

Australian Institute of Trades Pty Ltd trading as



STUDENT INFORMATION SERVICES & SUPPORT MANUAL

Student Information Services & Support Manual

Version 1

© 2010 Australian Institute of Trades Pty Ltd **6 June 2010**

All rights reserved. Apart from fair dealing under the Copyright Act, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior permission of the Australian Institute of Trades.

Details in this manual were correct at the time of compiling the information.

TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
Introduction.....	3
Induction & Orientation Checklist.....	3
Access & Equity.....	4
Enrolment Requirements.....	4
Education Services for Overseas Students (ESOS) Regulatory Framework.....	4
Change of Personal and Contact Details.....	4
Overseas Student Health Cover (OSHC).....	5
Student Services/Contact Officers.....	5
School aged Dependants.....	5
Cancellation and Suspension of Enrolment by IHMA.....	6
Deferment or Suspension of Enrolment by a student.....	6
Facilities.....	7
Car Parking.....	7
Information Technology Laboratories.....	8
Learning and Assessment.....	8
Objectives of the Assessment Process.....	8
What Evidence is Required?.....	9
Language, Literacy & Numeracy.....	9
IHMA Policies and Procedures.....	9
Monitoring Course Progress.....	9
Complaints and Appeals Process.....	11
<i>Appeals Procedure</i>	11
Critical Incidents.....	13
Refund Policy.....	13
Recognition of qualifications issued by other Registered Training Organisations (RTOs) – National Recognition.....	14
Recognition of Prior Learning (RPL).....	14
Outline of RPL Procedure.....	14
IHMA Student Behaviour Policy.....	17
Disciplinary Policy for Students.....	18
<i>General information:</i>	18
Support services.....	18
Adaptors.....	18
Airlines.....	19
Airport.....	19
Automatic Teller Machine (ATM).....	19
Banking.....	19
Career Guidance Counsellor.....	19
Chemists.....	20
Cinema Information.....	20
Dentist.....	20
Richmond Full Dental Care, 233 Swan St. Richmond, Ph (03) 9428 6229.....	20
English Language Tuition.....	20
Fire & Ambulance Emergency Services.....	20
General Practitioner:.....	20
Information Boards.....	20
Legal Advice.....	20
Victoria Legal Aid.....	20
Library Services.....	20
Life Line.....	21
Migration Advice.....	21
Translating and Interpreting Service.....	21

Valuables	21
Complaint Handling and Dispute Resolution	21
Student Safety.....	22
Occupational Health and Safety for Students:	22
Emergency Contacts:.....	23
Further Study	23
Transport and Living Expenses.....	23
Accommodation	23
Renting your own apartment, flat or house	24
Sharing an apartment, flat or house	24
Hostel accommodation.....	24
Other accommodation issues.....	24
Part-time work	25
Employment Rights	25
Opening a bank account	26
Applying for a tax file number.....	27
Sources of Information:	28
Useful Contact Phone Numbers	28
General Information:	29
IHMA Contact details	30
Getting Around Melbourne	31
Melbourne's train network map -This map shows Melbourne's train network	32
Melbourne's tram network map.....	33
Forms:	34

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. The induction can take up to two (2) hours depending on student numbers and the issues that are raised in the induction & orientation process.

- What is IHMA?
- The training facilities; including fire exits, emergency procedures, restrooms, first aid facilities and contact officers for First Aid, relevant Occupational Health and Safety (OH&S) requirements and Counselling services
- Your responsibilities in relation to your visa conditions such as academic progress and change of mailing or contact details etc
- Attendance & Course Progress Requirements
- Wisenet student information system and student portal
- The content and delivery arrangement for the selected course
- What is Competency Based Training?
- Requirement to purchase and use Didasko and/or IHMA delivery and assessment tools
- Course Orientation
- Student support services
- Compulsory Overseas Health Cover Requirements
- Critical incidents
- Tuition and associated fee payment options and requirements
- Refund policy
- IHMA Deferment, Suspension and Cancellation Policy
- Campus locations
- Assessment
- Your obligations
- The need to be compliant with a complete clean uniform and to bring your knife kit to practical classes.
- 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 a Registered Australian Migration Agent
- How to access IHMA Policies
- Collect Course Resources & ID Tag from Administration

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.

Enrolment Requirements

Age

- All domestic and international students wishing to study at IHMA must be at least 18 years old.

English Language Requirements

- IHMA requires a minimum 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.
- If necessary, IHMA may use other means of assessing English language proficiency, such as a TOEFL pass, an ELICOS pass or a structured interview with the Executive Director.

Academic Level

IHMA requires students to have a minimum education standard equivalent to Australian year 9 secondary education for entry into a Certificate III programme and equivalent to year 10 for direct entry into a Certificate IV or a Diploma programme.

For international students the required academic level will be determined by the student's visa assessment level, as stated by DIAC, but no less than that required for domestic students – as above.

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 or where the student has evidence of a higher education enrolment where the higher education commencement date does not clash with the IHMA course completion date.
- 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>

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 IHMA 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 maintain private health insurance for the duration of your stay, as you are not covered by Australia's national health system, Medicare. 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 at IHMA is provided by Medibank Private.

Student Services/Contact Officers

The Institute's Student Services/Contact Officers are:

Name	Position	Phone	Language	Email
Mr Arvind Tandon	Director of Vocational Studies	0413337107	English & Hindi	arvind@ait.vic.edu.au
Mr Ashwani Tandon	Admin Officer	03 9428 6136	English & Hindi	ashwani@ait.vic.edu.au
Mr Geoff Wallace	Executive Director	0431614333	English	gjw@ait.vic.edu.au
Ms Robyn Nunn	Director of Finance and Administration	0403233988	English	finance@ait.vic.edu.au
Ms Wendy Wallace	Executive Officer	0410114567	English, Chinese & Malay	wendy@ait.vic.edu.au

In the Richmond Campus the Student Services Contact Officer is Mr Ashwani Tandon. The student contact officer is available to assist students:

- in the transition into life and study in Australia
- to assist students with personal issues, 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
- 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 on phone 03 9629 9553.

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.study.vic.gov.au/Intstu/fees.htm>

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>

Cancelation 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.

Deferment or Suspension of Enrolment by a student

Student deferment or suspension will only be considered on compassionate or compelling circumstances where a student is wishing to defer or suspend their course.

These circumstances include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience which could include
 - Involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime.

The student must apply in writing to the IHMA Director of Vocational Studies. 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 and/or contact the local DIAC office to enquire as to how a period of suspension or deferment will affect their visa.

