

Document Number: 1202	
Document Name: Pre-Enrolment Student Information Handbook 2016	
Reference: Standards for Registered Training Organisations, 2015, CRICOS and ESOS standards, Guidelines of other regulatory bodies	

**Australian Institute of Trades Pty Ltd as  
Trustee for the Institute of Hotel Management Australia “Trading as”  
Institute of Hotel Management Australia**

Registered Training Organisation No. 21496

# **PRE-ENROLMENT STUDENT INFORMATION HANDBOOK 2016**

**Information Handbook**

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## **WELCOME MESSAGE FROM THE EXECUTIVE DIRECTOR!**

As ED, I welcome you to the Australian Institute of Trades Pty Ltd. Trading as Institute of Hotel Management Australia (IHMA) I would like to take this opportunity to encourage you to use this guide as an important resource as you make your way through your initial orientation as an IHMA student.

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.

### **THE ORGANISATION**

IHMA is a commercial training organisation with extensive expertise in many areas of industry.

We are a Registered Training Organisation, trading under the name of Institute of Hotel Management Australia (IHMA), and we are committed to the delivery of quality training and consultancy services to industry.

This is achieved by offering innovative and creative training programs that are flexible to suit the needs of students, employees, trainees, employers and industry.

IHMA is responsible for issuing of Australian Quality Framework (AQF) certification documentation. While studying at IHMA, students have the right to receive a Vocational Education and Training (VET) Statement of Attainment should IHMA close or if it ceases to deliver the agreed training and assessment.

### **THE EXECUTIVE DIRECTOR (ED)**

Our services are tailored to suit the needs of the workplace, along with the requirements of the nationally recognised training program in which students are enrolled. As such, all staff members of Australian Institute of Trades have certain legal and ethical responsibilities, which are outlined in this handbook, as well as an induction program for trainers and assessors.

I welcome you to the team at Australian Institute of Trades, and look forward to a mutually enjoyable and rewarding relationship.

*Geoffrey Wallace*

**ED**

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## INTRODUCTION

### WELCOME TO THE AUSTRALIAN INSTITUTE OF TRADES PTY LTD AS TRUSTEE FOR THE INSTITUTE OF HOTEL MANAGEMENT AUSTRALIA “TRADING AS” INSTITUTE OF HOTEL MANAGEMENT AUSTRALIA (IHMA)

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We trust your time with us will be enjoyable and beneficial. This handbook has been designed to answer the many questions that arise regarding while you are studying with us or before you enrol with IHMA as a student.

### ABOUT THIS HANDBOOK

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This handbook can be used as a guide or reference for the policies, procedures and practices of Institute of Hotel Management Australia. Whilst this handbook will assist you become more familiar with the benefits available to you as a student and provide guidelines and rules affecting your training, industry conditions are constantly changing and therefore, we retain the right to change or withdraw this handbook.

### THE HISTORY OF IHMA

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IHMA Ltd was established on 05/Aug/2004. IHMA is started to provide quality training to Hospitality and Management students.

### VISION

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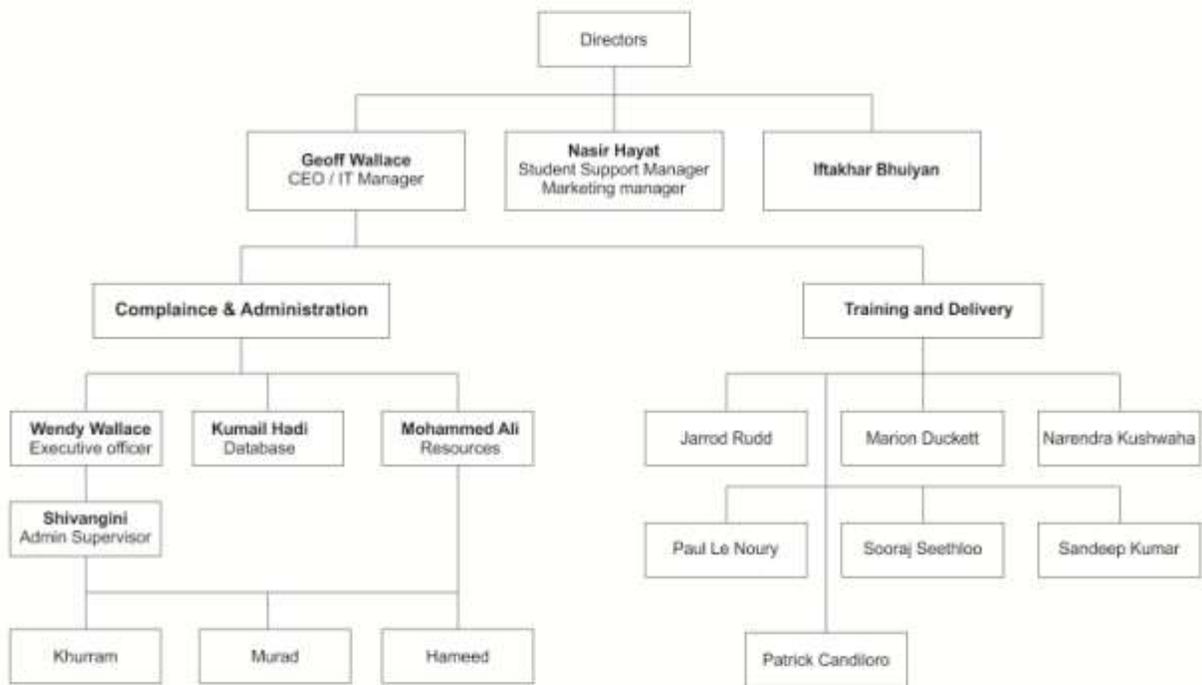
Australian Institute of Trades Pty Ltd trading as Institute of Hotel Management Australia (IHMA) aspires to be recognised as a leader in providing vocational education initially to the hospitality industry and later to other industries.

As a Registered Training Organisation (RTO) IHMA strives to provide quality education in Vocational Education and Training (VET) to students aspiring to become highly qualified workers. IHMA will facilitate each student’s transition to trade level, satisfy the students’ expectations of becoming highly qualified, competent and employable community members and in so doing bolster the credibility of the Australian Qualification Framework (AQF) by satisfying employers’ expectations with the relevant level employability of AQF qualification holders. AIT will enable the students to take their place in their chosen workplace, within Australia and/or overseas, with confidence thus making a valued contribution to the business community and society in general.

