellant has an opportunity to formally present his or her case.
- a re-assessment will be carried out, if necessary.
- each appellant is given a written statement of the appeal's outcomes, including reasons for the decision.

In some extreme cases, it may be necessary to involve an external qualified participant from an appropriate industry body or professional association to ensure an equitable outcome for all parties. The appeals procedure is identified in the IHMA Complaints Policy & Procedure.

Critical Incidents

Critical incidents are traumatic events which causes extreme stress, fear or injury. These traumatic events could include death, serious injury, a missing students, a case of severe verbal or psychological aggression, a natural disaster or issues such as domestic violence, sexual assault, drug or alcohol abuse. For more information regarding the Critical Incident Policy and Procedure can be found on the IHMA web page.

<http://www.ait.vic.edu.au/>

Deferment or Suspension of Enrolment

Student deferment or suspension will only be considered on compassionate or compelling circumstances where a student is wishing to defer or suspend their course. The student must apply in writing to the IHMA Director of Vocational Education. This written application must include supporting documentary evidence, including:

- Student name & number
- Course details
- Course code
- Reasons for requesting deferment
- Dates of deferment
- Student Declaration

Any student wishing to defer or suspend their enrolment should first seek legal advice or contact the local DIAC office. And enquire as to how a period of suspension or deferment will affect their visa.

Enrolment Requirements

Age

- At least 18 years for International Students that are studying at another institution in another course for which their student visa was issued.
- At least 18 years for International Students that require Electronic Confirmation of Enrolment (ECoE) from IHMA.

English Language Requirements

- IHMA requires a minimum IELTS band score average of 5.5 or equivalent.
- International English Language Testing System (IELTS) overall band score average of 5.5 (no less than 5 in any band) or equivalent
- Students with an overall band level of 5.0 may be required to undertake an English Language Intensive Courses for Overseas Students (ELICOS) course in Australia prior to attending their nominated course. Please contact IHMA Administration Department for information on this option.

Academic Level

IHMA requires students to have a minimum education standard equivalent to Australian year 10 secondary education.

International Students may be required to have a higher level of education as part of their student visa eligibility requirements.

Residency Requirement

- Australian Citizenship or Australian Permanent Residency
- Valid 572 Student Visa - 573 or 574 Student Visa holders may be eligible under joint ECoE arrangements.
- Valid Refugee Visa

Education Services for Overseas Students (ESOS) Regulatory Framework

The ESOS framework is a Commonwealth Government Regulatory Framework to ensure International Students obtain a fair and reasonable return for the education investment while studying in Australia. To learn more about the ESOS regulatory framework you can access the information from <http://aei.gov.au/AEI/ESOS/Default.htm>

Facilities

IMHA provides its students with the following:

- Air-conditioned Classrooms that are carpeted and have comfortable seating and workspace areas. Whiteboards are large and there is ample lighting and ventilation.
- Commercial Kitchens are provided for practical training. Commercial Cookery Patisserie and aspects of Indian Asian Cookery are delivered in our Richmond Kitchens. The Richmond Kitchen is a large dedicated training kitchen that can cater for 3 cuisines being delivered simultaneously.
- The McKinnon Kitchen is a commercial Chinese cookery kitchen (a converted Chinese restaurant not open to the public) with 3 woks and a commercial convection oven with 4 gas fired commercial burners and has an oven room comprising a charcoal tandoori for Indian Asian cookery, a Gas fired Barrel Oven (Duck oven) for Chinese Asian cookery and a large combination commercial microwave/grill/convection oven for general commercial Asian cookery.
- Information Technology Labs. IHMA has two IT labs comprising more than 40 Internet enabled PCs.
- Printing Facilities
- Photo Copying Facilities
- Audiovisual equipment

Information Technology Labs

- Open 9.00am to 5.00pm 5 days per week and from 9am to 8.30pm on Saturday and Sunday.
- Due to the value of the technical equipment in these rooms there are strict guidelines for all students to observe:
- No food or drink permitted at any time
- Unauthorised software applications or downloads are not permitted
- Tampering with the computer systems is not permitted
- Mobile phones are to be turned off
- Students are to purchase their own disks, USBs and any other materials
- At the end of every session you must log off and leave your working area clean and tidy
- Use of IT labs are done so under staff supervision at all times

Mobile Phones

Mobile phones are to be turned off at all times in classrooms and IT labs.

