

Australian Institute of Trades Pty Ltd trading as



# Student Services

Information Booklet For  
IHMA Current and Future Students

**2009**

**INSTITUTE OF HOTEL MANAGEMENT AUSTRALIA**

**8-12 MARKET STREET  
MELBOURNE -3000**

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Dear Student,

It is our pleasure to welcome you to the Institute of Hotel Management Australia (IHMA) for pursuing your academic goal. The purpose of this guide is to introduce you to the services available to you at the Institute and providing you with some general information which would assist you to feel at home in Melbourne.

If you are an International student don't be surprised to be a little overwhelmed at first, maybe even homesick – it is very normal to feel that way being exposed to a new culture or a new country. If those feelings arise, be assured there are many willing teachers and staff to help you find your way around, and it will not be long until you feel confident in your new academic and lifestyle pursuits. Many of you will be having your first taste of real independent style of living, learning to cook, shop, manage finances, and just enjoying your freedom of choice.

With various cultures and backgrounds we rely on all students showing goodwill, mutual respect, common sense and a desire to help and enjoy academic life. We feel privileged to have majority of our students studying at the Institute from Overseas.

Student Service Centre provides you with face to face customer service to help you access services, advice and information in an easy and convenient way. We can help you with general enquiries, refer you to specific services that you may need and provide on the spot student administration services such as amending your enrolment details, change your personal details, accept payment for enrolment fees, provide you with your results and issue or update your student ID card.

Regards,

IHMA Team

## 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.

## Accommodation

The student service centre is available to assist in any accommodation related queries the students might have. Options to be explored include renting your own apartment, flat or house; furthermore, students can make an arrangement called “share accommodation”. Good way to search for accommodation is through the web by visiting [www.realestate.com.au](http://www.realestate.com.au) and [www.domain.com.au](http://www.domain.com.au). Some vacancies can be checked on The Age newspaper website: [www.theage.com.au](http://www.theage.com.au) and share accommodation options can be looked up on [www.gumtree.com.au](http://www.gumtree.com.au).

## Adaptors

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

## Airlines

Australia has a number of airlines for Domestic and International Reservations and Information.

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

## Airport

Melbourne International and Domestic Airport is located at Tullamarine, approximately 30 minutes drive from the Central Business District (CBD). Taxis are readily available round the clock and cost of one way trip 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, Commbank & NAB are in close proximity to the Richmond Campus.

## Banking

Most of 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 guide)

Details of main Australian Banks are:

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

## Car Parking

Undercover car parking is available for students via public car park from Secure parking close to Student Services Centre. 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 is a facility of 2 hours free parking at the Richmond Plaza, kindly speak with the Campus Manager for more details.

## Career Guidance Counsellor

Adult Career Development, Level 11 – 459 Collins Street, Melbourne

Telephone – (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

Phone: (03) 9428 6229

## Doctor

### Richmond Hill Medical Centre

323 Church Street, Richmond

Phone: (03) 9428 4148

Lees Les Suit Doctor, 121 William Street, Melbourne

Phone: (03) 9629 2249

## 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 is located at

**442 Auburn Road,  
Hawthorn.  
Phone: (03) 9810 321**

## Facilities

IHMA provides its students with the following:

- Air – conditioned Classrooms
- Commercial graded and equipped Kitchens
- Information Technology Labs – Free Internet Access
- Printing facilities
- Photocopying facilities
- Audiovisual equipment

## Legal Advice

Serious legal matters should be immediately brought to the attention of IHMA management. A referral to IHMA related lawyers can be arranged and this may minimise costs. Oakley Thompson & Co is IHMA's preferred office for legal advice and advocacy. Oakley Thompson & Co is located at

**Level 19,  
500 Collins Street  
Melbourne.  
Phone: (03) 8676 0222**

## Library Services

The required text books and workbooks for each course run by IHMA are available at low cost directly from the college. Former students of IHMA and other colleges also seek to sell their text books at greatly reduced cost - these can be accessed through the student networks within and external to IHMA. Please contact your course coordinator about your needs prior to purchasing any text or workbooks.

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

## Migration Advice

Serious Migration matters should be immediately brought to the attention of IHMA management. A referral to IHMA related 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

## Overseas Student Health Cover (OSHC)

If you are an International student studying in Australia, as a condition of your student visa you should have private health insurance for the duration of your stay. OSHC fees are paid to the Institute at the time of enrolment; the cost of OSHC differs depending on the duration of your course. Kindly check with Student Service Centre for up-to-date pricing and availability.

## Tax File Number (TFN)

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. It is advisable to get a TFN, if students are planning to work part-time during their course. If TFN is not provided to your bank or employer, any income earned will be taxed at the highest rate.