IHMA, intends to pride itself in efficiently using available resources at its disposal and strive to develop new resources so as to continuously improve itself, its programs, and its technology.

**RTO ORGANISATIONAL STRUCTURE**

**IHMA ORGANISATION STRUCTURE**



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## POLICIES AND PROCEDURES

For the complete and current policies, procedures, documentation, forms, etc. including but not limited to:

- Reassessment
- Complaints & Appeals
- Course Progression
- Learner at Risk

Please refer to the IHMA's website and/or discuss with your trainer. Please forward all queries related to policies and procedures to [Study@ait.vic.edu.au](mailto:Study@ait.vic.edu.au).

## IHMA CONTACT DETAILS

Institute Location

- Head Office – 15 – 21 Dudley Street West Melbourne Victoria 3003
- Unit 33, Level 1, 261 Bridge Road Richmond Victoria 3121
- 257 Jasper Road McKinnon Victoria 3204

Mailing Address:

- PO Box 200 Richmond Victoria Australia 3121

Phone Number            61 3 9427 1211  
 Fax Number:                61 3 9427 1511

**Email:** [study@ait.vic.edu.au](mailto:study@ait.vic.edu.au) **Web:** [www.ait.vic.edu.au](http://www.ait.vic.edu.au)

## IHMA OPERATING HOURS

Suite 33 and 33a 261 Bridge Rd	9:00am to 5 pm	Monday to Sunday
Suite 33 261 Bridge Rd Office hours	9:30am to 5pm	Monday to Sunday
257 Jasper Road McKinnon	as per timetable.	

## CROSS SECTIONAL QUALIFICATIONS LINKAGE

The Australian Qualifications Framework created a national system of cross-sectorial qualifications capable of supporting the increasingly diverse needs of the workforce and students in education and training.

The above diagram shows the interlinking qualifications.

and pathways that relate to the various



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## STUDENT SERVICES/EMERGENCY CONTACT OFFICERS

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The Institute's Student Services/Emergency Contact Officers are:

Name	Position	Phone	Language	Email
<b>Mr Nasir Hayat</b>	Director	0469394427	English, Urdu, Punjabi & Hindi	<a href="mailto:nasir@ait.vic.edu.au">nasir@ait.vic.edu.au</a>
<b>Ms Wendy Wallace</b>	Executive Officer	0410114567	English, Chinese & Malay	<a href="mailto:wendy@ait.vic.edu.au">wendy@ait.vic.edu.au</a>

The IHMA Student Services Contact Officer is Mr Nasir Hayat.

The Student Services Contact Officer is available to assist students in any of the following ways:

- in the transition into life and study in Australia
- to assist students with personal issues or 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 94271211 during school hours.

## STUDENT SUPPORT SERVICES

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IHMA offers a range of student support services such as:

- Accommodation advice
- Transport advice
- Academic support
- 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:

### ENGLISH LANGUAGE TUITION

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English Language Tuition can be arranged by contacting the Academic Registrar. 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 Victoria 3122  
 Phone: (03) 9815 4000

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## INFORMATION BOARDS

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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

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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

## LIBRARY SERVICES

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The required Didasko online delivery and assessment resources for each course run by IHMA are available at low cost directly from the college. This reference material forms part of the SIT Delivery and Assessment Package and must be purchased by each student to be compliant with the Package.

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.

## MANDATORY INTERNATIONAL STUDENT REQUIREMENTS

### CHANGES AND UPDATES TO PERSONAL AND CONTACT DETAILS

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It is a compulsory requirement of your student visa conditions that you must advise IHMA of your residential address in Australia within 7 days of arriving in Australia or if you change any of your residential address details or contact details when you are onshore. Failure to comply with this requirement could result in the cancellation of your enrolment and student visa by the Department of Immigration and Border Protection.

Please download and complete the [‘Changes and Updates to Personal and Contact Details Form’](#) then submit the completed form to the IHMA administration department.

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## FACILITIES

### **THEORY CLASSROOMS PROVIDE STUDENTS WITH THE FOLLOWING:**

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- Printing facilities
- Photocopying facilities
- Audiovisual equipment
- Library Services
- Air-conditioned theory classrooms that are carpeted and have comfortable seating and workspace areas. Classrooms have large whiteboards together with ample lighting and ventilation

### **Practical Kitchens provide students with the following:**

- Commercial Cookery, Patisserie and Asian Cookery are run in our Richmond kitchen is a large dedicated training kitchen that can cater for 3 cuisines being delivered simultaneously. Our kitchens have a range of modern equipment to facilitate the learning of cookery.

### **Information Technology Facilities**

- The IT facilities are open 9.00am to 5.00pm 7 days per week
- IT facilities comprise Internet enabled PCs, Printers and Photocopiers,
- 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 is done so under staff supervision at all times.

\* Valuables

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

### **CAR PARKING AND PUBLIC TRANSPORT ACCESS**

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- The institute is in close proximity to tram and train services and there is ample car parking in the vicinity.

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## INTERNATIONAL STUDENTS ENTRY REQUIREMENTS

### AGE

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

### ENGLISH LANGUAGE REQUIREMENTS

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- 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 IELTS 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 management 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, a Pearson Test of English (PTE), a Cambridge English Advanced (CAE) test or a structured interview with the Academic Registrar.

### ACADEMIC LEVEL

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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 or Advanced Diploma programme.

For international students, the required academic level will be determined by the student's [visa assessment level](#), as stated by the Department of Immigration and Border Protection (DIBP) but no less than that required for domestic students as stated above – please check the [DIBP student visa assessment level](#) for your country and then the [DIBP visa checklist page](#) to ensure you meet the requirements for the visa you are applying for.

### REASONABLE ADJUSTMENT

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The Disability Discrimination Act uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible; to meet the needs of a student with disability or with other learning needs.

At IHMA, we can do the following to assist with your requirements for reasonable adjustment:

- Make teaching and assessment materials and methods more accessible.
- Use teaching and assessment methods that suit most students may hinder access for some students with a disability. IHMA is able to present information through a range of methods to assist students with a disability.
- Adapt the physical environment and equipment to better suit the student with disability.
- providing additional time for student to practice the assessment tasks
- presenting questions orally for students with literacy issues
- asking questions in a relevant practical context

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- adapting machinery and equipment to make it more easy to use
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences
- simplifying the design of job tasks

If you require more details about reasonable adjustment, please speak to your Teacher or the Student Support Officer.