Information Boards

Any new or important information will be posted on these information boards for you to read. A copy of all class timetables are on the information board. There are sections on these boards available for you to put up notices.

Valuables

Please be very careful with your possessions and do not leave items unattended. IHMA Institute does not accept responsibility for any lost or stolen items.

Refund Policy

IHMA has in place a secure, fair and equitable Refund Policy (see attached policy or the policy is available on the IMHA website).

As a member of Australian Council of Private Education and Training (ACPET) all fees paid in advance by a Student are protected by the Overseas Student Tuition Assurance Scheme (OSTAS). The Scheme ensures that if an overseas student is displaced from

any course due to IHMA's inability to provide the course, the student will be efficiently relocated with minimal disruption to studies in a comparable course with another ACPET member participating in OSTAS or another approved provider.

ACPET will arrange the relocation to a comparable course for any overseas student who has not withdrawn from the course and requires to be placed, due to:

- The course not commencing on the agreed starting date.
- The course ceasing to be provided after it has started.
- The full course not being delivered because a sanction has been imposed on the provider.

Under the Scheme, the new provider receiving the overseas Student can make no additional tuition charge for the portion of the previous course for which full payment has been made to the original provider. The new provider is entitled to charge the normal tuition fee for any portion of a course not previously paid for by the overseas Student. The Student will normally be responsible for meeting any relocation expenses and the purchase of any texts or materials required by the new provider. If no member of the Scheme offers a suitable comparable course, the ACPET OSTAS will make the necessary financial and administrative arrangements to commission or obtain access to an appropriate course for the specific purpose of offering these Students placement. These courses may be delivered by a member of the Scheme, or may be delivered by another registered provider commissioned by the ACPET OSTAS for that purpose. For more information see the full IHMA policy.

Learning and Assessments

IHMA works towards assisting you to achieve success. This is achieved through a number of flexible strategies:

Provision of user-friendly learning resources

Consultancy services that are focused on assisting you

Availability of additional support when required

Provision of information relating to the requirements of the training program, including the assessment details

Developing assessment tools that are closely linked to both the training program requirements and the workplace.

Objectives of the Assessment Process

The objectives of the assessment process are:

To confirm that you have acquired the knowledge and skills identified in the industry competency standards

To demonstrate that you are competent to the agreed industry competency standards

Assessment methods include, but are not limited to:

- Observation
- Projects
- Assignments
- Oral questioning
- Practical demonstration
- Case studies
- Multiple choice questions and answers
- Simulations
- Work based training and assessments

In keeping with the principles and practices of competency based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

Once you have been assessed against the standards you will receive a "C" for Competent or "NYC" for Not Yet Competent.

Not Yet Competent means that you have not met the requirements, and will be given the opportunity to fill any competency gaps to achieve competency.

What Evidence is Required?

Trainers will gather evidence of competencies over the duration of course or competency.

Throughout each competency there will be a variety of assessment tasks, and you will be consulted during this process to ensure that their individual learning style is taken into consideration.

Assessment tasks are designed to ascertain how you are progressing with your learning and what progress you have made towards achieving the required competence.

IHMA will generally not allow you to attempt an assessment if you have not completed sufficient class contact or you have been unable to demonstrate in one or more ways that you are ready for assessment. If you decide to circumvent this process IHMA allows you two opportunities to be assessed as competent. Should you not achieve competence after two attempts, then it will be recommended that you repeat the unit of study.

Satisfactory course progress

It is a requirement of your student visa that you maintain satisfactory course progress. IHMA must report unsatisfactory course progress to DIAC and if so you will be advised in writing that you are required to attend an interview with DIAC. Your student visa may be cancelled as a result of an interview with DIAC.

IHMA uses a process for Course Progress Monitoring and Reporting. For further information on Standard 10 "Monitoring course progress" please use the following link to the - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 and look up "Standard 10"
http://www.aei.gov.au/AEI/ESOS/NationalCodeOfPractice2007/National_Code_2007.pdf.pdf

Recognition of qualifications issued by other Registered Training Organisations (RTOs)

IHMA recognises relevant Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by other RTOs.