Facilities

IHMA operates from four campuses. These are situated at:

- Richmond (Management Training Suite, Suite 5, Level 1, 230 Church Street
- Practical and theory facilities at Level 1, 261 Bridge Road, Richmond 3121
- McKinnon (Asian Cookery Training Facility, 257 Jasper Road, McKinnon 3204
- Level 1, 8 – 12 Market Street Melbourne CBD.

These campuses provide students with the following:

- Printing facilities
- Photocopying facilities
- Audiovisual equipment
- Library Services (Richmond Campus Only)
- Air-conditioned Theory Classrooms that are carpeted and have comfortable seating and workspace areas. Classrooms have large whiteboards together with ample lighting and ventilation
- Commercial kitchens are provided for practical training. Commercial Cookery, Patisserie and aspects of Indian Asian Cookery are delivered in our Bridge Road, Richmond kitchen. The Richmond kitchen is a large dedicated training kitchen that can cater for 3 cuisines being delivered simultaneously
- The McKinnon Asian Cookery Training Facility is a commercial Chinese cookery kitchen, food preparation area and specialist oven room (a converted Chinese restaurant not open to the public). The food preparation area is air-conditioned (heated/cooled) and the commercial Asian kitchen is as you would find one in a small to medium sized Chinese restaurant with 3 commercial woks, a commercial convection oven with 4 gas fired commercial burners, stainless steel benching and shelving, triple sink wash up zone, hand wash facilities and first aid and fire suppression facilities. The refrigeration and dry store has been converted into an oven room comprising a charcoal Tandoor oven 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
- The SIT50307 Diploma of Hospitality is delivered at the Management Training Suite located in Richmond and the theory training rooms on Level 1, 261 Bridge Road, Richmond. The training suites provide students with large classrooms and access to student amenities
 - The Richmond campus is in close proximity to tram and train services and provides access to Information Technology Laboratories comprising more than 40 Internet enabled PCs, printing facilities, photo copying facilities, audiovisual equipment and refrigerated filtered drinking water dispensers
 - The McKinnon campus is in close proximity to the McKinnon suburban train station (Zone 1) and provides access to food preparation and consumption facilities.

Car Parking

Undercover car parking is available for students via public car park from Secure Parking close to the Student Services Centre at the rear of Ground Floor, 8 Market Street Melbourne CBD . As there are limited spaces, parking is subject to availability. Fees for this car park are to be settled directly with the concerned authorities.

At the main campus in Richmond there it is possible to park your car free for 2 hours at the Richmond Plaza car park, ask the Campus Manager for more details. Other parking is available in near proximity to the Richmond Campus.

Ample free parking is available in close proximity to the McKinnon Campus.

Information Technology Laboratories

- The laboratories are open 9.00am to 5.00pm 7 days per week
- 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.

Learning and Assessment

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:

- 1) To confirm that you have acquired the knowledge and skills identified in the industry competency standards
- 2) 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
- Work placement
- Case studies
- Multiple choice questions and answers
- Simulations
- Work-based training and assessments.

Assessment methods using observations; practical demonstrations; oral questioning; or simulations are generally conducted at the Richmond and McKinnon campuses where access to commercial kitchens exists. These same assessment methods are applied when students are undertaking work placement.

Students may undertake project work; assignments; case studies; multiple choice questions and answers at the Richmond and McKinnon campuses, within the kitchen settings, where applicable; in the information technology labs; or remotely from their residential premises,

where appropriate. Some qualifications require a period of work placement in an operating commercial kitchen, in order to provide experience with the demands of producing food to industry standards and commercial conditions, and as a contributing member of a kitchen team.

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 your 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.

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.

IHMA Policies and Procedures

IHMA maintains the quality of the training and assessment provision through the implementation of a range of policies and procedures. The following policies and procedures directly relate to you as a student.

Monitoring Course Progress

It is a requirement of your student visa that you maintain satisfactory course progress.

Satisfactory course progress is defined as successfully completing at least 50% of the scheduled units of study for any given semester.

IHMA must report to DIAC, once it has been determined that a student’s progress is unsatisfactory. Unsatisfactory academic course progress is defined as not completing at least 50% of the scheduled units of study for any given semester.

Students will be informed, in writing, where their course progress is unsatisfactory, that they are able to receive educational or counselling support and/or appeal through the 'Complaints and Appeals' process, where they believe they are justified.

Where course progress does not improve, IHMA will advise students, in writing, that they will be required to attend an interview with DIAC and this may result in the Student Visa being cancelled by 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

Complaints and Appeals Process

IHMA provides an effective complaints and appeals procedure to deal with student complaints. 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 and procedure.