## Police – Fire – Ambulance 0-000

**Useful Contact Phone Numbers****Community and Social Support:**

<b>Student Support 24 hrs .....</b>	<b>1300 363 079</b>
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
DirectLine (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
Griefline.....	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 3

## 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 an area falling in zone 2, you would have to buy a ticket which would cover zone 1 + zone 2.



## 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 ticket, especially if you use Public transport most days of the week i.e. to 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 vending machine on the tram, the bus driver or from anywhere that has a sign displayed such as a newsagency, milk bar or 7-Eleven store. Metcard Helpline 1800 652 313.

## 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 1638 or website [www.metlinkmelbourne.com.au/metcard](http://www.metlinkmelbourne.com.au/metcard)

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

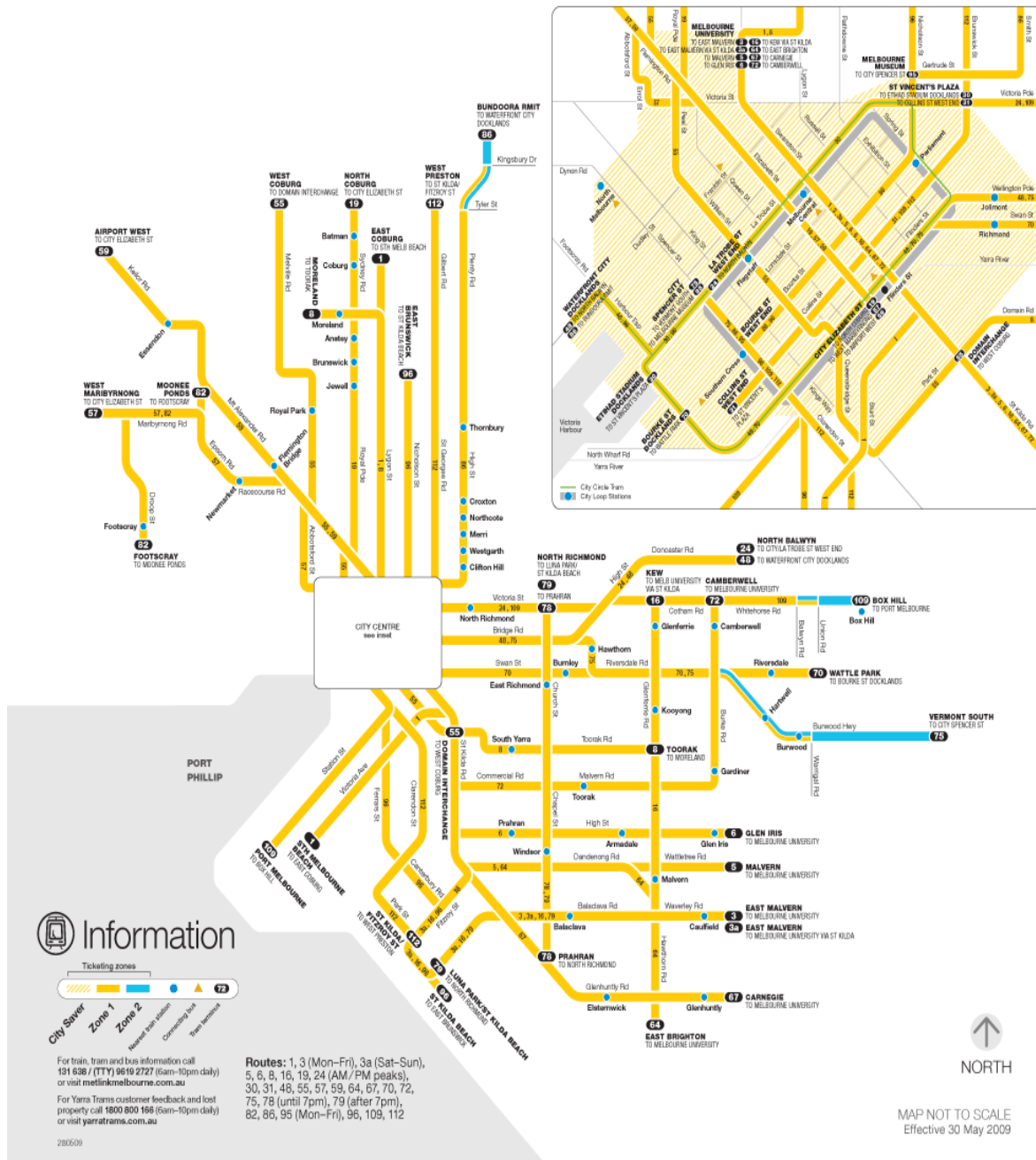


Individual network maps can be collected from student services centre or any train station and on board all trams. Otherwise can be obtained via the following link