## RESIDENCY REQUIREMENT

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- 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 duration or completion date.
- Valid Refugee Visa
- Other sub classes of visas as approved by the DIBP
- For more information on residency requirements please contact an Australian registered migration lawyer. To locate an Australian registered migration lawyer please select the following link: <https://www.mara.gov.au/>

## OVERSEAS STUDENT HEALTH COVER (OSHC)

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All international students are required to have current Overseas Student Health Cover and have a responsibility to maintain current Overseas Student Health Cover.

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. The cost of the OSHC differs depending on your course duration, your visa duration and the level of cover such as for single or family etc .You can purchase your [OSHC from a range of providers in Australia.](#)

## TRANSFERRING BETWEEN EDUCATION PROVIDERS

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Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission. However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider. If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about transferring and the requirements under the ESOS National Code, you can: Visit <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

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Read Standard 7 in the National Code at <https://aci.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

In accordance with Standard 7 of the National Code, IHMA must not knowingly enrol a student transferring from another college before the student has completed six months of the principal course except in certain circumstances (see Standard 7.1) as below;

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Some students may have options under law that are not covered by the above, however, IHMA can only issue ECoEs to eligible students. Conditional ECoEs may be issued to facilitate students that want to change their student visa sub class and to allow a student to commence a VET course – these students may have a form protection that allows this to occur and this protection only applies to certain students in certain circumstances. If you are unsure of your rights, you should consult a registered migration lawyer with a specialisation in Migration Law. <https://www.mara.gov.au/>

For further information on transferring students please see [Student Transfer Between Registered Provider Policy and Procedures](#).

## SCHOOL AGED DEPENDANTS

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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 while in Australia. 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 <http://www.education.vic.gov.au>
- Non-Government Schools (including schools of different religions) <http://www.privateschoolsdirectory.com.au/>.
- 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>

## LEARNING AND ASSESSMENT

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

- Provision of user-friendly learning resources – including online Didasko 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.

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## 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.

## 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 may 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 a work placement.

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

Most IHMA Hospitality qualifications require a period of practical placement or work placement (**WBT**) for particular units 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. This WBT component must be undertaken to gain the qualification as IHMA deems this to be the most appropriate mode of delivery and/or assessment for the achievement of the competency/s required for the qualification. Similarly, for supervision and management, under several qualifications it may be necessary for students to undertake a period of WBT. WBT can take place under staff supervision in the commercial kitchens of the Richmond Campus and the McKinnon Restaurant for IHMA.

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.

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## WHAT EVIDENCE IS REQUIRED?

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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.

## IHMA POLICIES AND PROCEDURES

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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.

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### Cancelation of enrolment:

1. Initiated by IHMA
  - a. Non payment of fees
  - b. Disciplinary reasons
  - c. Student dies
  - d. No longer holding student visa
  - e. Provider unable to deliver course
2. Initiated by student
  - a. Student completed course early
  - b. Student left provider/transferred to course at another provider (student/s must advise IHMA of their intention to cancel their enrolment and settle all outstanding administration and finance matters)
  - c. Student notifies of cessation of studies

### Deferment and Suspension of enrolment:

1. Initiated by IHMA
  - a. Student misbehaviour
2. Initiated by student
  - a. Compassionate and compelling circumstances

For further information please see the Student Course Variation (SCV) [reporting options quick guide](#) also see the IHMA [Deferment, Suspension or Cancelation Policy and Procedure](#)

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## Complaints and Appeals Procedure, Handling and Dispute Resolution

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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 there is a formal process to be followed. Please access the Complaints and Appeals process by downloading the information from the following link –

[Complaints and Appeals](#)

A complaints and appeals application form can also be downloaded from the following link:

[Complaints and Appeals Application](#)

If you, as an enrolled student of the IHMA, 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 may 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.

- Any student that has a complaint should first discuss the issue with the course trainer or if unsuccessful, with the Academic Registrar telephone on +61 03 9427 1211.
- If the student feels that the issue is still not resolved the student should submit a completed [Complaints & Appeals Form](#) to the Executive Director
- Copies of this form are also available from the Institute's 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](#).

Please refer to Complaints and Appeals Policy for more Information.

IHMA takes complaints and appeals very seriously and consider these as dissatisfaction with the current procedures, outcomes or the quality of service provided by IHMA's Training Consultant or IHMA. IHMA has developed a formal Complaint and Appeal policy and procedure that will be viewed as part of Continuous Improvement. IHMA will approach all complaints and appeals with an open view and attempt to resolve issues through discussion and conciliation. Where a complaint cannot be resolved through discussion and mediation, IHMA acknowledges the need for an appropriate external and independent agent to mediate between the parties.

IHMA understands individuals' concerns regarding confidentiality and is totally committed to fair treatment respecting and upholding individuals' rights to privacy protection under the Australian Privacy Principles (APPs) contained in The Privacy Act amended 1988 (Cth). IHMA respects the privacy rights of all individuals in the workplace. IHMA has implemented a program to ensure compliance with the APPs.

IHMA understands that despite all its efforts to provide satisfactory services to its learners, complaints may occasionally arise that require formal resolution. Learners have the opportunity to have any complaint or appeal resolved and resolutions reached that attempt to satisfy all parties. There is no cost to the learner unless the referral is made to a third party. Complaints and appeals may be made in relation to any of the following:

- IHMA, its trainers, assessors or other staff;
- any third party providing services on IHMA's behalf, its trainers, assessors or other staff; or
- a learner of IHMA.

The complaints and appeals policy and procedure and form are made available to all learners and potential learners by directly contacting IHMA, through the IHMA's website, Pre-enrolment and Learner handbooks.

Where possible, all informal attempts shall be made to resolve the issue (Informal Complaint) This may include advice, discussions, meeting with the learner, emails and general mediation in relation to the issue and the learner's issue. Any staff

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member can be involved in this informal process to resolve issues, but once a learner has placed a formal complaint / appeal, the following procedures must be followed.

If a learner is uncomfortable with speaking directly to the person involved or the informal process does not resolve the issue to the learner's satisfaction, the formal process should be followed as described below.

Where a learner is unhappy with the outcome of an assessment decision, this will be dealt with under assessment appeals.