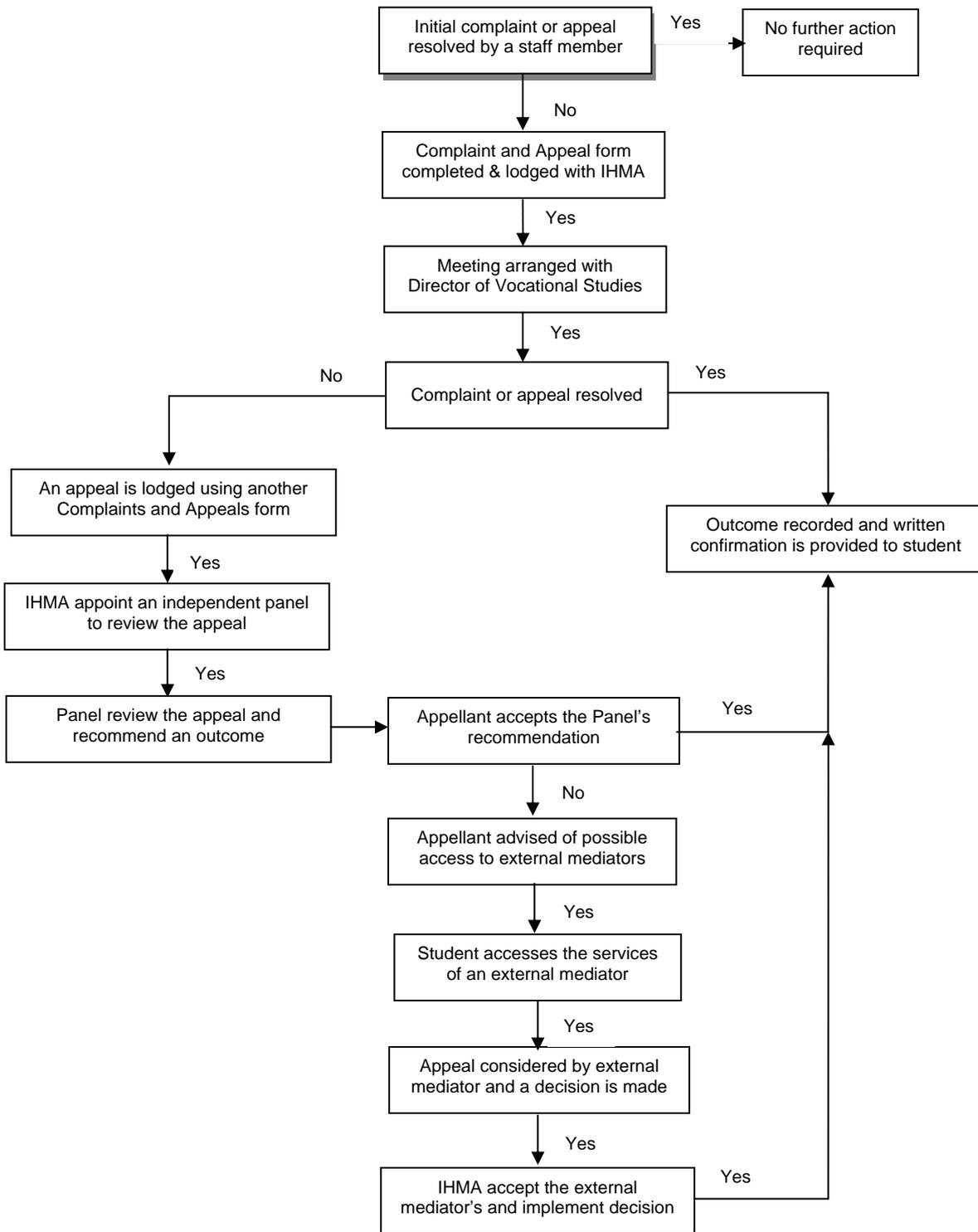
Appeals Procedure

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 should be recorded in writing, using the ‘Complaints and Appeals’ form
- 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 mediator to ensure an equitable outcome for all parties. The appeals procedure is identified in the IHMA ‘Complaints and Appeals’ policy/procedure, which is summarised in the following flow diagram. In cases where students are not satisfied with the complaints and appeal process they may wish to contact the National Training Complaints Hotline, telephone: 1800 000 674 or the ESOS Helpline (02) 6240 5069 email: esosmailbox@deewr.gov.au

Complaints and Appeals process



Critical Incidents

Critical incidents are traumatic events which may cause extreme stress, fear or injury. These traumatic events could include death, serious injury, missing students, a case of severe verbal or psychological aggression, an international incident, a natural disaster or issues such as domestic violence, sexual assault, drug or alcohol abuse. More information regarding the 'Critical Incident' policy and procedure can be found on the IHMA web page at <http://www.ait.vic.edu.au/>

Refund Policy

IHMA has in place a secure, fair and equitable Refund Policy (see the policy on the IHMA 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.

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

IHMA recognises relevant Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by other RTOs. This is referred to as 'credit transfer'.

Definition

Credit Transfer is the formal acknowledgement of nationally endorsed units of competence that have been gained at other RTOs.

The procedure for applying for credit transfer is:

- The student shall apply for credit transfer using the appropriate Credit Transfer Application Form and must provide the original Qualification or Statement of Attainment documentation. IHMA reserves the right to authenticate the Qualification or Statement of Attainment provided
- The Director of Vocational Studies will verify the Award or Statement of Attainment and grant credit transfers for the identical units that have been confirmed as being completed at another Registered Training Organisation
- Copies of the Credit Transfer Application Form, Qualifications and/or Statements of Attainment used as the basis for granting credit transfer will be placed in the student's file
- Granting of credit transfer will only be recorded at the unit of competency level as a minimum
- Students will be informed of the credit transfer decision and their records will be adjusted accordingly
- Students may use the provider's complaints and appeal procedures if dissatisfied with the outcome of their credit transfer application
- The completed credit transfer record must be signed by the student and the Director of Vocational Studies for the credits to be formally awarded and the student's course to be adjusted accordingly.

Recognition of Prior Learning (RPL)

Definition (As per the AQF Implementation Handbook 2007)

Recognition of Prior Learning is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial, or total completion of a qualification.

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

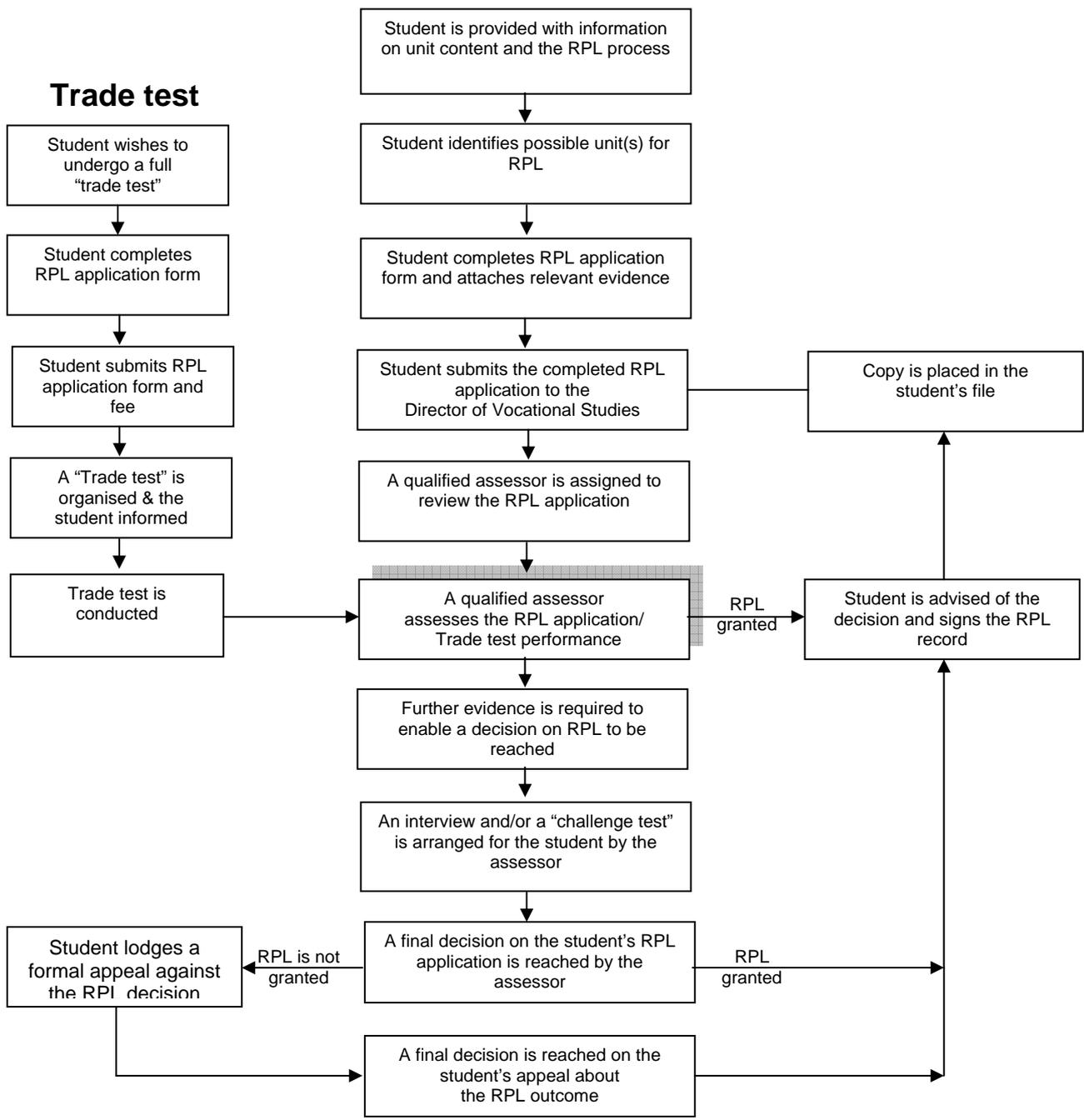
A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