The procedure for applying for Credit Transfer is:

- The student shall apply for credit transfer using the appropriate application form and provide original documentation. IHMA reserves the right to verify the Qualification or Statement of Attainment provided.
- A copy of the Credit Transfer, Qualification or Statement of Attainment will be retained in the student's file.
- The student must agree to the Credit Transfer provided for it to be credited toward the student's course with IHMA.

Recognition of Current Competencies or Recognition of Prior Learning

Definition

Recognition of current competencies (RCC/RPL) is “the acknowledgement of skills and knowledge obtained through formal training, work experience and/or life experience”.

Previously acquired skills and knowledge can be identified and assessed against standards set by industry. These standards are held in the Training Package.

You may apply for RCC/RPL and supply evidence that demonstrates that you have all the skills and knowledge relating to the competency.

In cases where IHMA's RCC/RPL Assessor is satisfied with the evidence supplied (documented or demonstrated), you will be granted “RCC” or “RPL” for the specified competency or part of the specified competency.

Outline of RCC/RPL Procedure

1. You are encouraged to undertake a self-assessment against the documented standards for the competency from which you are seeking RCC/RPL.
2. If you decide to proceed with the RCC/RPL application process, then you must provide evidence of competence. Before you provide your evidence, make sure that it is valid, sufficient, authentic and current. This may include formal training certificates, current employer statements, or references.
3. You will then attach evidence to a completed RCC/RPL application form.
4. An RCC/RPL Assessor reviews the application and a meeting is arranged to discuss your application.
5. You then attend an interview with the RCC/RPL Assessor to ascertain further information on which the Assessor will base their decision. At this time you may bring a support person.
6. You will be advised in writing of the outcome of your application, and will be given the necessary information identifying the competencies needed to complete your course of study. There is a right of appeal against the decision and you are advised of this option.

Language, Literacy & Numeracy

The provision of Language, Literacy and Numeracy in training and assessment is seen as an enabling activity, and therefore an integral pathway into vocational education and training.

You will have an initial informal Pre-Training Review that will assess your Language, Literacy and Numeracy.

IHMA has an arrangement with an external provider for Language and Literacy. Numeracy training may be provided for within IHMA.

Disciplinary Policy for Students

It is the responsibility of the Executive Director to ensure the following:

- Where disciplinary action is necessary, the Executive Director shall notify the student of the reason.
- The first warning must be verbal and will be recorded on the student's personal file. An external mediator shall be present if desired by either party.
- If the problem continues, the matter will be discussed with the student again, and a second warning in writing will be given to him/her and recorded on his/her personal file. An external mediator shall be present if desired by either party.
- If the problem continues, management will see the student again. If a final warning is to be given, then it shall be issued in writing. A mediator shall be present if desired by either party.
- In the event of the matter recurring, then the student may be terminated. No dismissals are to take place without the authority of the Executive Director.
- Dismissal of a student may still occur for acts of "serious and wilful misconduct".
- If a dispute should arise over the disciplinary action, the course of action to be followed is that the matter shall be referred to the appropriate reference body for resolution. Such resolution shall be accepted by the parties as final.
- If, after any warning, a period of twelve months elapses without any further warnings or action being required, all adverse reports relating to the warning must be removed from the student's personal file.

Change of Personal and Contact Details

- It is a requirement of your student visa conditions that you advise the Institute immediately if you change your address or contact details. Failure to comply with this requirement could result in the cancellation of your enrolment and student visa.
- This requirement enables staff to ensure that Medibank Private and DIAC are advised of your correct details.

Overseas Student Health Cover (OSHC)

If you're an international student studying in Australia, it is a condition of your student visa that you have private health insurance for the duration of your stay, as you are not covered by Australia's national health system, Medicare Private. OSHC fees are paid to the Institute at the time of enrolment. The cost of the OSHC differs depending on the duration of your course. You should check with the Institute for the most up-to-date information on pricing and availability. OSHC is provided by Medibank Private.

Grievance Handling and Dispute Resolution

- Any student that has a grievance or complaint should first discuss the issue with the course trainer. (Mr. Arvind Tandon telephone on +61 03 9629 9553)
- If the student feels that the issue is still not resolved the student should submit a completed complaints & appeals form (a copy is attached to the rear of this document) to the Executive Director.