## Formal Complaints

Any learner, potential learner, employee or third party may submit a formal complaint to IHMA with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party. Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the EXECUTIVE DIRECTOR .

Any person wishing to submit a formal complaint can do so by completing the Complaints and Appeals Form and state their case, providing as many details as possible. This form can be obtained by contacting Administration staff at IHMA , or through the IHMA website.

All formally submitted complaints are submitted to the EXECUTIVE DIRECTOR .

Once a formal complaint is received it will be entered into the Complaints and Appeals Register which is monitored by the EXECUTIVE DIRECTOR regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint
- Determined Resolution
- Date of Resolution

A learner may be assisted or accompanied by a support person at any face to face meetings regardless of the nature of the issue or complaint throughout the process at all times.

The EXECUTIVE DIRECTOR will then refer the matter to the appropriate staff members to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Where a decision is expected to take longer than 60 days, IHMA will advise the learner in writing of the delay and including the reasons for the delay. Thereafter the learner will be provided with weekly updates in writing of the progress of the complaint or appeal.

Once a decision has been reached, the EXECUTIVE DIRECTOR inform all parties involved in writing. Where the complaint process does not find in favour of the learner, learners will be notified that they have the right of appeal. To appeal a decision, the RTO must receive, in writing, grounds of the appeal within 10 days of the date of the notice of the decision.

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EXECUTIVE DIRECTOR ensures that IHMA will act immediately on any complaint where the complaints process results in a decision that supports the learner. IHMA will immediately implement any decision and/or corrective and preventative action that are required, and advise the learner of the outcome.

Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the EXECUTIVE DIRECTOR Training or representative and also in the learner's file.

## Appealing

All learners have the right to appeal decisions made by IHMA where reasonable grounds can be established. The areas in which a learner may appeal a decision made by IHMA may include:

- Any other conclusion/decision that is made after a complaint has been dealt with IHMA in the first instance as described in the complaints process above. This is referred to as a general appeals)
- Assessments decisions as set out below (assessment appeals).

To activate the appeals process, the learner must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the learner feels the decision is unfair is to be clearly explained and help and support with this process can be gained from IHMA staff.

## General Appeals

Where a learner has appealed a decision or outcome of a formal complaint, they are required to notify IHMA in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal

The appeal shall be lodged through the Complaints and Appeals Committee and they shall record the details of the appeal the Complaints and Appeals Register.

The Complaints and Appeals Committee will be notified and will seek details regarding the initial documentation of the complaint and make a decision based on the grounds of the appeal.

The learner will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated. The learner will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The learner is required to notify IHMA if they wish to proceed with the external appeals process.

## Assessment Appeals

Where a learner wishes to appeal an assessment, they are required to notify their Trainer in the first instance. Where appropriate their Trainer may decide to re-assess the learner to ensure a fair and equitable decision is gained. The Trainer shall complete a written report regarding the re-assessment outlining the reasons why assessment was - or was not - granted.

If this is still not to the learner's satisfaction, the learner may formally lodge an appeal. They will lodge this with the Complaints and Appeals Committee and the appeal will be entered in the Complaints and Appeals Register.

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The EXECUTIVE DIRECTOR will be notified and will seek details from the Trainer involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer appointed by IHMA .

The learner will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register updated. The learner will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The learner is required to notify IHMA if they wish to proceed with the external appeals process.

## External Appeals

If not satisfied with the decision in stage 2, the complainant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by IHMA for that purpose.

The details of these external bodies are as follows:

The Dispute Settlement Centre of Victoria (DSCV)  
 Dispute Assessment Officer  
 Level 4, 456 Lonsdale Street  
 Melbourne VIC 3000 Tel: 96038370

<http://www.disputes.vic.gov.au>

The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between IHMA and the complainant.

IHMA will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.

## Further information

If a client (learner or other client) is still dissatisfied with the decision of IHMA , they may wish to seek advice or make a complaint about IHMA to ASQA directly. If, after IHMA 's internal complaints and appeals processes have been completed, you still believe IHMA is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. While ASQA will not be able to act as your advocate the lodgement of your complaint will inform ASQA's risk assessment of IHMA and a complaint audit may be conducted.

Contact details for ASQA are: Australian Skills

Quality Authority

Melbourne - Level 6, 595 Collins Street Brisbane -  
 Level 7, 215 Adelaide Street Sydney - Level 10, 255  
 Elizabeth Street  
 Canberra - Ground Floor, 64 Northbourne Avenue Perth - Level 11,  
 250 St Georges Terrace  
 Adelaide - Level 5, 115 Grenfell Street Hobart -  
 Level 11, 188 Collins Street Telephone: 1300 701 801

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Email: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) Website: [www.asqa.gov.au](http://www.asqa.gov.au)

### How do I apply for an External Review?

IHMA is registered under CRICOS and therefore must have in place complaints and appeals processes to help students resolve their issues. These processes must include an independent process. IHMA's complaint and appeal processes must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint with or against IHMA will not, under normal circumstances, affect your enrolment.

If you cannot resolve your complaint with IHMA, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <http://www.oso.gov.au/>.

### 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/downloads.php>

### Monitoring Course Progress

IHMA uses a process for Course Progress Monitoring and Reporting. 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.

Please see IHMA's Monitoring Course Progress policy and procedure for further information.

For further information on Standard 10 "Monitoring course progress" please use the following link "[Standard 10](#)"

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## STUDENT BEHAVIOUR POLICY

IHMA students must adhere to the following standards, rights and policy:

- Respect and adhere to the following rights:
  - be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
  - be free from all forms of intimidation
  - work in a safe, clean, orderly and cooperative environment
  - have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
  - have any disputes settled in a fair and rational manner
  - work and learn in a supportive environment without interference from others

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- to express and share ideas and to ask questions
  - to be treated with politeness and courteously at all times.
- 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.
- Pay the required fees or charges when due
- Meet the English Language requirements for entrance into an IHMA course
- Make satisfactory course progress
- Participate in required activities
- 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
  - 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 issued from IHMA in order to maintain a safe and secure workplace
  - Student must follow all IHMA policy and procedures
- Students are not allowed to 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.
- Drugs and Alcohol
  - Students must refrain from the consumption or use of Alcohol while attending IHMA
  - Students must not attend the college if under the influence of drugs or alcohol
  - 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
- Stealing, Vandalism or causing 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
- Bullying, intimidation, assault, insulting or offensive language or behaviour, racist or sexual abuse, possession or use of weapons
  - Students failing to adhere to the normally acceptable behavioural standards in this respect will have their enrolment cancelled.