Outline of RPL Procedure

1. The Institute will provide student's access to the relevant units of competency, prior to a RPL application being completed.
2. RPL applications must be made using the student RPL application form.
3. The Institute will give applicants assistance in completing the student RPL application form and gathering reliable evidence, if required.

4. The student RPL application form should be completed and forwarded to the Director of Vocational Studies. Normally no RPL assessment fee will be charged, however, those applications requiring a full Trade Test will incur a fee of \$600.
5. A copy of the student RPL application form is placed on the student file.
6. Qualified assessors will assess completed student RPL applications and the supporting evidence, and students will be advised promptly of the decision.
7. Further information, an interview with the student and/or a “Challenge test” may be required before evaluation of the application is completed.
8. The completed student RPL record must be signed by the student and the assessor and placed in the student file.
9. RPL application documentation, assessment processes and outcomes must all be placed in the student file.
10. Granting of RPL must be recorded as a unit outcome in the students file.
11. Students may use the Institute appeal procedures if dissatisfied with the outcome of their RPL applications.
12. After RPL is granted a student’s course schedule must be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed on the student’s file.
13. Any course duration reduction as a result of RPL granted to students must be indicated on the Confirmation of Enrolment if granted prior to the issue of a visa or on PRISMS if granted after the issue of a visa.

Summary of the RPL Process



IHMA Student Behaviour Policy

IHMA students must adhere to the following standards:

- Adhere to acceptable dress standards:
 - clean, pressed and complete uniform for practical sessions
 - neat casual, socially, culturally and religiously acceptable clothing (conservative)
 - appropriate footwear during practical sessions to satisfy safety standards.
- Not use Mobile Phones
 - must not be operated during class times
 - must be turned off during all sessions
- Be Punctual
 - Students must be present at the time of marking the attendance roll - twice daily at the commencement of sessions
 - Students may be locked out of sessions or assessments if they are late
- Satisfactorily complete their course
 - Students must complete their course in an orderly manner
 - Pre-requisite units must be completed in order for competence to be properly achieved
 - Students must satisfy training package requirements
 - Students must attend all scheduled classes
 - Student failing to achieve satisfactory course progress may have their enrolment cancelled
- Follow directions, notices and policy
 - Students must follow direction from IHMA staff and notices found in IHMA in order to maintain a safe and secure workplace
 - Student must follow IHMA policy
- Not cheat or make use of plagiarism
 - Students found cheating during assessments or examinations will be found as 'not yet competent' in the affected unit in the first instance. Subsequent detection of cheating will result in the cancellation of enrolment
 - Students found making use of plagiarism or unacceptable use of others work will be found as 'not yet competent' in the affected unit in the first instance. Subsequent detection of the use of plagiarism will result in the cancellation of enrolment
- Must not consume drugs and alcohol
 - Students must refrain from the consumption or use of Alcohol while attending IHMA
 - Students must not use any form of illicit drugs while attending IHMA.
 - Student that fail to adhere to these requirements will have their enrolment cancelled
- Must not steal, vandalise or cause wilful damage to IHMA property
 - Any student found to be in breach of this requirement will have their enrolment cancelled and may be handed over to the Victorian Police for prosecution
- Must not bully, intimidate, assault, insult or use offensive language or behaviour to others, or apply racist or sexual abuse and must not possess or use weapons
 - Students failing to adhere to the normally acceptable behavioural standards in this respect will have their enrolment cancelled.

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.

General information:

Support services

IHMA offers a range of student support services such as:

- Accommodation advice
- Transport advice
- Academic support
- Information on the acquisition of Legal and migration advice
- Career advice
- IT support
- Learning assistance
- Welfare advice.

These services are available either at IHMA or within close proximity to the Institute. The following information has been compiled for student use:

Adaptors

The power points in Australia operate on 240 volts with flat pins that are unique to Australia. International adaptors need to be purchased in case of overseas equipment models and are easily available through vendors.

Airlines

<u>Airline Name</u>	<u>Phone Number</u>	<u>Website</u>
Tiger Airways	9335 3033	www.tigerairways.com
Singapore Airlines	6223 8888	www.singaporeair.com
Air Asia	1300 760 330	www.airasia.com
Pakistan PIA	111 786 786	www.piac.com.pk
Biman(Bangladesh)	880 289 174 0029	www.bimanair.com
Cathay Pacific	131 747	www.cathaypacific.com
Malaysian Airlines	132 627	www.malayasiaairline
Flight Centre (Travel agency)	(03) 9670 0477	www.flightcentre.com

Airport

Melbourne International and Domestic Airport is located at Tullamarine, approximately 30 minutes drive from the Central Business District (CBD). Skybus is an efficient means of travel between the Melbourne airport terminals 1 & 3 and Melbourne's CBD - \$16 one way for an adult. Skybus phone: 03 9335 2811 and the web site URL is www.skybus.com.au.