- Copies of this form are also available from Administration Department or you can download one from the IHMA website.
- The complaint will then be assessed in accordance with the IHMA complaints policy and procedure. (IHMA's complaints & appeals policy and procedure is available from the Administration Department or you can download it from the IHMA website).

The Institute has arranged access to an inexpensive qualified counsellor/consultant to deal with grievance, complaints and dispute resolution. If you, as an enrolled student of the Institute, feel that you are unable to come to an acceptable settlement on an issue between yourself and the Institute or find yourself in a dispute with the Institute and cannot, to your satisfaction, come to an acceptable outcome you can contact the counsellor/consultant to seek assistance. The counsellor/consultant will act as an intermediary and attempt to settle the issue on your behalf.

The name and contact details of the counsellor/consultant are:

Ms Marie Spinosa

10 Tormey Street

North Balwyn

Victoria 3104

Phone: (03) 9857 8307

Fax: (03) 9857 4563

Student Services Student Contact Officer

The Institute's Student Contact Officer is Mr. Arvind Tandon (Director of Vocational Studies).

The student contact officer is available to assist students:

- in the transition into life and study in Australia.
- to assist students with personal issues, grievances, complaints.
- By referring students to the appropriate welfare-related support services. (These referrals are provided at no additional cost to the student)
- to assist students to meet course progress requirements and maintain attendance.
- to assist students to access supervised study groups and tutorial support assistance. (These services are provided at no additional cost to the student)

To arrange an appointment please contact the Administration department.

Other Sources

These services are available and within close proximity of the Institute:

Career Guidance Counsellor: Adult Career Development, Level 11 459 Collins st. Melbourne, Ph (03) 9629 6333

Dentist: Richmond Full Dental Care, 233 Swan St. Richmond, Ph (03) 9428 6229

Fire & Ambulance Emergency Services: Dial 000 Immediately

General Practitioner: Richmond Hill Medical Centre, 323 Church St. Richmond, Ph (03) 9428 4148

Legal and Migration Advice: FCG Legal, 18 Drummond St. Carlton. Ph:(03) 8660 4700

Victoria Legal Aid: Provides free general information over the phone about the law Monday to Friday, 8.45 am to 5.15 pm Ph (03) 9269 0120 or 1800 677 402

Life Line: Provides free 24 hour counselling service. Telephone 131 114

Psychologist: Melbourne Clinic, Suite 12 140 Church St. Richmond,
Ph (03) 942 014 77

Translating and Interpreting Service: Telephone 131 450

School aged Dependants

International students or intending International Students should be aware that Australian law mandates your obligations to ensure that any school aged dependants accompanying you to be enrolled into a school. In the state of Victoria, the Education Reform Act 2006 defines “school age” as a child not less than six (6) years of age and no more than sixteen (16) years of age. Your options for the schooling of your school-aged dependants are:

- Government Schools
- Non-Government Schools (including schools of different religions)
- Further information can be found on the Victorian Department of Education and Early Childhood Development - <http://www.education.vic.gov.au/>

Please note: Some visa subclass holders may be required to **pay full school fees for dependant school aged children**. Please check with the school you wish to enrol your school aged dependant/s into for advice. Further information can be found at <http://www.immi.gov.au/students/visa-conditions-students.htm>

Further study

Students may seek information on the range of further study options that are available, by contacting the Director of Vocational Studies.

Transport and Living expenses

General transport, food and other living expenses may vary depending on lifestyle and where in Melbourne a person chooses to live however, as a base figure to work from a person could expect to pay about AU\$25.00 per day on average for general living expenses, including public transport.

Accommodation

The Student Contact Officer is available to assist with any accommodation issues.

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called “share accommodation”).

When you make a decision about where to live you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

There are some vacancies that you can check on the Age newspaper website : <http://theage.com.au> . Please click on “property”, then click on either “renting” or “sharing” for more information.

Another useful site for renting a place of your own is to visit the domain website on <http://www.domain.com.au/real-estate/VIC/2.html>. Another method is to enter the string ‘rental properties Melbourne’ into Google or other search engine.