## **DISCIPLINARY POLICY FOR STUDENTS**

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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 Administration file. An external mediator shall be present if desired by either party

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- 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.

## COMPETENCY BASED TRAINING

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Competency based training is a key feature of the VET system and it is the embedded structure of training packages. The emphasis of a competency based system is identifying what an individual can now do as a result of training they have undertaken.

One of the most important characteristics of competency based training is that it is focused on training individuals for actual jobs in the ‘real’ workplace.

In competency based training the emphasis is on:

- Identifying what Executive Director ple need to do in their jobs.
- Identifying what they need to know to do their job.
- Indicating clearly the standard of performance required in the job by industry or the enterprise.
- Indicating how, when, where and by whom assessment will occur.

## YOUR RIGHTS

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The ESOS framework protects your rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
  - How to use your provider’s student support services;
  - Who the contact officer or officers are for overseas students;
  - If you can apply for course credit;
  - When your enrolment can be deferred, suspended or cancelled;
  - What your provider’s requirements are for satisfactory attendance;

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- What will happen if you want to change providers; and

## **YOUR RESPONSIBILITIES**

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As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress including
  - undertaking any homework or other tasks set by your teacher;
  - Completing any project work on time
  - Taking assessment in line with the plan presented to you
- If attendance is recorded for your course, follow your provider's attendance policy; and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

## **TUITION PROTECTION SERVICE AT IHMA**

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Under the Tuition Protection Service (TPS) framework, IHMA has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. This is the first layer of tuition protection for students.

### Students

- Should read their written agreement carefully before signing it - it is a legal contract.
- Ensure the agreement is clear on the number of study periods in the course, how the fees are distributed throughout the course for each study period and the difference between tuition fees and other types of unprotected fees such as accommodation.
- Should be aware of any conditions or deductions from a refund they may incur if they do not commence or complete the course (this is called a student default) or where their visa is not approved.
- Keep a copy of all receipts for money they have paid to a provider.
- Ensure their provider gives them a record of all study completed at each stage of their course.
- Let their provider know as soon as any of their contact details change.
- If an international student is referred to the TPS following a provider closure and wants to accept an offer of a place with an alternative provider, the student will have to meet any additional academic and fee requirements of the alternative provider, if higher than the original provider.

### Providers

- Are expected to meet their default obligations under the Education Services for Overseas Students Act 2000 (ESOS).
- Have to contribute annually to the TPS.
- Have the opportunity to place students who are referred to the TPS in a suitable alternative course.
- Are under no obligation to accept a student that has sought a placement with them following another provider's default.

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## RECOGNITION OF PRIOR LEARNING

Prospective students will be made aware of the RPL policy and process prior to enrolment in to the program, via discussions, orientation, Pre Enrolment and Post Enrolment student information and the IHMA 's website. Students can demonstrate competency through formal, non-formal and informal learning:

- a.) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b.) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c.) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Students are encouraged to apply for RPL prior to or immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the RPL process.

Recognition of Prior Learning is offered to all individuals upon enrolment and prior to delivery of Structured Training. IHMA Pty Ltd trading as IHMA – IHMA Training and Consulting encourages the uptake of, and streamlines, RPL application and assessments, and IHMA must be reviewed if IHMA is in RPL's approval provider's list.

RPL is the way an Applicant receives recognition for his/her current skills and knowledge, obtained either from having completed in-house training courses, on the job experience or from their life's experiences.

A robust and fair RPL process is one that:

- Is a supportive process
- Minimises unnecessary Paperwork
- Is interview, observation and targeted evidence driven
- Is Applicant Empowering
- Generates evidence relevant to the process

The competency decision is based on the following:

- Principles of assessment: Fair, Flexible, Valid and Reliable to ensure quality outcomes.
- Rules of evidence: Valid, Sufficient, Authentic and Current to provide guidance on the collection of evidence

The aim of the RPL process provides the applicant with the opportunity to put their best case forward, and for IHMA to be confident in the outcome provided.

## OUTLINE OF RPL PROCEDURE

1. The Institute will provide participant'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.

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4. The student RPL application form should be completed and forwarded to the Academic Registrar. Normally no RPL assessment fee will be charged, however, those applications requiring a full Trade Test will incur a fee ranging from \$600 depending on how many units need to be completed. (Less evidence supplied = more dollars charged to verify claims.)
5. A copy of the RPL application form is placed on the participants file.
6. Qualified assessors will assess completed participants RPL applications and the supporting evidence, and participants 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 RPL record must be signed by the participant and the relevant assessor and placed in the participant file.
9. RPL application documentation, assessment processes and outcomes must all be placed in the participant file.
10. Granting of RPL must be recorded as a unit outcome in the participant file.
11. Participants may use the Institute appeal procedures if dissatisfied with the outcome of their RPL applications.
12. After RPL is granted for a enrolled student, 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.

## **CREDIT TRANSFER**

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Credit transfer (CT) is defined in the AQF as follows:

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

The agreed credit outcomes may include any form of credit: block, specified or unspecified credit.

IHMA will recognise valid National Qualifications issued by other Registered Training Organisations in line with the National Vocational Education and Training Regulator (NVR) Act 2011, Standards for Registered Training Organisations (RTO) 2015, VET Quality Framework (VQF) and the Australian Qualifications Framework (AQF).

## **LANGUAGE, LITERACY AND NUMERACY**

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A client’s Language, Literacy and Numeracy skills may be assessed by IHMA for the purpose of ascertaining the client’s likely ability to cope with the requirements of the course to be enrolled in. Assessment of these basic skills will be via:

- self-assessment questions on the enrolment form;
- informal assessment of verbal English skills via communications at enrolment time; and
- appraisal of the client’s enrolment documentation.

Where a client is deemed not to have sufficient Language, Literacy and Numeracy skills to satisfactorily complete the course, advice on acquiring them will be offered.

For International students, Government approved tests are used to identify skills of learners.

## **FLEXIBLE LEARNING AND ASSESSMENT**

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IHMA offers a mix of distance education and traditional classroom based format for the presentation of its courses to domestic

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students. Students are expected to attend all scheduled classroom sessions. Some assessments for domestic students will take place during the class sessions and the remainder will be completed by the client outside of class and submitted to the trainer and assessor for assessment.