Taxis are readily available around the clock and cost of one way trip between Melbourne CBD and the Airport in a taxi is \$40 - \$50 AUD.

Embassy Taxis	13 1755
North Suburban Taxis	13 1119
Silver Top Taxi Service	13 1008
West Suburban Taxi Service	9689 1144

Automatic Teller Machine (ATM)

ATM machines of most major banks are located at a short walk from IHMA in the CBD. Bank Branches of ANZ, Commonwealth Bank & National Australia Bank are in the close proximity to the Richmond Campus.

Banking

Most major Banks in Australia have special accounts to cater for the needs of Students. Providing identification is imperative at the time of opening a new account, it is advisable to carry your passport and some other forms of identification (for example, Student ID/ International Drivers license). When you open your bank account the bank will ask you for your **Tax File Number** (refer under Tax file number section of this booklet).

Details of main Australian Banks are:

<u>Name</u>	<u>Address</u>	<u>Website</u>
NAB	460 Collins Street, Melbourne	www.nab.com.au
CBA	330 or 460 Collins Street, Melbourne	www.commbank.com.au
WESTPAC	114 Williams Street, Melbourne	www.westpac.com.au
ANZ	91 Williams Street, Melbourne	www.anz.com

Career Guidance Counsellor

Adult Career Development, Level 11 459 Collins St. Melbourne, Ph (03) 9629 6333

Chemists

The closest pharmacy to the Student Service centre is on the corner of Flinders and Elizabeth streets, a short walk from the IHMA head office. Perry Moshidis pharmacy located in the Richmond Plaza is just a 2 minute walk from the Richmond campus.

Cinema Information

Greater Union City Cinemas, 131 Russell Street, Melbourne, 3000;

Phone: (03) 9654 8133

Kino Dendy Cinemas, 45 Collins Street, Melbourne, 3000; Phone: (03) 9650 2100

Dentist

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

English Language Tuition

English Language Tuition can be arranged by contacting the Director of Vocational Studies. Hawthorn - Melbourne English Language Centre is IHMA's preferred English Language Tuition provider. Hawthorn - Melbourne English Language Centre is located at:

442 Auburn Road

Hawthorn

Phone: (03) 9810 321

Fire & Ambulance Emergency Services

Dial 000 Immediately

General Practitioner:

Richmond Medical Centre, 300 Church St Richmond, Ph (03) 9421 4888

www.churchstreetmedicalcentre.com.au

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 in the glass enclosed information board at the rear entrance to Unit 33a on level 1. There are sections on other boards available for you to put up notices.

Legal Advice

Serious legal matters should be immediately brought to the attention of IHMA management. A referral to lawyers can be arranged and this may minimise costs. Hopkins Lawyers is IHMA's preferred office for legal advice and advocacy. Hopkins Lawyers is located at Level 40, 140 William Street Melbourne. Phone: (03) 9607 8279 Fax (03) 9607 8526

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

Library Services

The required Didasko delivery and assessment resources for each course run by IHMA are available at low cost directly from the college.

IHMA has a collection of books available in the Richmond Campus Library. There is no charge for students to borrow books for research purposes.

Public Library services are also available in close proximity to the Richmond Campus at 415 Church Street, Richmond Victoria and has an extensive range of library services that are open to International Students.

Life Line

Provides free 24 hour counselling service. Telephone 131 114

Migration Advice

Serious Migration matters should be immediately brought to the attention of IHMA management. A referral to Migration Lawyers can be arranged and this may minimise costs. FCG Legal is IHMA's preferred office for Migration Law advice. FCG Legal is located at 18 Drummond St. Carlton, Phone: (03) 8660 4700

Psychologist

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

Translating and Interpreting Service

Telephone 131 450

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.

Complaint Handling and Dispute Resolution

- Any student that has a Complaint 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 summarised on pages 8 and 9).

The Institute has arranged access to the ACPET (Australian Council for Private Education and Training) External Student Appeals Service to deal with Complaint, 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 External Student Appeals Service to seek assistance. The External Student Appeals Service will act as an intermediary and attempt to settle the issue on your behalf.

How do I apply for External Review?

To apply for External Review a student must complete an application form and pay a lodgement fee \$200 to ACPET. A student must provide handwritten signatures for consent to ACPET to Access Student File from the Education Provider.

An application for external review may be lodged via an email student.appeals@acpet.edu.au or posted to Student Appeals, ACPET, PO Box 551, East Melbourne Vic 8002.

The ACPET website: www.acpet.edu.au/students/student-support/appeals.

Alternatively, you may wish to refer the matter to the Victorian Registration & Qualifications Authority (VRQA) on 9637 2806, or the National Training Complaints Hotline on 1800 000 674.

Student Safety

- Students should take care of their own personal safety and of those around them, at all times. Recent media reports and experience of IHMA students has shown that there may be a threat to students that travel the public transport system (particularly train/rail) late at night in Melbourne and in some of Melbourne's suburbs. There are a number of things students can do to avoid the threat of violence/injury against them:
 - Avoid travelling alone on the public transport system late at night
 - Don't arrive at the departing train station more than 5 minutes prior to train departure. This requires that you prepare yourself by obtaining a timetable and seeking assistance to properly interpret the timetable. You should also seek advice on emergency procedures and security contact numbers in case you need assistance. Put these phone numbers in your mobile phone under the 'favourites' option
 - When you arrive at the train station stay under the view of the surveillance cameras where possible
 - Avoid drinking alcohol excessively or frequenting places where others are known to consume alcohol excessively. Some Night Clubs, Hotels and other popular venues may be places of threat or danger - do your own research prior to going to one of these places. If you experience trouble in any of these places, leave the threat scene immediately and seek the assistance of security staff where possible and then catch a taxi home
 - Avoid retaliation or engaging others in a fight or argument as these generally worsen and may incite others to become involved and then lead to violence and a situation where you may not be able to easily extract yourself or your colleagues
 - Avoid taking drugs of any type if you intend to go out at night. If you must take prescription drugs for a medical condition, please check the product information sheet for possible side effects prior to driving, consuming alcohol or taking other drugs
 - If you require assistance due to excessive alcohol consumption, taking drugs or other, you should call 000 and notify the operator of your location, name and the situation in which you find yourself
 - If you are involved in a violent encounter or feel that you are at threat of violence or injury you should dial 000 immediately and notify the operator of your location, name and the situation in which you find yourself.

Occupational Health and Safety for Students:

State government legislation provides the framework for occupational health and safety for workplaces in Victoria through the Occupational Health and Safety Act 2004. All workplaces are required by law to provide a workplace environment that is safe and without risks to health.