<http://www.metlinkmelbourne.com.au/maps-stations-stops/metropolitan-trains>

Information for all IHMA current and future students

# 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>


Information for all IHMA current and future students

**Forms:**

These are some sample forms to be used for different administrative purposes available from student services

 **Student Application To extend ECOE**

Australian Institute of Trades Pty Ltd trading as



**INSTITUTE OF HOTEL MANAGEMENT AUSTRALIA**  
CRICOS No. 02601C

## Student Application to extend ECOE

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**SECTION 1 - STUDENT DETAILS**

Student ID  Family Name  Given Name(s)

Course

Address  Post Code

Phone  Email

Mobile

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**SECTION 2 - REASON FOR EXTENSION**

(Please mark with an x where appropriate)

Data required from  Medical Reasons?

/ /  Family Reasons?

Last day of current COE  Other

/ /

\_\_\_\_\_

*I understand that I must obtain written approval before my COE can be extended.*

Applicant's Signature \_\_\_\_\_ Date / /

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**SECTION 3 - RECOMMENDATION - LEAD TUTOR**

*I hereby recommend approval of this application for extension of COE.*

Last day of Studies / /

Please Print Name \_\_\_\_\_ Signature \_\_\_\_\_

Position \_\_\_\_\_ Date / /

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**SECTION 4 - DIRECTOR OF VOCATIONAL STUDIES**

Please Print Name \_\_\_\_\_ Signature \_\_\_\_\_

Position \_\_\_\_\_ Date / /

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**SECTION 5 - COE USE**

COE EXTENDED? YES NO COE updated Finance Date / /

Entered by (Initials)  Date / / Signature \_\_\_\_\_

D.S.L.  
STUDENT FILE  
DIRECTOR OF VOCATIONAL STUDIES  
TEACHER

 Student Cancellation Form - To cancel enrolment

 <small>Australian Institute of Trades Pty Ltd trading as</small> <b>INSTITUTE OF HOTEL MANAGEMENT AUSTRALIA</b> <small>(CRICOS No. 02601C)</small>	<h2 style="margin: 0;">Student Cancellation Form</h2>	
<b>SECTION 1: Student Details</b>		
Student ID <input style="width: 80px;" type="text"/>	Family Name <input style="width: 180px;" type="text"/>	Given Name(s) <input style="width: 150px;" type="text"/>
Course <input style="width: 350px;" type="text"/>		
Address <input style="width: 300px;" type="text"/>		PostCode <input style="width: 60px;" type="text"/>
Phone <input style="width: 100px;" type="text"/>	Email <input style="width: 350px;" type="text"/>	
Mobile <input style="width: 100px;" type="text"/>		
<b>SECTION 2: CANCELLATION DETAILS</b>		
<small>(Please mark with an x where appropriate)</small>		
Date cancellation required / /	<input type="checkbox"/> Admission to another college? <input type="checkbox"/> Medical Reasons? <input type="checkbox"/> Family Reasons? <input type="checkbox"/> Other	
Last day of attendance / /		
I understand that I must obtain written approval before undertaking my cancellation.		
<input type="checkbox"/> Refund required		
Applicant's Signature _____	Date / /	
<b>SECTION 3: RECOMMENDATION - LEADERS</b>		
<small>(I hereby recommend approval of this application for cancellation.)</small>		
Lead day of studies / /		
Please Print Name _____	Signature _____	
Position _____	Date / /	
<b>SECTION 4: RECOMMENDATION OF VOCATIONAL STUDIES</b>		
Please Print Name _____	Signature _____	
Position _____	Date / /	
<b>SECTION 5: OFFICE USE</b>		
COE CANCELLED? YES NO	COE updated OR Date / /	
Entered by (Initials) <input style="width: 40px;" type="text"/>	Date / /	Signature _____
		P.S.C. STUDENT FILE DIRECTOR OF VOCATIONAL STUDIES TEACHER

## List of forms

	<b>Name Of the Form</b>	<b>Purpose</b>
<b>1</b>	<b>Grievance Complaints and Appeal</b>	For lodging any official complaint or reporting any unethical or illegal conduct.
<b>2</b>	<b>Personal Details Form</b>	To formally notify the institute regarding any changes of personal details.
<b>3</b>	<b>Leave Application</b>	To apply for any leave of absence.
<b>4</b>	<b>Fee refund</b>	To apply for any due refund of paid fees.
<b>5</b>	<b>Issue of qualification</b>	To apply for the qualification and certificate to be issued.

## 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:

Karan S. Rai (Ronnie); Student Service office; 03 9428 6136

### IHMA OH& S Supervisor:

Andrew Gascoigne, Head Office; 03 9629 3553