When considered appropriate by IHMA, variations to this format may be undertaken to suit a particular client's needs.

### **QUALITY MANAGEMENT FOCUS**

IHMA has a commitment to both its students and its staff to provide quality service in a quality environment with a focus on continuous improvement. We value and encourage feedback from our students, staff, trainers and management for incorporation into our administrative processes and training delivery.

### **Compliance with Commonwealth and State Legislation and Regulatory Requirements**

IHMA is committed to ensuring that all staff are aware of, and comply with, the Commonwealth and State legislation and regulatory requirements that affect their duties. Any violation may result in disciplinary action up to and including termination of employment.

All staff should familiarise themselves with the following legislation and regulations as outlined in the websites indicated, and ask the Executive Director for further clarification if required:

- Anti-Discrimination Legislation
- Ethical Principles
- Codes of Practice
- Privacy Laws
- Occupational Health and Safety (OHS)
- Environmentally Sustainable Work Practices
- Organisational Policies, Plans and Procedures
- Workgroup Member Responsibilities and Duties, And Relationship To Individual Responsibilities And Duties.
- Food Act 1984
- Food Competency Standard Body Regulations 2001
- Food (Forms And Registration) Regulations 2005
- Food Standard Australia And New Zealand Act 1991
- Food Standard Australia And New Zealand Act 1994
- Imported Food Control Act 1992
- National Vocational Education and Training Regulator Act 2011
- Higher Education Support Act 2003 Schedule 1A VET Guidelines 2015
- Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001
- The Disability Act 2006, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and the Disability Regulations 2007 (the Act)

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- The Working with Children Act 2005 (the Act)
- The Privacy Act 1988 (Cth) and National Privacy Principles
- Workplace Health and Safety Act 2011
- Public Records Act 1973
- Commonwealth Safe Work Australia Act 2008
- Commonwealth Taxation and Superannuation Legislation
- Fairwork Act 2009 and Fairwork Regulations 2009
- Children, Youth and Families Act 2005
- Community Services Act 1970
- Health Records Act 2001
- Commonwealth Anti-Money Laundering and Counter-Terrorism Act 2006 and associated legislation
- Commonwealth Corporations Act 2001 and associated legislation
- Commonwealth Competition and Consumer Act 2010
- Competition Policy Reform (Victoria) Act 1995
- Fundraising Act 1998
- Health Professions Registration Act 2005
- Health Services Act 1988
- Mental Health Act 1986 and regulations
- Guardianship and Administration Act 1986
- Gambling Regulation Act 2003
- Alcoholics and Drug-dependent Persons Act 1968
- Alcoholics and Drug-Dependent Persons Regulations 2002
- Drugs, Poisons and Controlled Substances Act 1981 and regulations
- Food Act 1984
- Liquor Control Reform Act 1998
- Do Not Call Register Act 2006
- Independent Contractors Act 2006
- The Copyright Act 1968
- Age Discrimination Act 2004
- The Victorian Equal Opportunity Act 2010 and the relevant Acts relating to discrimination in the various States in which IHMA deliver training.

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- Victorian Qualifications Authority Act 2000

All staff and learners at IHMA must also meet the following regulatory requirements:

- ASQA (Australian Skills Quality Authority)
- VET Quality Framework (VQF)
- The Australian Qualifications Framework (AQF requirements)
- DEECD/DET Services Agreement/ Notifications/ Schedules requirements
- ESOS Act and The National Code, especially on Record Keeping
- Other applicable legislation and regulation as relevant to the courses being delivered.

In addition, staff and learners at IHMA must also meet various particular legislative requirements, mentioned in the training packages and legislation register.

### Support Services for Students

We provide and support the following services within our Code of Practice

#### Provision for Language, Literacy and Numeracy

IHMA makes provisions for language, literacy and numeracy assessment on request. We have a placement test that is used for students to assess their English proficiency and the level of learning that will be required to allow them to continue their VET studies in a productive manner.

IHMA also monitors the language, literacy and numeracy needs of students through our application and enrolment forms and interviews with the relevant member of academic staff.

Students needing language, literacy and numeracy (LLN) support are identified on application. For students requiring only low-level support the **Department Training Coordinator** will arrange for extra-curriculum assistance. Where extensive support is needed, specialist LLN tutorial sessions will be set up. These specialist sessions may attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the student refuses LLN support, enrolment may be declined.

#### Learner/Client Support

IHMA students are classroom based with some courses requiring some assessment whilst on work placement. The impact of national training packages is to provide practical applied training and assessment within a simulated environment. They are taught in the classroom with practical skills learned in specifically selected work place directly related to some specific courses. the support offered to these students includes:

- Tutorial support students.
- Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) assessment and the National recognition of qualifications obtained from other Registered Training Organisations (RTO).
- Guidance from the relevant RTO staff and or the **Department Training Coordinator**, plus a pre-course interview.
- Training Needs Analysis on a case-by-case basis as requested or required
- In-house internet and research facilities.

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(vi) A Student Support Officer

#### Flexible Learning and Assessment

Flexible learning and assessment procedures are documented within our Staff Handbook and if and when required form part of our assessment strategies.

#### Welfare and Guidance Services

We will endeavour to provide welfare and guidance to all students. We take into account the relevant statutory and procedural requirements including but not limited to:

- Occupational Health and Safety;
- The review of payment schedules when requested;
- Learning/articulation pathways and RPL & RCC opportunities;
- Provision for special learning needs inclusive of language, literacy and numeracy; and
- Provision for special cultural and religious needs

#### **Appeals, Re-assessments and Complaints Procedures**

The student handbook made available to all students documents the process used for appeals, re-assessment, complaints and appeals. All students have the ability to voice their concern to the designated person within IHMA or externally to the **The Dispute Settlement Centre of Victoria (DSCV)**. Students have the right to be represented by a nominated third-party to assist in this process.

The Dispute Settlement Centre of Victoria (DSCV) Dispute Assessment Officer  
Level 4, 456 Lonsdale Street  
Melbourne VIC 3000 Tel: 9603  
8370

<http://www.disputes.vic.gov.au>

#### **Discrimination and Harassment**

IHMA will endeavour to prevent students and staff from being exposed to discrimination and harassment while on campus. All course participants and staff have the right of equal opportunity whilst with us. IHMA has outlined the harassment policy in the student handbook made available to all students.