Students must ensure (and supervisors should advise students) that while undertaking learning activities they must:

- Take reasonable care for their own safety and the safety of others; and
- Comply with any OH&S policies, procedures, practices and directions of the organisation

Trainers and supervisors must, when organising learning activities, take into account:

- The age, health, maturity, experience, physical and intellectual ability of the student; and
- The suitability of the organisation for meeting a particular student's needs, including its OH&S, supervision and equal opportunity policies, procedures and practices.

If students believe their workplace to be unsafe while undertaking learning activities, they should approach their supervisor in the first instance, if this is appropriate. If this is not appropriate, students should:

- Contact their supervisor to discuss the appropriate course of action; and/or
- Contact the Campus manager for guidance.

Trainers and supervisors should advise students of these procedures. If OH&S is a component of the student's course of study, supervisors should ensure students complete it prior to commencing their learning activity. Any queries concerning these OH&S matters should be directed to the IHMA OH&S Officer. Campus plan and emergency exits plan is attached as follows.

Emergency Contacts:

Richmond Campus Manager:

Sally Bailey Campus Manager & Student Service office; 03 9428 6136

IHMA OH&S Supervisor:

Andrew Gascoigne, Head Office; 03 9629 3553

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

The 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, and 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 Education, Employment, Workplace Relations (DEEWR), Melbourne Branch - 8th Floor Customs House, 414 La Trobe Street, Melbourne, 3000
Phone :1300 363 264

5 Job Watch

This organisation investigates exploitation in employment and training. It 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 the web site <http://home.vicnet.net.au/~jobwatch/>

or contact Job Watch at:

53 Drummond Street, Carlton 3053

Phone : 9662 1933 Toll Free : 1800 331617

Email: jobwatch@vicnet.net.au

6 Legal Aid Commission

The Legal Aid Commission offers free telephone advice service and can assist with applications for legal assistance.

Please visit the web site <http://www.legalaid.vic.gov.au> for more information or contact the following

Victorian Legal Aid Office:

Melbourne Branch

350 Queen Street, Melbourne 3000

Phone: 9269 0234

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.

The following banks operate in Victoria:

- Member's Equity Bank
- ANZ Bank
- Bank of China
- Bank of Melbourne
- Bendigo Bank
- 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:

Useful Contact Phone Numbers

Community and Social Support:

Student Support 24 hrs	1300 363 079
AIDS Helpline.....	1800 133 392
Asthma Victoria.....	1800 645 130
Cancer Helpline.....	13 11 20
Centre Against Sexual Assault (CASA) (Crisis Line).....	9635 3610 / 1800 806 292
Direct Line (Drug & Alcohol Counselling) (24 Hour).....	1800 888 236
Eating Disorders Foundation of Victoria.....	9885 0318
Epilepsy Association	1300 374 537
Gambling Helpline.....	1800 156 789
Gay & Lesbian Switchboard.....	9827 8544
Grief line.....	9596 7799
Legal Aid.....	9269 0234
Lifeline (24 Hour).....	13 11 14
Mental Health Foundation of Aust.....	9427 0406
Men's Line Australia.....	1300 789 978
National Security hotline.....	1800 123 400
Nurse on Call 24hrs.....	1300 60 60 24
Quitline.....	13 18 48
SANE Mental Illness Helpline.....	1800 187 263
Suicide Help Line (24 Hour).....	1300 651 251
Poisons Info Centre.....	13 11 26
Pregnancy Help Line (24 Hour).....	1300 139 313
Vicdeaf.....	9473 1111
Women's Domestic Violence Crisis Service.....	1800 015 188
Women's Info & Referral Exchange (WIRE).....	300 134 130

General Information:

Australian Tax Office.....	13 28 61
Centrelink.....	13 10 21
Crimestoppers.....	1800 333 000
Emergency (Police, Fire Brigade, Ambulance).....	000
Information Victoria (For info on State Gov.).....	1300 366 356
Immigration/Multicultural Affairs.....	13 18 81
Interpreting Services (24 Hour).....	13 14 50
Medibank Private.....	13 23 31
Medicare.....	13 20 11
Met Information.....	13 16 38

Here are some useful websites:

Consolidated acts of the Commonwealth:

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

Consolidated acts of Victoria:

http://www.austlii.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

Getting Around Melbourne

Public Transport System

Melbourne is well supported by a network of trams, trains and buses allowing you to get just about anywhere without the need for a car. The information contained in this section was correct at the time of publication. However, timetables are subject to change without notice. Current timetables can be obtained from the bus/tram driver, the MET Shop in Elizabeth Street, or the information office at Flinders Street Train Station.

Further information about MET and V/Line Services can also be obtained from the MET Information Centre on 13 1638 or from the Public Transport website:

<http://www.metlinkmelbourne.com.au>

Zones

The Melbourne Metropolitan area is divided into two zones.

Zone 1: Covers the central city (yellow colour) and suburbs close to the Central part of Melbourne. Kindly ensure to check which zone your destination is and purchase a ticket accordingly to avoid fines.

Zone 2: Covers the outer region of Melbourne (blue colour). If you are travelling to a area falling in zone 2, would have to buy a ticket which would cover zone 1 + 2.



you
zone

Fares

The Public Transport System is supported by an automated ticketing system with tickets covering a range of options. It is important to ensure you have the correct ticket for your trip otherwise you risk the chance of incurring a fine. Tickets can be purchased for 2 hours, daily, weekly or monthly in full fare and concession.

Savings can be made by purchasing a weekly or monthly especially if you use Public transport most days of the week attend, do your shopping, etc.

Tickets can be purchased from the Service Centre. Alternatively you can purchase tickets from a Metcard vending machine at the train station, from the coin-only Metcard machine on the tram, the bus driver or from anywhere that has displayed such as a newsagency, milk bar or 7-Eleven store. Metcard Helpline 1800 652 313.



ticket,
i.e., to

vending
a sign

Concession Cards

Concession tickets are only available to Concession Cardholder's. A Concession Card is a photo ID card that is purchased in order to obtain concession tickets. In completing the form your tertiary institute (usually Student Administration) will need to sign the form. If you are caught travelling with a concession ticket and cannot produce a Concession Card you will be

fined. To obtain a Victorian Public Transport Student Concession Card, all students must fulfil the eligibility criteria. All students must be:

- A citizen or permanent resident of Australia or attending a college/institution as part of an approved overseas exchange program or a student with refugee status.
- Attending a college/institute registered within the Victorian Department of Education and listed in the Victorian Public Transport Approved Courses and Institutions Register.
- Pursuing a normal course of tertiary study at a college/institution as shown in the Victorian Public Transport Approved Courses and Institutions Register.

