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

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

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.

Induction/Orientation

Prior to the first session, the trainer will distribute this Information Handbook to you. Your trainer will elaborate and answer questions and address any queries concerning the forthcoming training and assessment. An explanation will be given of:

What is Australian Institute of Trades?
What is Competency Based Training?
The content and delivery arrangements for your selected course
Assessment
Your obligations
Certification – What will it lead to?
Further study options
Recognition of Prior Learning
Grievance / Appeals Procedures

Learning and Assessment

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

- Provision of user-friendly learning resources
- Consultancy services that are focused on assisting you
- Availability of additional support when required
- Provision of information relating to the requirements of the training program, including the assessment details
- Developing assessment tools that are closely linked to both the training program requirements and the workplace

Objectives of the Assessment Process

The objectives of the assessment process are:

- To confirm that you have acquired the knowledge and skills identified in the industry competency standards
To demonstrate that you are competent to the agreed industry competency standards
Assessment methods include, but are not limited to:

- Observation
- Projects
- Assignments
- Oral questioning
- Role Plays
- Practical demonstration
- Case studies
- Multiple choice questions and answers
- Simulations

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

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

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

**What Evidence is Required?**

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

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

Assessment tasks are designed to ascertain how you are progressing with their learning and what progress they 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.

**Academic performance**

It is a requirement of your student visa that you maintain satisfactory academic performance. The Institute must report unsatisfactory academic performance to DIAC and you will be advised in writing that you are required to attend an interview with DIAC. Your student visa may be cancelled as a result of the interview with DIAC.

**Attendance**
It is a requirement of your student visa that you maintain satisfactory attendance. A student's attendance is considered unsatisfactory by DIAC if it is below 80 percent. It is the Institute's policy to monitor attendance and students are expected to attend all classes. If a student’s attendance falls below 80 per cent the Institute must report this to DIAC. If you feel that you may not be able to maintain 80 – 100% attendance level you should immediately bring this to the attention of IHMA staff.

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

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

Recognition of Current Competencies or Recognition of Prior Learning

Definition

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

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

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

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

Outline of RCC/RPL Procedure

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

The provision of Language, Literacy and Numeracy in training and assessment is seen as an enabling activity, and therefore an integral pathway into vocational education and training. You will have an initial Pre-Training Review that will assess your Language, Literacy and Numeracy against the National Reporting System.

Disciplinary Policy for Students

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

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

Change of Details

If you change your residential address or telephone number during your study at the Institute you must advise the Institute of the new details.

It is a requirement of your student visa that you advise the Institute immediately if you change your Australian contact details.

The staff there will then ensure that Medibank Private and DIAC are advised of your correct details.

Overseas Student Health Cover (OSHC)

If you’re an international student studying in Australia, it is a condition of your student visa that you have private health insurance for the duration of your stay, as you are not covered by Australia’s national health system, Medicare Private.

OSHC fees are paid to the Institute at the time of enrolment. The cost of the OSHC differs depending on the duration of your course. You should check with the Institute.
Independent Grievance Handling and Dispute Resolution

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

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

Ms Marie Spinosa  
10 Tormey Street  
North Balwyn  
Victoria 3104  

Phone: (03) 9857 8307  
Fax: (03) 9857 4563

Welfare and Guidance Services

The Institute’s current Guidance Officer is Mr. Arvind Tandon. If you wish to seek advice regarding your current enrolment or to consult someone about any personal circumstances that is affecting you from your studies, you should speak to Mr. Arvind Tandon. You can reach him on (03) 9427 1211 or 0413337107.

Below is a list of other sources of help available within close proximity of the Institute:

**Career Guidance Counsellor:** Adult Career Development, Level 11 459 Collins st. Melbourne, Ph (03) 9629 6333  
**Dentist:** Richmond Full Dental Care, 233 Swan St. Richmond, Ph (03) 9428 6229  
**Emergency Services:** Dial 000 Immediately.  
**General Practitioner:** Richmond Hill Medical Centre, 323 Church St. Richmond, Ph (03) 9428 4148  
**Lawyer: Tim Davies:** Oakley Thompson and Co, Level 19, 500 Collins Street Melbourne Vic 3000. Ph 0386760222  
**Psychologist:** Melbourne Clinic, Suite 12 140 Church St. Richmond, Ph (03) 9420 1477
Further study

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

Accommodation

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

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

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

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

Renting your own apartment, flat or house

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

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

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

Sharing an apartment, flat or house

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

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

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

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

Hostel accommodation

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

Other accommodation issues

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

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

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

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

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

Part-time work

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

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

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

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

2) Equal Opportunity Commission

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

Enquiries line:
Phone: 9281 7100
Toll Free: 1800 134 142
TTY (Telephone Typewriter): 9281 7110
Commission Offices
Level 3, 380 Lonsdale Street, Melbourne
Phone: 9281 7111
Fax: 9281 7171
Email: eoc@vicnet.au
Public Resource Centre
3rd floor, 380 Lonsdale Street, Melbourne 3000
Phone: 9281 7111

3) Australian Taxation Office

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

Phone 13 2861 for an appointment.
4) Wageline

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


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

5) Job Watch

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

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

6) Legal Aid Commission

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

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

7) Australian Industrial Relations Commission

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

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

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

There are two basic types of accounts:

- An every day account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and “EFTPOS” (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.

- Investment accounts - these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees. It is best to shop around for a bank that suits you. Find a bank that has offices near your home and the Institute for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged.

Banks operating in Victoria:

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

When you open your bank account the bank will ask you for your Tax File Number.
Applying for a tax file number

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

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

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

Sources of Information

Here are some more useful links:

Consolidated acts of the Commonwealth:

Consolidated acts of Victoria:

Migration:

Migration Act:

Student Welfare:

ESOS Act:

ESOS Guide:

Human Rights and Equal Opportunity Commission:

National Code:
IHMA Contact details

Office:
Unit 33, 1st Floor, 261 Bridge Road Richmond Victoria Australia 3121

Mailing Address:
PO Box 200 Richmond Victoria Australia 3121

Phone:
Reception: 03 9427 1211
Fax: 03 9427 1511

Email:
info@ait.vic.edu.au

Web:
www.ait.vic.edu.au