#### **LIVING IN AUSTRALIA**

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#### **ACCESS & EQUITY**

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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.

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## ACCOMMODATION

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The Student Services 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

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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 \$250.00 to \$300.00 per week (one bedroom) or \$360.00 to \$500.00 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

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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 \$75 to \$130 per week).

In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$60 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 \$250 per week. You will also be asked to pay a bond or security deposit.

## HOSTEL ACCOMMODATION

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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.

## 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 appropriate retail outlets.

## AIRLINES

<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>
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.malaysiaairlines.com/au/en.html">http://www.malaysiaairlines.com/au/en.html</a>
Flight Centre	(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). Skybus is an efficient means of travel between the Melbourne airport terminals 1 & 3 and Melbourne's CBD - \$18.00 one way for an adult. Skybus phone: Phone: +61 3 9600 1711 and the web site URL is [www.skybus.com.au](http://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 \$50.00 to \$70.00 AUD.

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Embassy Taxis	13 17 55
North Suburban Taxis	13 11 19
Silver Top Taxi Service	13 10 08
West Suburban Taxi Service	9689 1144

## BANKING

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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 Driver's 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 some of the Banks in Australia are:

<u>Name</u>	<u>Address</u>	<u>Website</u>
ANZ Bank	91 Williams Street, Melbourne	<a href="http://www.anz.com">www.anz.com</a>
Bank of China	270 Queen Street Melbourne	<a href="http://www.bocau.com.au/en/index.html">http://www.bocau.com.au/en/index.html</a>
Bank of Melbourne	325 Collins Street Melbourne	<a href="http://www.bankofmelbourne.com.au">http://www.bankofmelbourne.com.au</a>
Bendigo Bank		<a href="https://www.bendigobank.com.au/public">https://www.bendigobank.com.au/public</a>
The Commonwealth Bank	460 Collins Street, Melbourne	<a href="http://www.netbank.com.au">www.netbank.com.au</a>
Member's Equity Bank	Shop 2, 365 Queen St. Melbourne	<a href="http://www.mebank.com.au/">http://www.mebank.com.au/</a>
National Australia Bank	460 Collins Street, Melbourne	<a href="http://www.nab.com.au">www.nab.com.au</a>
WESTPAC	114 Williams Street, Melbourne	<a href="http://www.westpac.com.au">www.westpac.com.au</a>

## CAREER GUIDANCE COUNSELLOR

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

## FURTHER STUDY

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Students may seek information on the range of further study options that are available, by contacting the Academic Registrar.

## GETTING AROUND MELBOURNE

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## PUBLIC TRANSPORT SYSTEM

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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.

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myki is your ticket to travel on Melbourne's trains, trams and buses, V/Line commuter train services and buses in Seymour, Ballarat, Bendigo, Geelong, the Latrobe Valley and Warragul.

The reusable [smart card](#) is easy to use. Simply [top up](#) before your journey and then [touch on and touch off](#) at a myki reader as you travel. You can buy and top up your myki at over [800 retail outlets or stations](#) including all 7-Eleven stores, the ticket office window at [Premium Stations](#) and staffed V/Line commuter stations, from a [myki machine](#) (full fare myki cards only) located at all train stations and major tram and bus interchanges, on this website and by calling **1800 800 007** 6am - midnight daily. [Customers](#) are advised to only purchase myki cards from the authorised outlets listed above.

<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

Myki cards can be purchased and or topped up from over 800 outlets across Melbourne and Victoria including all 7-Eleven stores.

Melbourne's tram network map

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Individual network maps can be collected on board trams. Otherwise can be obtained via the following link <http://ptv.vic.gov.au/getting-around/maps/>

Melbourne's train network map:

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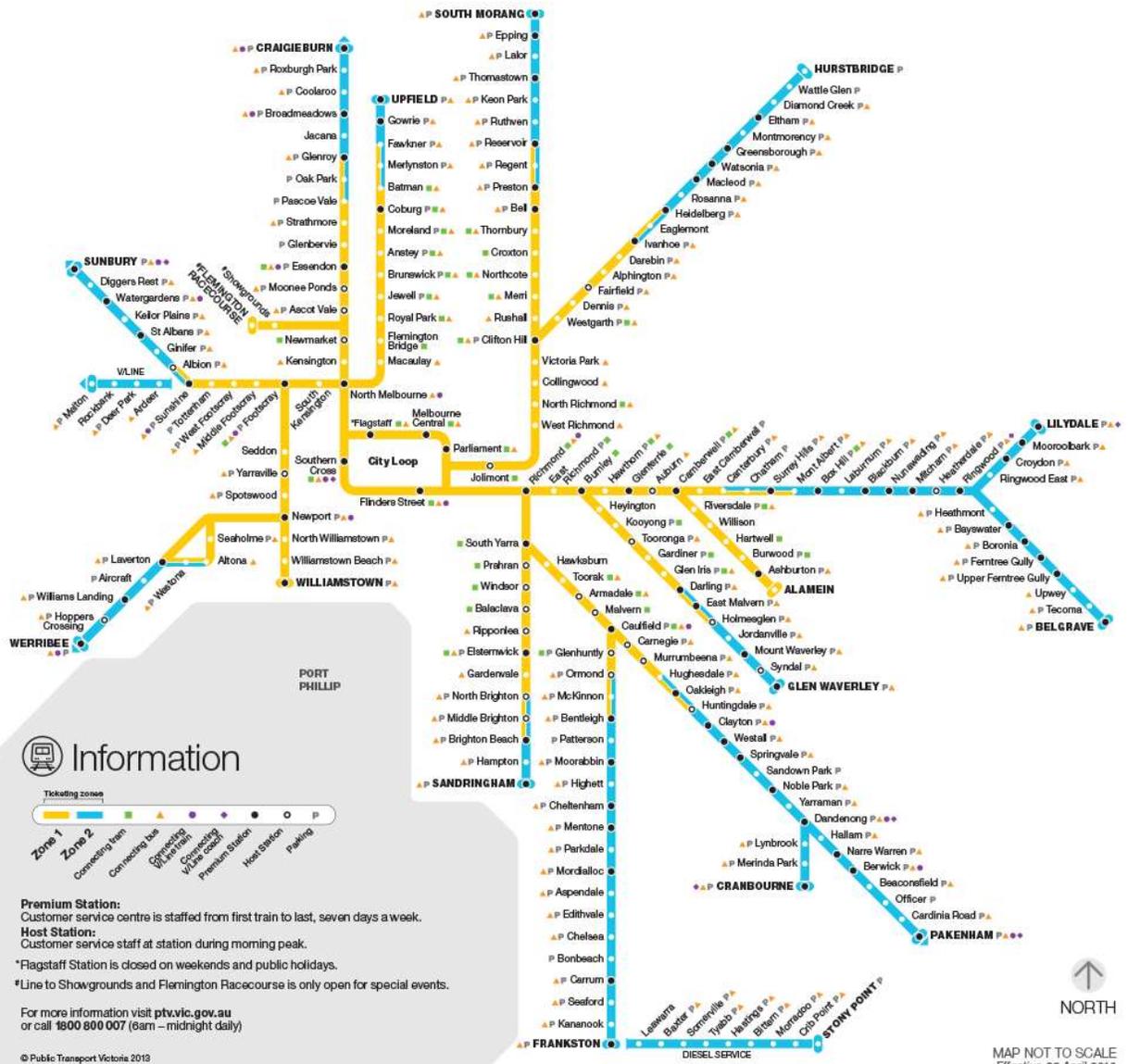
Last updated: 01/04/2016  
Review date: 01/04/2017  
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Individual network maps can be collected from train stations and on board some trams. They can otherwise be obtained via the following link: <http://ptv.vic.gov.au/getting-around/maps/>