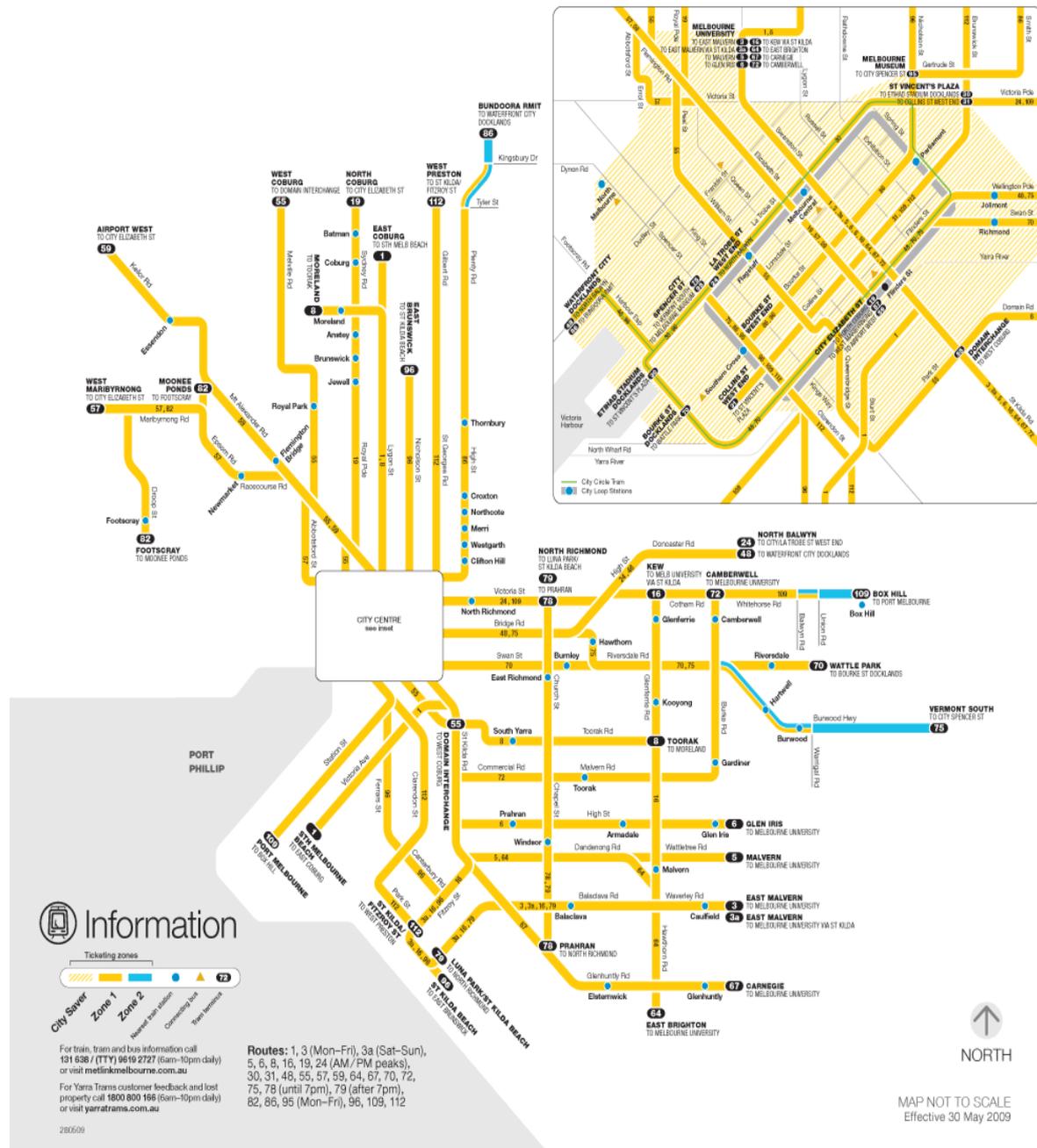
Student Concession Application forms are available at any major Railway Station. For further information about Concession Cards please contact the MET Information Centre on 13 16 38 or website www.metlinkmelbourne.com.au/metcard

Melbourne's train network map - This map shows Melbourne's train network



Individual network maps can be collected from student services centre or any train station and on board all trams. Otherwise can be obtained via the following link <http://www.metlinkmelbourne.com.au/maps-stations-stops/metropolitan-trains>

Melbourne's tram network map



Individual network maps can be collected from student services centre or any train station and on board all trams. Otherwise can be obtained via the following link
<http://www.metlinkmelbourne.com.au/maps-stations-stops/metropolitan-trams>

Forms:

List of forms

	Name Of the Form	Purpose
1	Student application to extend ECOE	For lodging an official request to extend the period of enrolment
2	Student enrolment cancellation form	For lodging a request to cancel enrolment
3	Student Induction form	Formal declaration that all the student induction items have been covered
4	Complaints and Appeals form	For lodging any official complaint or reporting any unethical or illegal conduct.
5	Change of Personal and/or contact details form	To formally notify the institute regarding any changes of personal details.
6	Leave Application	To apply for any leave of absence.
7	Fee refund	To apply for any due refund of paid fees.
8	Issue of qualification	To apply for the qualification and certificate to be issued.

Forms to be used for different administrative purposes are available from the Student Services section. Some commonly used forms are provided on the download's page of the IHMA web site and several forms are provided in the following pages:



Student Application to Extend ECoE

SECTION 1 Student Details

Student ID	<input style="width:90%;" type="text"/>	Family Name	<input style="width:95%;" type="text"/>	Given Name(s)	<input style="width:95%;" type="text"/>
Course Title	Tick the box to identify the Title and Level of Course: <input type="checkbox"/> SIT50307 Diploma of Hospitality <input type="checkbox"/> SIT40407 Certificate IV in Hospitality (Commercial Cookery) <input type="checkbox"/> SIT30807 Certificate III in Hospitality (Commercial Cookery) <input type="checkbox"/> SIT40707 Certificate IV in Hospitality (Patisserie) <input type="checkbox"/> SIT31107 Certificate III in Hospitality (Patisserie) <input type="checkbox"/> SIT40507 Certificate IV in Hospitality (Asian Cookery) <input type="checkbox"/> SIT30907 Certificate III in Hospitality (Asian Cookery)				Date of Birth / /
	<input style="width:95%;" type="text"/>				<input style="width:100%;" type="text"/>
Address	<input style="width:95%;" type="text"/>			Post Code	<input style="width:100%;" type="text"/>
Phone	<input style="width:95%;" type="text"/>		Email	<input style="width:95%;" type="text"/>	
Mobile	<input style="width:95%;" type="text"/>				

SECTION 2: REASON FOR EXTENSION

(Please mark with an x where appropriate)

Date required from / /

Last day of current COE / /

- Medical Reasons (attach evidence)
- Family Reasons (attach explanation)
- COURSE PROGRESS

I understand that I must obtain written approval in the form of an intervention strategy before my ECoE can be extended.