Renting your own apartment, flat or house

Renting your own apartment, flat or house means you can choose who lives with you and may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months).

Make certain that the accommodation is suitable for your needs and that you can afford it. Contact real estate agents close to the area in which you want to live.

The average apartment, house or flat ranges from \$120 - \$200 per week (one bedroom) or \$160 - \$360 per week (two bedrooms). You will also pay a bond or security deposit equal to one month's rent. A bond is money you pay to the landlord or real estate agent in case you don't fulfil your responsibilities. The bond is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

Sharing an apartment, flat or house

This type of rental accommodation can only be arranged after you arrive in Melbourne. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$65 to \$110 per week).

In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$50 per week). You will normally record and pay for your own telephone calls. Long distance and international calls are itemized on the telephone bill that are listed individually with the number called and the cost of the call.

The average price of a room ranges from \$80 to \$150 per week. You will also be asked to pay a bond or security deposit.

Hostel accommodation

Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others you cook for yourself. You can have your own room at most hostels but this is more expensive than if you are sharing a room with another student. Prices vary from \$100 to \$300 per week. There may be other charges, such as a bond (security deposit) and appliance charges.

Other accommodation issues

If you choose to rent or live in share accommodation or organise a share accommodation house you should be aware of your legal rights and responsibilities.

You can get most of this information from a booklet called *Renting: Your Rights and Responsibilities*. This booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time.

You may also be responsible for paying for the cost of the reconnection of the utilities to have gas, electricity, water and telephone turned on. When you leave a rental property it is your responsibility to notify the electricity, telephone water and gas companies that you have left and are no longer responsible for the bills.

When you move into a place you need to make sure that you understand all of the papers that you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign you can visit the Institute for help.

Part-time work

If you are holding a student visa and thinking of looking for part-time work, please note, you must have work permission from the DIAC to work. Students are currently able to work up to 20 hours per week once permission has been granted by DIAC.

Employment Rights

There are a range of external agencies where you can seek assistance with employment related issues. Here is a listing of agencies where you can get help:

1) WorkCover Authority & Occupational Health

The Victorian WorkCover Authority is the manager of Victoria's workplace safety system, and provides information on workcover and workplace occupational health & safety issues. For more information, please visit the website: <http://www.workcover.vic.gov.au/> or contact Victoria WorkCover Authority:

Level 24, 222 Exhibition Street, Melbourne.
Phone : 9641 1555
Toll free: 1800 136 089
Fax: 9641 1222

2) Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: <http://www.eoc.vic.gov.au/> or contact:

Enquiries line:
Phone: 9281 7100
Toll Free: 1800 134 142
TTY (Telephone Typewriter): 9281 7110
Commission Offices
Level 3, 380 Lonsdale Street, Melbourne
Phone: 9281 7111
Fax: 9281 7171
Email: eoc@vicnet.au

Public Resource Centre
3rd floor, 380 Lonsdale Street, Melbourne 3000
Phone: 9281 7111

3) Australian Taxation Office

Provides information on taxation and superannuation issues. For more details, please visit: <http://www.ato.gov.au/> or contact these Victorian Taxation Offices:

Phone 13 2861 for an appointment.

4) Wageline

Provides information on rates of pay and conditions of employment, award information, employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit

<http://www.wagenet.gov.au/default.asp> or contact Office of Workplace services – Department of Employment, Workplace Relations (DEWR).

Melbourne Branch - 8th Floor Customs House, 414 La Trobe Street, Melbourne, 3000 Phone :1300 363 264

5) Job Watch

Investigates exploitation in employment and training. Handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit: <http://home.vicnet.net.au/~jobwatch/> or contact Job Watch :

53 Drummond Street, Carlton 3053
Phone : 9662 1933 Toll Free : 1800 331617
Email: jobwatch@vicnet.net.au

6) Legal Aid Commission

Offers free telephone advice service and can assist with applications for legal assistance. Please visit <http://www.legalaid.vic.gov.au> for more information or contact any of the following Victoria Legal Aid Offices:

Melbourne Branch
350 Queen Street, Melbourne 3000
Phone : 9269 0234

7) Australian Industrial Relations Commission

AIRC functions broadly, to facilitate agreement making between employers and employees or organisations of employees about wages and conditions of employment and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please visit: <http://www.airc.gov.au/> or contact the Commission and registry :

Level 42, Nauru House, 80 Collins Street, Melbourne
Phone : 8661 7777 Fax: 9654 6812

Opening a bank account

In Australia there are two types of Banking organizations; banks and credit unions. Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union. When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

There are two basic types of accounts:

- An everyday account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- Investment accounts - these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees. It is best to shop around for a bank that suits you. Find a bank that has offices near your home and the Institute for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged.