### 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

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(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 Work Health and Safety Laws as commenced on 1 January 2012. 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 Work Health and Safety policies, procedures and practices including 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 Work Health and Safety, 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 the matter is not dealt with satisfactorily, then the student/s should:

- Contact the Administration Officer to discuss the appropriate course of action;

Trainers and supervisors should advise students of these procedures. If Work, Health and Safety is a component of the student's course of study, supervisors should ensure students complete it prior to commencing their other learning units. Any queries concerning these Work Health and Safety matters should be directed to the IHMA Administration Officer.

Campus plan and emergency exits plans are attached to notice boards around the campus.

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### 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.

### 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.

### Part-time work

If you are holding a student visa and thinking of looking for part-time work, please note that you must have work permission from the DIBP to work. Students are currently able to work up to 40 hours per fortnight once permission has been granted by DIBP.

### 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:

### 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

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### Equal Opportunity and Human Right 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.humanrightscommission.vic.gov.au/> or contact:

Enquiries line:

Phone: 131 891848

Offices

Level 3, 204 Lygon St, Carlton Victoria 3053

Fax: 1300 891 858

Email: [information@veohrcvic.gov.au](mailto:information@veohrcvic.gov.au)

Public Resource Centre

3rd floor, 380 Lonsdale Street, Melbourne 3000

Phone: 9281 7111

### 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.

### FAIR WAGES AND CONDITIONS IN VICTORIA

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.fairwork.gov.au/> contact Office of the Fair work Ombudsman - 6th Floor Customs House, 414 La Trobe Street, Melbourne, 3000

Phone :131394

### 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://www.jobwatch.org.au/>

or contact Job Watch at:

53 Drummond Street, Carlton 3053

Phone : 9662 1933 Toll Free : 1800 331617

Email: [jobwatch@jobwatch.org.au](mailto:jobwatch@jobwatch.org.au)

### 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

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## LIVING EXPENSES

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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\$50.00 to \$65.00.00 per day on average for general living expenses, including public transport.

## INDUCTION & ORIENTATION SESSION AND CHECKLIST

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Prior to the first session, a Student Handbook and an Induction & Orientation Checklist will be given to each student. Students can download a copy of the handbook from the IHMA web site. The induction and orientation educator will elaborate on the issues and matters raised in the Student Handbook and others listed on the Student Induction and Orientation Form, answer questions and address any queries concerning the forthcoming training and assessments. Please use the 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.

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

During the session, please complete the student induction form, sign it once you are satisfied that your questions have been answered and hand the completed form to the educator. The completed - signed Student Induction and Orientation Form must be given back to your instructor to ensure that it is placed on your administration file to satisfy regulatory requirements.

## USEFUL CONTACT PHONE NUMBERS

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Student Support 24 hrs .....	1300 363 079
AIDS Helpline.....	1800 133 392
Asthma Victoria.....	1800 645 130
Australian Tax Office.....	13 28 61
Australian Dentists Directory	<a href="http://australiandentistsdirectory.com.au/">http://australiandentistsdirectory.com.au/</a>
Australian Health Directory	<a href="http://www.healthdirectory.com.au/">http://www.healthdirectory.com.au/</a>
Cancer Helpline.....	13 11 20
Centre Against Sexual Assault (CASA) (Crisis Line).....	9635 3610 / 1800 806 292
Centrelink.....	13 10 21
Crimestoppers.....	1800 333 000
Direct Line (Drug & Alcohol Counselling) (24 Hour).....	1800 888 236
Eating Disorders Foundation of Victoria.....	9885 0318
Emergency (Police, Fire Brigade, and Ambulance).....	000
Epilepsy Association.....	1300 374 537

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Gambling Helpline.....	1800 156 789
Gay & Lesbian Switchboard.....	9827 8544
Gay & Lesbian Switchboard.....	9827 8544
Grief line.....	9596 7799
Immigration/Multicultural Affairs.....	13 18 81
Information Victoria (For info on State Gov.).....	1300 366 356
Interpreting Services (24 Hour).....	13 14 50
Lifeline (24 Hour).....	13 11 14
Medibank Private.....	13 23 31
Men's Line Australia.....	1300 789 978 Mental Health Foundation of Aust..... 9427 0406
Met Information.....	13 16 38
National Security hotline.....	1800 123 400
Nurse on Call 24hrs.....	1300 60 60 24
Quitline.....	13 18 48
Poisons Info Centre.....	13 11 26
Pregnancy Help Line (24 Hour).....	1300 139 313
SANE Mental Illness Helpline.....	1800 187 263
Suicide Help Line (24 Hour).....	1300 651 251
Translating and Interpreting Services.....	131 450
Victoria Legal Aid.....	1300 792 387
Vicdeaf.....	9473 1111
Women's Domestic Violence Crisis Service.....	1800 015 188
Women's Info & Referral Exchange (WIRE).....	300 134 130