Applicant's Signature _____ Date / /

SECTION 3: DIRECTOR OF VOCATIONAL STUDIES:

Please Print Name _____ Signature _____

Agreed reason for approval or rejection _____ Date / /

SECTION 4: OFFICE USE

Item	Name	Date	Checked
ECOE Extended by			
Quickbooks updated by			
Wisenet Updated by			
Audited by			

Please ensure that the ECoE & the new Letter of Offer is on **yellow** paper



Student Enrolment Cancellation Form

SECTION 1 Student Details

Student ID **Family Name** **Given Name(s)**

Course

Address

Post Code

Phone

Mobile

Email

SECTION 2: CANCELLATION DETAILS

(Please mark with an x where appropriate)

Date cancellation required

/ /

Last day of Attendance

/ /

- Student completed early.
- Student transferred to another RTO.
- Student withdraws.
- COE Cancelled by IHMA
- Change to enrolment.
- Unsatisfactory course progress.

I understand that I must obtain written approval before undertaking my cancellation.

Refund required

Applicant's Signature _____

Date / /

SECTION 3: RECOMMENDATION – LECTURER

I hereby recommend approval of this application for cancellation.

Last day of Studies / /

Please Print Name _____

Signature _____

Position _____

Date / /

SECTION 4: DIRECTOR OF VOCATIONAL STUDIES:

Please Print Name _____

Signature _____

Position _____

Date / /



Student Induction Form

Name: Student Number: AIT/.....

Date:/...../..... Date of Birth:/...../.....

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 teacher/lecturer to explain again so that you fully understand all the information of the induction. The induction can take up to two (2) hours depending on student numbers and the range of issues to be discussed.

Please tick the boxes to indicate that you have participated and understand the items covered:

- What is IHMA?
- The training facility; including fire exits, emergency procedures, restrooms, first aid facilities and contact officers for First Aid, relevant Occupational Health and Safety (OH&S) requirements and Counselling services
- Your responsibilities in relation to your visa conditions such as academic progress and change of mailing or contact details e
- Attendance & Course Progress Requirements
- The content and delivery arrangement for the selected course
- What is Competency Based Training?
- Course Orientation
- Student support services
- Critical incidents
- Refund policy
- IHMA Deferment, Suspension and Cancellation Policy
- Campus locations
- 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 a Registered Australian Migration Agent
- How to access IHMA Policies
- Collect Course Resources & ID Tag from Administration

Student Declaration

I confirm that I have received the above information and participated in the student induction. I understand and agree to abide by all of the items included in this induction including the attendance and course progress requirements.

Student signature:..... Staff signature:.....

Date:..... Date:.....

FORM – APPLICATION FOR RECOGNITION OF PRIOR LEARNING

You should read the information below and course outline / assessment plan before completing this form.

If you are considering applying for recognition of prior learning in part of a course you will need to present evidence of this.

You may have developed competency in these elements in a number of ways:

- *Through life experiences*
- *Through experience on-the-job*
- *Through training courses*

Gathering evidence can be a time consuming process, however, if you feel that parts of the course are 'going over old ground' so to speak, it is worth the effort to have your expertise recognised.

WHAT YOU NEED TO DO!

Step 1 Read the Course Outline / Assessment Plan.

Step 2 Gather as much evidence as possible that would support your claim in the areas that you consider you already have the appropriate skills in:

- *You may have gained a special skill from life experiences, such as coaching a team or working with a community group.*
- *Another form of evidence is demonstration of your skills. You may want to organise for your assessor to be present when you are demonstrating a particular skill at work.*
- *Evidence can also be gathered from your current supervisor. Discussions or interviews can be arranged, with your supervisor present, to assess your competency in areas you consider you have substantial experience but no documentation to prove this is the case.*

Step 3 Present all your evidence attached to your application or at interview, if required.

ASSESSING COMPETENCY

The ultimate decision as to your competency will be made by an assessor. Evidence must match the performance criteria very clearly and satisfy the assessor that you genuinely have the skills and the knowledge you present for recognition.

APPLICATION

This form asks you to provide information about yourself and your request for recognition of previous learning and experience.

- After completing this application form, you may be invited to attend a discussion about information from this application. This is to confirm or clarify your request for recognition and to make sure that all relevant learning experiences have been identified.
- Please attach to this application form anything that you believe could assist your claim, for example, documentation about:
 - ⌞ *Statements of results from training courses*
 - ⌞ *Detailed resume of work history and experience*
 - ⌞ *Copies of assessments you passed as part of a course*
 - ⌞ *Correspondence or external studies (course notes)*
 - ⌞ *School involvement (eg: magazine)*
 - ⌞ *School committees (minutes, reports, speeches)*
 - ⌞ *Work experience and/or industry placement log books or references*
 - ⌞ *Samples of work in other subjects relevant to this course*
 - ⌞ *Certificates of attendance/achievement or participation*
 - ⌞ *School reports and exam results*
 - ⌞ *Statements / performance evaluations from past / present employers*

APPLICATION FOR RPL

PERSONAL DETAILS

Surname: _____

Given names: _____

Student Number: _____

Date of Birth: _____

Address: _____

COURSE INFORMATION

For which Course are you seeking RPL? _____

What are the names and codes of the competencies for which you are seeking complete or partial RPL?

CODE	NAME

WORK EXPERIENCE

Indicate in the space below any paid work experience, either full time or part time. Include any voluntary or unpaid work, or school work experience or industry placement.

Start with the most recent information.

Business: _____

PART 2:

What is the highest level of formal schooling you achieved and when?

What were the subjects you studied?

Please list any studies you have undertaken since leaving school.

YEARS	LEVEL OF STUDY (Degree, Certificate, Diploma, Apprenticeship, etc)	DETAILS OF STUDIES (eg: title of trade name of course)	RESULTS

Signature: _____ Date: _____

Remember:
Thorough completion of this form will help in your
assessment for Recognition of Prior Learning