Banks operating in Victoria:

- Member's Equity Bank
- ANZ Bank
- Bank of China
- Bank of Melbourne
- Bendigo Bank
- CitiBank
- Colonial State Bank
- The Commonwealth Bank
- Hong Kong Bank
- National Australia Bank
- St George Bank

When you open your bank account the bank will ask you for your **Tax File Number**.

Applying for a tax file number

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate.

You can apply for a Tax File Number by going to the local post office and asking for an application form. Follow the instructions on the form and you will be issued with a Tax File Number.

Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

Sources of Information

Here are some more useful links:

Consolidated acts of the Commonwealth:

http://www.austlii.edu.au/au/legis/cth/consol_act/

Consolidated acts of Victoria:

http://www.auslii.edu.au/au/legis/vic/consol_act/

Migration:

Migration Act:

http://www.dest.gov.au/sectors/international_education/publications_resources/other_publications_resources/esos_national_code/default.htm

Student Welfare:

ESOS Act:

<http://scaleplus.law.gov.au/html/pasteact/3/3425/pdf/EduSerforOvStud00.pdf>

ESOS Guide:

http://www.dest.gov.au/sectors/international_education/publications_resources/other_publications_resources/esos_guide

Human Rights and Equal Opportunity Commission:

<http://www.humanrights.gov.au/>

National Code:

http://www.dest.gov.au/sectors/international_education/publications_resources/other_publications_resources/esos_national_code/default.htm

IHMA Contact details

Head Office:

1st Floor, 8 – 12 Market Street Melbourne Victoria Australia 3000

Student Support Services:

Ground Floor 12 Market Street Melbourne Victoria Australia 3000

Richmond Campus:

Reception:

- Unit 33, Level 1, 261 Bridge Road Richmond Victoria 3121

Training Kitchen:

- Unit 33a, Level 1, 261 Bridge Road Richmond Victoria 3121

Management Training Suite:

- Suite 5, Level 1, 230 Church Street Richmond Victoria 3121

McKinnon Asian Cookery Training Facility

257 Jasper Road McKinnon Victoria 3204

Mailing Address:

PO Box 200 Richmond Victoria Australia 3121

Phone:

Head Office Reception: 61 3 9629 9553

Head Office Fax: 61 3 9629 9554

Richmond Reception 61 3 9428 6136

Richmond Fax: 61 3 9427 1511

Email:

study@ait.vic.edu.au

Web:

www.ait.vic.edu.au

Student Induction Form

Name:

Date:

As new students to the IHMA you are required by law to receive a formal facility induction. At the completion of this induction if you did not understand any of the information that was discussed during the briefing please ask your instructor to explain again so that you fully understand.

Please tick the boxes to indicate that you understand:

- What is IHMA?
- The training facility; including fire exits, emergency procedures, restrooms, first aid facilities and contact officers for First Aid, Occupational Health and Safety (OH&S) and Counselling services
- Your responsibilities in relation to your visa conditions such as attendance, academic performance and change of details etc
- Attendance & Course Progress Requirements
- The content and delivery arrangement for the selected course
- What is Competency Based Training?
- Student Support Services
- Critical Incidents
- Refund Policy
- IHMA Deferment, Suspension and Cancellation Policy
- Course Orientation
- Assessment
- Your obligations
- Monitoring of academic progress
- Certification – what will it lead to?
- Further study options
- Academic Progress
- Recognition of Prior Learning
- Complaints and Appeals Procedures
- Accommodation
- Migration Options: the use of a Registered Australian Migration Agent
- How to access IHMA Policy's

Student Declaration

I understand and agree to abide by all of the items included in this induction including the attendance and course progress requirements.

Signed by:

Date:

