



**Student Handbook**  
**&**  
**Policies & Procedures**  
**for**  
**International Students**  
**2023 – 24**

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## **Welcome to the Australian Institute of Hospitality and Trade Pty Ltd!**

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Thank you for your enquiry regarding the courses offered for International Students at the Australian Institute of Hospitality and Trade Pty Ltd.

Every year Australia welcomes thousands of students from all over the world who have made the decision to study in Australia, live the Australian way of life and enrich their life on an academic and personal level.

This handbook is designed to provide you, the student, with sufficient information on the RTO to ensure your transition to studying in Australia is as smooth as possible.

As a Registered Training Organisation (RTO), which is registered by the Australian Skills Quality Authority (ASQA), all our qualifications are nationally recognised (in Australia) and taught to the highest Australian Standards giving you more flexibility when looking at further studies and are taught to the highest Australian standards.

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting Australian Institute of Hospitality and Trade as the right choice for you.

If you have any queries or concerns regarding any part of this handbook, please ensure you address them with our Team prior to submitting any application to enrol. We thank you for considering us as your partner in future studies and we look forward to welcoming you within our campus.

Warm regards,

Mr Peter Young  
Principal Executive Officer



## **Why Study in Sydney, Australia?**

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After making the decision to study in Australia, it is to be expected that you would want the very best educational experience available to you. One which will give you the tools to not only fast track your career but refine your English skills – placing you well above the rest of the field upon entering the workforce.

Whatever your reasons for studying in Australia, one thing is clear – your next step is an important one and we are here to assist you!

Australia is the type of country that will ensure you not only achieve your training goals but have fun while doing so!

For international students, Sydney, located in the picturesque state of New South Wales (NSW) has so much to offer; from a great study environment, a beautiful, relaxed atmosphere, excellent weather, beautiful beaches and most importantly, our RTO, a brilliant training organisation.

Studying in Sydney will give you the opportunity to discover a whole new way of life and broaden your outlook as you make progress towards a new career or updating your current set of industry skills.



## **About The Australian Institute of Hospitality and Trade**

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The Australian Institute of Hospitality and Trade was established in 2021 with modern, state of the art, facilities, in a campus that is close to many things, and only a short distance to the centre of Sydney.

The Australian Institute of Hospitality and Trade aims to provide the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

The Australian Institute of Hospitality and Trade strives to give our students a broader opportunity when choosing their future career.

## **Why Study with The Australian Institute of Hospitality and Trade?**

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The Australian Institute of Hospitality and Trade differs from other providers in several ways; for one, classes are generally small and the location of the head office and main campus, whilst still very close to the CBD (Northern Sydney), it provides for an amazing learning environment as it is situated in St Leonard, a short train trip to our majestic harbour.

While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee or meals with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying.

Studying at The Australian Institute of Hospitality and Trade will ensure you receive an exceptional level of service and a high-quality education.

## **What We Offer Our Students**

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We want you to enjoy yourself while you are learning at The Australian Institute of Hospitality and Trade. We have a supportive network of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- A well-equipped Study area with access to internet.
- A mentor network of teachers for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Free internet access to support in your research activities.
- Email access to teachers and staff at any time.



## Location

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The Australian Institute of Hospitality and Trade operates out of two campuses.

The main campus, where all the theory is taught, is located at Level 1, 575 Pacific Hwy St Leonards NSW 2065, across the road from St Leonards Train Station and the kitchen (Cookery Campus) is located at 21 Canterbury Rd Punchbowl NSW 2196.

The main campus is situated in one of Sydney's emerging areas, St Leonards, located a short train trip to both the CBD and our famous harbour.

By train, the main campus is approximately 15 minutes from Central Station, and the current Kitchen Campus is some 55 mins from Central, however plans are already underway to establish a kitchen near to the main campus.

You should allow 1.5 hours for travel between campuses.

The main campus has many shops, sporting facilities such as gyms and a pool in the area.



## Student Amenities

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The aim of The Australian Institute of Hospitality and Trade is to provide students with a clean, encouraging and harmonious study atmosphere.

We provide 'common' areas for our student's and onsite Students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities (Students are encouraged to bring their own food).
- IT area with internet.
- Storage facilities for the stowage of your belongings whilst in class.
- A coffee shop nearby.

## Course Information

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The Australian Institute of Hospitality and Trade delivers the four Nationally Recognised courses to international students.

- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management

Refer to our website for more information - <https://www.aiht.edu.au>



## Our Team

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The The Australian Institute of Hospitality and Trade team consists of a unique combination of people with vast industry backgrounds. With a strong common understanding of training and assessment needs and a wealth of specialised knowledge, our team ensure all student needs are consistently met. This is the key secret to our success thus far!

### Trainers

Our trainers bring to the RTO a vast amount of knowledge and have had many years industry experience, both on the job and in training others. The wealth of knowledge and passion they bring to the classroom each day will allow you to further develop your skills and knowledge.

Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

### Administration

Our administration staff has a dedicated interest in ensuring you see your course right through to completion as smoothly as possible. Our staff are also highly experienced in solving any problems that may arise during your time studying with us and will proactively manage and address any concerns regarding the administration of your course that you might have.

Our administration staff combined years of experience in administration and customer service roles ensures that any questions you may have been answered in a timely manner and if our Team don't know the answer to your query, they will find out and get back to you!

Our staff are here to help you and provide support to you as a student, with as little disruption as possible to ensure the focus remains primarily on your studies.

Our staff are the smiling face and friendly voice you can turn to when you need help, so please don't hesitate to contact them with any issues of concern you may have at any time.



## How to apply for Enrolment

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Once you have made the decision to apply for enrolment, you need to follow the following steps to ensure you comply with our enrolment process:

1. **Read** the course information flyers and this handbook completely ensuring you fully understand your requirements.
2. **Download** our “International Application for Enrolment” and complete it in full following the instructions contained within the application form carefully. You can request this form from our Administration Team for it to be sent to you via post or email if you are unable to download the form from our website.

- Fill in the form in full and sign the Student Declaration and Acknowledgement.

*This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within the International Students Handbook.*

3. Attach the following items with the Enrolment Form:

- A passport photo of yourself signed legibly and dated.
- A copy of your passport including your residential address.
- An English language translation of your secondary school examination results.
- English language Skills Certificate – score of IELTS 5.5.
- Application Fee (Please note: if the application fee is not enclosed with enrolment form and requested documents, your application will be returned to you without processing).

4. Send in your Application, requested documents along with your application fee to:

Email: [application@aiht.edu.au](mailto:application@aiht.edu.au)

**Please Note: All the above documents sent to The Australian Institute of Hospitality and Trade must be certified by an official.**

**The Australian Institute of Hospitality and Trade reserves the right to check the validity of all documents tendered.**

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## After we receive your application

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Once we have received your application:

1. You will receive a call either over the phone or similar means such as skype or Zoom.
2. If you then meet the entry requirements, you will be accepted, and your application will be finalised
3. If the prospective student cannot meet the relevant entry requirements, they will be advised accordingly and provided guidance as to what further steps to take.

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## Offer of Placement

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Once the International Application for Enrolment, the attachments and application fee (non-refundable) have been received and accepted, The Australian Institute of Hospitality and Trade will send you an official "Letter of Offer & Acceptance" for entry into your chosen course.

### NOTE:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full-time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay all fees to confirm your place in the course.
- Upon receipt of payment, you will be issued with a Confirmation of Enrolment and Student Identification Number. This will complete the enrolment process.
- If The Australian Institute of Hospitality and Trade grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to the Department of Education via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

### Please Note the Letter of Offer will be based on the following conditions:

- The Australian Institute of Hospitality and Trade agrees to "recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with The Australian Institute of Hospitality and Trade".
- The Australian Institute of Hospitality and Trade will assess that the students' qualifications and proficiencies are appropriate to the course e.g., that they have achieved the minimum level of English required to study at The Australian Institute of Hospitality and Trade.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the Migration Regulations.

## Living in Australia

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The following information is taken from the “Study in Australia” website. For more information visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

This website provides you up to date information on most topics listed below

### Introduction

Australia is known globally as being one of the world’s most diverse and welcoming countries, and it is something for which we take great pride. In fact, of Australia’s 25.5 million population, almost half (47%) of all Australians were either born overseas or have one parent born overseas. We also know a thing or two about languages, with more than 260 languages spoken in Australian homes: in addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek.

Australia’s diversity and friendly attitude is matched by its economic stability. To date, Australia has experienced more than 20 years of continued economic growth, weathering the 2008 global financial crisis better than most advanced economies. And we are as competitive on the global economic stage as we are in the world’s sporting arenas! Not surprising, with more than 120 certified sports organisations around the country, covering popular activities such as AFL, cricket, football (soccer), rugby league, golf, tennis, netball and hockey to name just a few.

You may not know but Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent. Within our expansive country, there are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves. There are also seventeen UNESCO World Heritage sites – more than any other country – including the Great Barrier Reef, Kakadu National Park, Lord Howe Island Group, Tasmanian Wilderness, Fraser Island and the Sydney Opera House.

But many people around the world know Australia for being a beautiful country. We also have world-class infrastructure, with five of the top 40 cities with the best infrastructure in the world. We also have a reputation for building ‘big’ things – over 150 in fact from the Big Banana in New South Wales to the Big Koala in Victoria, the Big Mango in Queensland, and the Big Ram in Western Australia. It’s worth a trip to see them all!

With all these wonderful attributes around Australia, we have good reason to be happy. So much so, we were recently ranked as the fourth happiest country in the world behind only Norway, Denmark and Sweden.

Why wouldn’t you want to experience the best Australia has to offer? Museums, vibrant multicultural cities to a love of sport, Australia is unique.



## The people

Australia's population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Currently Australia's population is just over 24 million people.

Most people live along the eastern seaboard of Australia, with a smaller concentration on the southwestern coast. Living in one of the world's most culturally diverse countries, Australians incorporate a wide variety of influences into the way they live and play.

## The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop!

This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

## The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So, if you want to get an education and have a life, it really is the place to be.



## **Studying in Sydney, New South Wales (NSW)**

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Sydney is the capital of New South Wales (NSW) and is the largest and oldest city in Australia. You can even visit Captain Cook's landing place at Botany Bay, where the first European settlers arrived.

Sydney is also Australia's most iconic city, spread around the famous Sydney Harbour. It is known around the world for the Sydney Opera House and Sydney Harbour Bridge. The Bridge links the two sides of the city. You can walk across it, or, if you're brave, you can climb it and enjoy the amazing views. You can catch one of the ferries that cross the Harbour to enjoy the spectacular views and explore the many interesting places on the water's edge, such as Luna Park, the Rocks, Circular Quay and Taronga Zoo.

As you would expect from Australia's largest city, Sydney offers plenty of entertainment, shopping and dining options. You will find markets to explore, along with museums, shopping centres, galleries, bars, clubs, restaurants, karaoke bars and many other exciting places. Be sure to check out the famous Bondi and Manly beaches, with their many beachside shops and cafés. Sydney also hosts numerous festivals and events, including the world-famous Mardi Gras each year — this is a city that knows how to party!

Once you leave Sydney, country NSW also has plenty to offer. The Blue Mountains is a popular day trip, offering spectacular mountain views, bushland and native wildlife. You will also find cafés, restaurants, art galleries, craft shops and many other stores, along with a wide range of outdoor activities such as horse riding, golf and bushwalking.

The Hunter Valley — one of Australia's major wine-producing regions — offers wonderful scenery, gourmet foods and distinctive wines. Close by is Newcastle, which is the state's second largest city, and, like Sydney, is built around a large harbour. Newcastle is a popular destination for both visitors and students. It is close to Sydney and offers an attractive lifestyle with its large port, beautiful beaches, surfing, fishing and entertainment venues.

A short drive south of Sydney is the thriving regional city of Wollongong, surrounded by lush green valleys and beautiful ocean beaches. Further south is the picturesque Eurobodalla Coast and prime dairy country such as the Bega Valley, with plenty of opportunities for cheese tasting.

North of Sydney is Coffs Harbour, a sub-tropical beachside paradise and popular holiday spot. Further inland is Armidale, in the New England Tablelands, famous for its cathedrals, homesteads and country landscape. Other inland regional centres include Albury, Bathurst, Dubbo, Lismore, Orange and Wagga Wagga.

## Cultural Overview

The Art Gallery of New South Wales, located in The Domain, is the fourth largest public gallery in Australia. The Australian Museum is the oldest museum in Australia.

Ku-ring-gai Chase National Park is rich in Indigenous Australian heritage, containing around 1,500 pieces of Aboriginal rock art – the largest cluster of Indigenous sites in Australia, surpassing Kakadu, which has around 5,000 sites but over a much greater landmass.

The park's indigenous sites include petroglyphs, art sites, burial sites, caves, marriage areas, birthing areas, midden sites, and tool manufacturing locations, among others, which are dated to be around 5,000 years old. The inhabitants of the area were the Garigal people.

Other rock art sites exist in the Sydney region, such as in Terrey Hills and Bondi, although the locations of most are not publicised to prevent damage by vandalism, and to retain their quality, as they are still regarded as sacred sites by Indigenous Australians.



The Australian Museum opened in Sydney in 1827 with the purpose of collecting and displaying the natural wealth of the colony. It remains Australia's oldest natural history museum. In 1995 the Museum of Sydney opened on the site of the first Government House. It recounts the story of the city's development. Other museums based in Sydney include the Powerhouse Museum and the Australian National Maritime Museum.

The State Library of New South Wales holds the oldest library collections in Australia, being first established as the Australian Subscription Library in 1826. In 1866 then Queen Victoria gave her assent to the formation of the Royal Society of New South Wales. The Society exists "for the encouragement of studies and investigations in science, art, literature, and philosophy". It is based in a terrace house in Darlington owned by the University of Sydney. The Sydney Observatory building was constructed in 1859 and used for astronomy and meteorology research until 1982 before being converted into a museum.

The Museum of Contemporary Art was opened in 1991 and occupies an Art Deco building in Circular Quay. Its collection was founded in the 1940s by artist and art collector John Power and has been maintained by the University of Sydney. Sydney's other significant art institution is the Art Gallery of New South Wales which coordinates the coveted Archibald Prize for portraiture. Contemporary art galleries are found in Waterloo, Surry Hills, Darlinghurst, Paddington, Chippendale, Newtown, and Woollahra.



## Sydney's Weather

Under the classic system, Sydney has a temperate climate but under the Köppen–Geiger classification, Sydney has a humid subtropical climate with "warm & sometimes hot" summers and "cool" winters, as described by the Australian Bureau of Statistics. Historically, rainfall has been fairly uniform throughout the year, although in recent years it has been more summer dominant.

At Sydney's primary weather station at Observatory Hill, extreme temperatures have ranged from 45.8 °C (114.4 °F) on 18 January 2013 to 2.1 °C (35.8 °F) on 22 June 1932.

An average of 14.9 days a year have temperatures at or above 30 °C (86 °F) in the central business district (CBD). In contrast, the metropolitan area averages between 35 and 65 days, depending on the suburb.

The highest minimum temperature recorded at Observatory Hill is 27.6 °C, on 6 February 2011, while the lowest maximum temperature is 7.7 °C (46 °F), recorded on 19 July 1868.

The hottest day in the Sydney metropolitan area occurred in Penrith on 4 January 2020, where a high of 48.9 °C (120.0 °F) was recorded. The average annual temperature of the sea ranges from 18.5 °C (65.3 °F) in September to 23.7 °C (74.7 °F) in February. Sydney has an average of 7.2 hours of sunshine per day and 109.5 clear days annually.

The weather is moderated by proximity to the ocean, and more extreme temperatures are recorded in the inland western suburbs.

Sydney experiences an urban heat island effect. This makes certain parts of the city more vulnerable to extreme heat, including coastal suburbs.



In late spring and summer, temperatures over 35 °C (95 °F) are not uncommon, though hot, dry conditions are usually ended by a southerly buster, a powerful southerly that brings gale winds and a rapid fall in temperature.

Since Sydney borders the Great Dividing Range, it can occasionally experience dry winds usually between winter and spring, as it lies on the leeward side of the ranges, thereby elevating fire danger in the region and as well as providing a wind chill factor that usually make the temperatures feel cooler than what they are.

Due to the inland location, frost is recorded early in the morning in Western Sydney a few times in winter. Autumn and spring are the transitional seasons, with spring showing a larger temperature variation than autumn

### Seasons in Australia

Summer	December – may
Autumn	May – May
Winter	June – August
Spring	September – November

### Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So, it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

**Australian eastern standard time (AEST)**                      **Greenwich time minus 10 hours**  
Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria

**Central standard time (CST)**    **AEST minus 30 mins**  
South Australia, Northern Territory

**Western standard time (WST)**    **AEST minus 2 hours**  
Western Australia

**Australian daylight-saving time (ADST)**                      **AEST plus 1 hour**  
end of October – end of May

*Daylight Savings is only applicable to the following states:*

*Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria*

### Events

There's usually something happening somewhere in Sydney whatever the time of year.

Information on festivals and events in the city can be found at the visitor information centres or check out <https://whatson.cityofsydney.nsw.gov.au/>

## Money matters

It's easy for visitors to Australia to access money. Automated teller machines (ATMs) are located in most Australian towns and all cities, as well as banks that will cash travellers cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.



### ATMs, EFTPOS, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

### **Currency & Exchanging Money**

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or travellers cheques (see following) is usually no problem at banks throughout Australia or at licensed moneychangers such as Travelex or Amex in cities and major towns.

### **Taxes & Refunds**

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: [www.customs.gov.au](http://www.customs.gov.au)

### **Travellers Cheques**

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of travellers cheques are easily exchanged. You need to present your passport for identification when cashing travellers cheques.

### **Shopping Etiquette**

Bargaining is not practiced at all in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

It is also worthy to note; tipping at restaurants is not required nor expected by wait-staff in Australia. In Australia; tipping is generally practiced when there has been exemplary service by the staff at the place you are dining in and is typically placed in a jar near to where your wait-staff would process your payment. Taxi drivers are always grateful if you leave the change.

## Exploring Australia - For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

## Working while you study

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. If your student visa was granted before 26 April 2008 however, you can still apply separately to the Department of Home Affairs (DoHA) for permission to work once you have started your course in Australia.

Permission to work allows you to work up to 40 hours a fortnight on a casual basis during course time and full-time during vacation periods. Family members can also work up to 40 hours per fortnight throughout the year.

Students and their family members must not undertake work until the student has commenced their course of study in Australia.

## Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill.



## Shopping

Australians like to shop, as evidenced by the huge variety of local- and international-brand shops, and the crowds that gather at every clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards speciality retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) strips in different neighbourhoods, especially in the inner suburbs. Be sure to check the Queen Victoria Building and any Westfield building.

## Transport around Sydney

There are now five public transport options of Sydney including buses, trams, metro, trains and ferries. They are all linked by a common ticketing system, known as 'Opal'. This coordination arrangement allows free transfers to be made between the three different transport modes, providing relevant time and zone restrictions are met. The Transport website (131 500) is handy for researching public transport options between destinations and is essential for Sydney visitors planning their commute.

Visit the website at: <http://www.transportnsw.info/> for more information.



### Where you can get an Opal card

Adult and Child/Youth Opal cards are available at over 2000 retailers across the Opal network, including at Sydney Domestic and International airports. Go to [www.retailers.opal.com.au](http://www.retailers.opal.com.au) to find an authorised retailer or you can also order a card by calling 13 67 25 (13 OPAL) or at

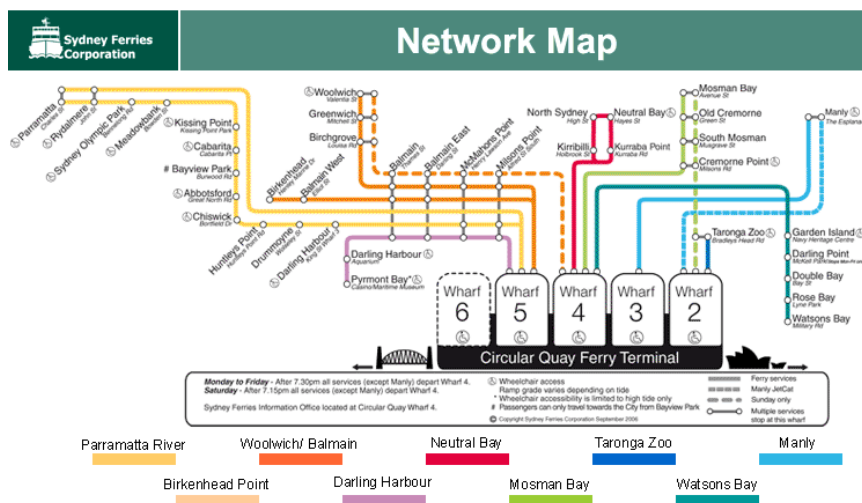
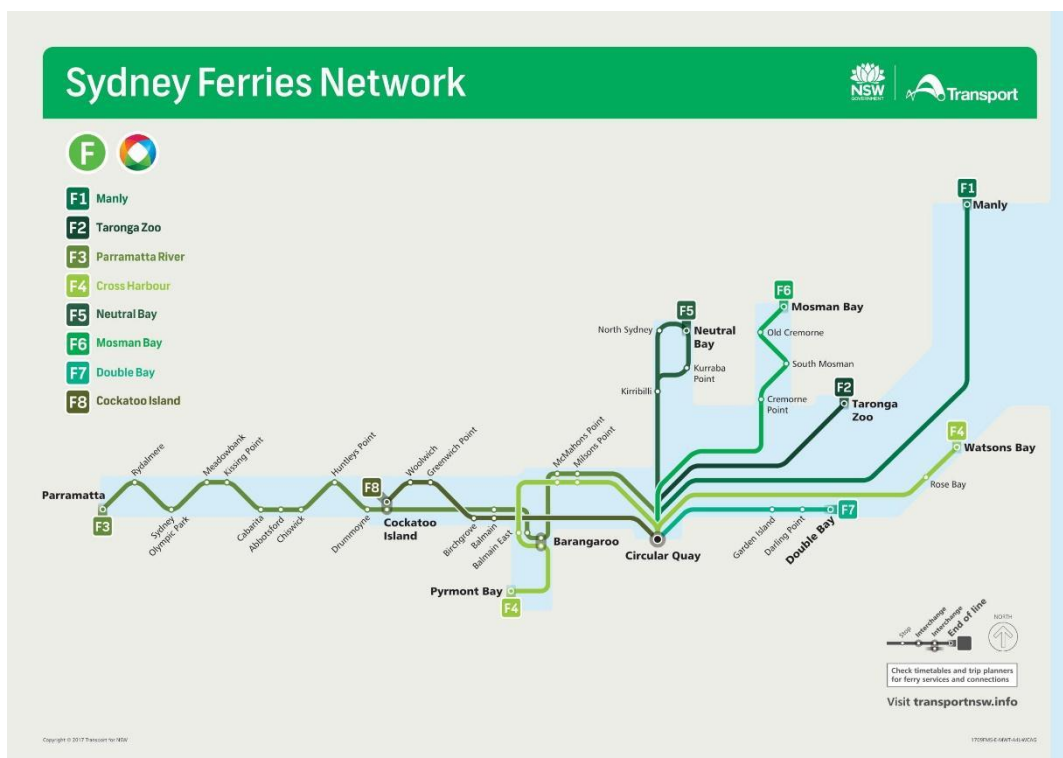


## By Ferry / Boat

A highlight of any visit to Sydney is a trip across beautiful Sydney Harbour on a Sydney Ferry. It carries more than 14 million people every year, the ferry system is quite comprehensive and covers a 37km stretch of water from Manly to Parramatta. They only operate inside the Harbour (so they do not go to Bondi Beach, for example).

The ferries also service a lot of the popular harbour-side attractions including Taronga Zoo, Darling Harbour, Luna Park, Watsons Bay and Manly Beach. All Sydney Ferries operate from Circular Quay.

Most ferries to the West of Circular Quay are also accessible from Darling Harbour - though check the timetable because there are two wharves (Aquarium and King St Wharf 3) located about 50m from each other.



## By Bus

Catching a bus in Sydney can be easy - if you know where you are about where you wish to go. It is important to remember that in the CBD, all bus services are PrePay Monday to Friday 07:00 am - 07:00 pm. Tickets can be purchased at any 7/11 convenience shop if you can understand the section ticketing system involved but the acquisition of a prepaid Opal card may be a better option, especially if you intend to take more than one journey.

In the city, there are essentially two main termini from where buses depart.

Most buses to the North Shore and Northern Beaches (most buses which cross the Harbour Bridge) leave from the York or Carrington, Clarence Street (Wynyard) bus terminus above and behind Wynyard station. The best way to walk to Carrington St is from George St through the railway station entrance and onto the escalators. Go up the two escalators past the 'Coles supermarket' then turn hard left and walk past the 'Transit shop'. The stop is directly in front of the 'Transit shop' window. If you come from the station, just find the escalators that take you to the top level outside the station. Buses to Palm Beach (possibly one of Sydney's best beaches and also where the TV program "Home & Away" is shot) (L90) depart from here (Stand B). Lower North Shore services depart from Stand A.

To get to Clarence St (Stands Q, R & S) from the railway station, exit from the right-hand side gates, then go up the historic escalator (the oldest in Sydney) to York St. On York St turn left and walk up to 'Starbucks' turn left into Margaret St. Walk down Margaret St to Clarence St. Cross through the traffic signals then turn right to Stand Q where the majority of Northwest buses (Castle Hill & Baulkham Hills) depart from. Turn left and Stand R is from where Lower North Shore, Lane Cove & Macquarie Park services depart. Stand S is from where some PM peak Northwest and Upper North Shore buses (Forest) depart.

Most buses to the southern, eastern and inner western suburbs depart from Alfred Street (Circular Quay) bus terminus, which is outside and below Circular Quay elevated rail station: If travelling to suburbs along Victoria Rd, then go to Stand D.

If travelling to the eastern suburbs such as Bondi Beach catch the bus from Stand E. This is between Young and Phillip Streets on the northern or Quay side. The fastest service is the Route 333 PrePay service. Route 333 services are PrePay 24/7. The alternate but slower service is the Route 380 to North Bondi.

If travelling to Coogee Beach, take Route 373 from Stand D.

If going to the Sydney Cricket Ground (SCG) take the 373 from Stand D or L94 from Stand E. If you are not at Circular Quay, most buses to and from the eastern suburbs travel along Elizabeth Street in the City. Most buses that go down City Road and to the inner south-western suburbs use Castlereagh Street in the City. Most buses to the Inner West along Parramatta Road use George Street in the City. Most buses to the north-western suburbs (that do not use the Harbour Bridge) use George Street in the City between Circular Quay and the Sydney Town Hall.

You should check the timetable before boarding any bus at the Sydney Buses website.

This free service will be withdrawn from Sunday, 4 October 2015.

The whole of the CBD area, between 7 am and 7 pm, is a "PrePay" zone. This means that you will need to have a ticket or Opal card before boarding any bus along these corridors. These include the single ride, MyBus 10, MyMulti, Pension Excursion Ticket (PET), etc. and can be



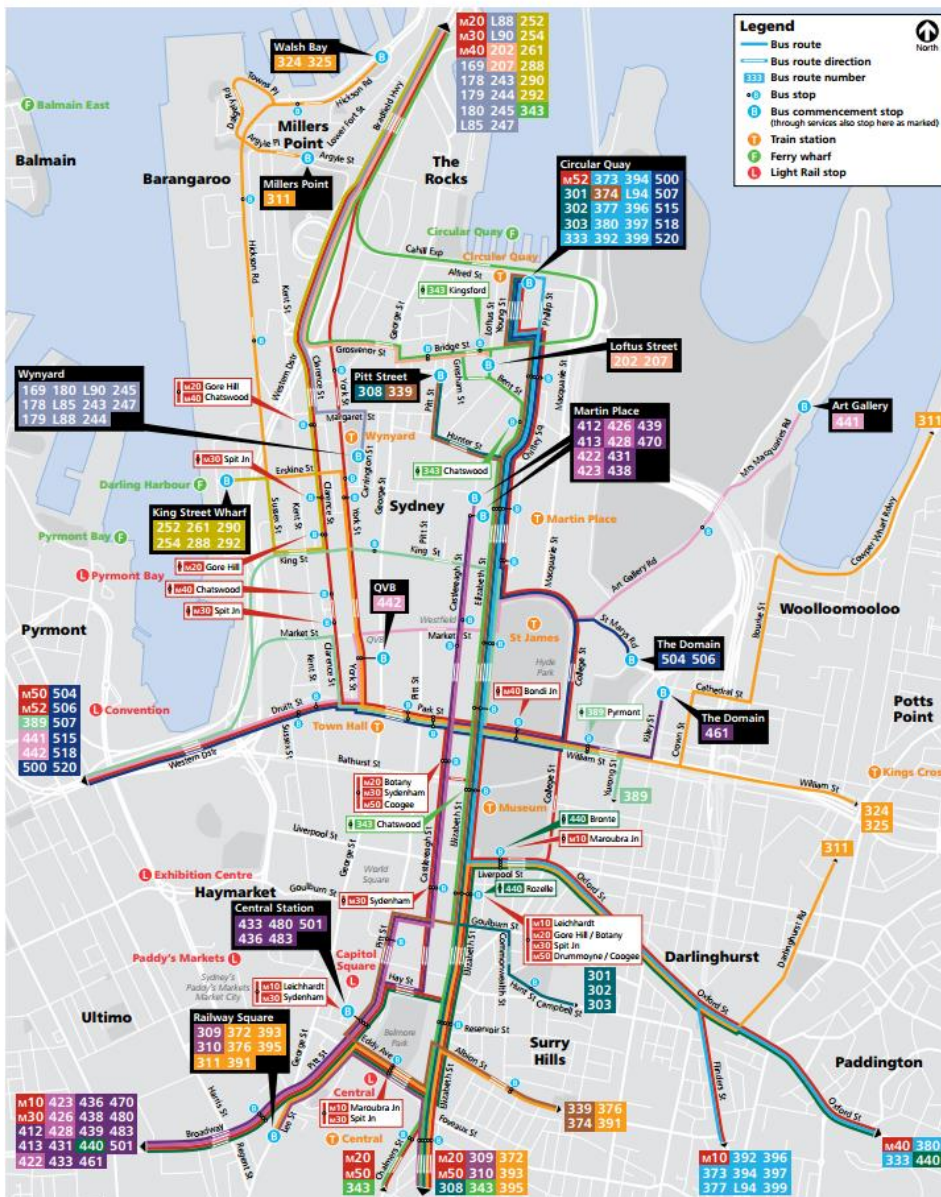
bought from the many convenience stores or ticketing agents throughout the CBD and suburbs. Tickets can be purchased at most convenience stores 7/11 and City Convenience Stores, Post Shops (post office) in the CBD and at Transit Shops within the city.

For more information including route maps visit the Sydney Buses website.

If you wish to board any bus, you should signal the driver as the bus approaches. A bus may not stop if you are just standing at the stop. (There are signs on the front of the bus to remind everyone of this.) You must enter any bus via the front door and validate your ticket or "Tap-On" your Opal card. Please exit the bus via the rear/centre door, in order not to impede others who may wish to enter.

## Sydney CBD Bus Departure Guide

Effective November 2015



## By Train

Sydney has an extensive rail network that extends to Penrith & Richmond in the west, Bondi Junction in the east, the Royal National Park (Waterfall) & Campbelltown in the south and Berowra in the north. Intercity services extend to Lithgow & Blue Mountains to the west, Wollongong and Nowra to the south, and the Central Coast, Newcastle and the Hunter Valley to the north.

The City Circle provides access to all the main city stations. This service starts at Central Station (platform 17 clockwise, platforms 20 or 21 anti-clockwise) and loops through Town Hall, Wynyard, Circular Quay, St James, Museum and back to Central. Also, Martin Place station is on the Eastern Suburbs Line and is in the middle of the City Circle.

For more information on Sydney Trains services including network maps and timetables.



## Getting around Australia

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### East Coast Run: Brisbane to Cairns

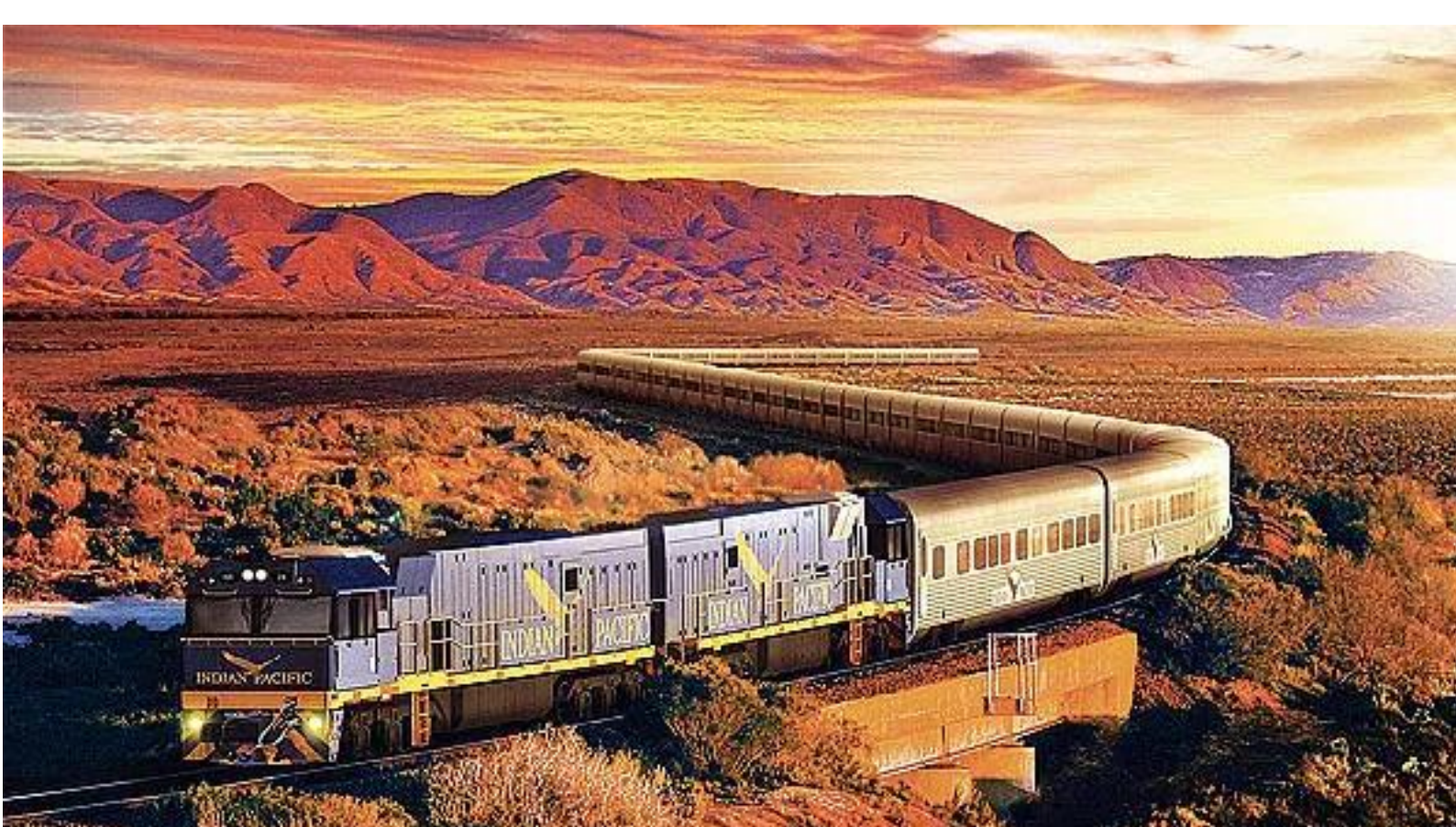
Hordes of travellers stay on the beaten track on Australia's sun-loving east coast, following this beach-themed route. From Brisbane, travel along the Pacific Hwy through central and northern Queensland towns with idyllic beach locales. Soak up the beauty of Port Stephens, the water sports-mad Myall Lakes National Park and the stunning, plateau-top rainforests of Dorrigo National Park. Join the wild and famous in Byron Bay, then head over the Queensland border into the state capital, Brisbane, via the party town of Surfers Paradise.

Bruce Hwy then winds along the coast into the far north. Nature lovers should visit the whale-watching haven of Hervey Bay and, further north, the blissful Whitsunday Islands, the coral charms of the Great Barrier Reef and the scuba-diving heaven of Cairns.

### Across the Continent: Cairns to Perth

The following is a long, difficult route from the tropics to the Indian Ocean – few roads are less travelled than this 4,560km trail. There are many potential hazards in heading off the beaten track into the Australian outback, so wherever you go, make sure you're well informed and fully prepared. Start in Cairns and head west to Normanton, the biggest town in the Gulf of Carpentaria region, then south down the Matilda Hwy to the rough mining town of Mt Isa. To the southwest is the frontier outback town of Urandangi, after which you run into the Plenty Hwy, a boring – or to some, gloriously desolate – road with plenty of bone-jolting challenges (4WD recommended). Over 500km later you'll hit the Stuart Hwy and then the dead-centre city of Alice Springs.

The Lasseter Hwy turn-off takes you to amazing Uluru (Ayers Rock) and the captivating Kata Tjuta (the Olgas) rock formations, beyond which is the beginning of the Great Central Rd. This lonely trail, suitable for well-prepared 2WDs and lined with saltbush, spinifex and desert oak trees, stretches 750km to the tiny gold-mining town of Laverton, from where it's another 400km to a much bigger gold-mining town, Kalgoorlie-Boulder. Finally, the ocean beckons from behind the beaches of Scarborough and Cottesloe in Perth.



## Costs of living

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For accurate information you can also visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

### Study costs

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and United States.

Australians enjoy one of the highest standards of living in the world - without the expensive price tag. An average international student in Australia will spend between A\$350 and \$450 a week on accommodation, food, clothing, entertainment, transport and telephone.



Remember, though, that this figure depends on your location, lifestyle and even your course.

### Visa requirements

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Before you receive a student visa, you will have to show that you have enough money to pay for living expenses, education costs and travel for the duration of your course. You can offset your living expenses by working part time while you study, but you shouldn't rely on your wages as your only source of income.

### Overseas Student Health Cover (OSHC)

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Another requirement is that you maintain Overseas Student Health Cover (OSHC) for the duration of your student visa. You will also be responsible for your own accident and property insurance. It's a good idea to purchase travel insurance before leaving your country to cover lost baggage, cancellation of plane tickets and repatriation.

### Dependants

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If you need to bring any dependants with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information contact The Australian Institute of Hospitality and Trade.

## Student Accommodation Options

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There are many options to choose from for accommodation in Australia. You need to find the right one to suite your different needs and budget. Below is a small snapshot of the options. There are many more, so feel free to ask the staff for suggestions.



### Homestay

You know that every family is different, even within your home country. So, you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is “normal” behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth.

Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually, every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

### Rental accommodation

Rental accommodation in Australia varies from one-bedroom apartments to large houses, which are normally rented by several tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent “furnished” or “unfurnished”. Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, which should be able to help you find other Students who are looking for housemates.

## Arranging Accommodation

Students will need to make their own accommodation arrangements however The Australian Institute of Hospitality and Trade can help you if you are having difficulty in finding a place. Some accommodation options include (but are not limited to):

### Accommodation Options Approximate Cost

Hostels and guest houses AU \$140 - \$165 per week

Share Accommodation AU \$100 - \$250 per week

Rental Accommodation AU \$300 - \$750 per week

For information on accommodation, you can visit:

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au)
- [www.homestayworldwide.com](http://www.homestayworldwide.com)
- [www.auzziefamilies.com](http://www.auzziefamilies.com)

You can also visit [www.ourbrisbane.com.au](http://www.ourbrisbane.com.au) or look on [www.gumtree.com.au](http://www.gumtree.com.au).

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## How to Advance Your Skills in the English Language

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If you are interested in furthering your English language skills whilst you are in Australia, you can obtain more information from the following websites:

- [www.nceltr.mq.edu.au](http://www.nceltr.mq.edu.au)
- [www.englishaustralia.com.au](http://www.englishaustralia.com.au)

Please see below for sample information on the courses conducted at the above institutions.

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## NCELTR and IELTS

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NCELTR is the National Centre for English Language Teaching and Research at Macquarie University and is a leading research and development centre in the field of TESOL. In addition, the Centre is an IELTS (International English Language Testing System) centre and administers IELTS tests each month. Macquarie University is located approximately 15 minutes' drive from The Australian Institute of Hospitality and Trade.

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## Quality English Language Programs

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NCELTR is a leading Applied Linguistics centre, staffed with highly qualified and experienced teachers. It is unique in its close collaboration with academics and, is the longest running National Key Centre in Australia.

Teachers and Administrative staff at NCELTR are trained in intercultural awareness and communication and work hard to ensure that students can develop friendships with each other across many cultures.

Studying English at NCELTR does not simply improve your English language knowledge: it also helps prepare you with the intercultural communications, understanding and skills you will require for success in a competitive international environment.

For more information, please visit the NCELTR website [www.nceltr.mq.edu.au/elp](http://www.nceltr.mq.edu.au/elp) or contact us via phone + 61 2 9850 7667 or email.

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## English Australia

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English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees
- English Australia Institutes are in capital and regional cities throughout Australia

For More Information go to [www.englishaustralia.com.au](http://www.englishaustralia.com.au)

## Migration Agents

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A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website [www.themara.com.au](http://www.themara.com.au)

## Refund Policy

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Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be.

Application for a refund must be made in writing and addressed to the principal, clearly stating the reason for the cancellation.

Registration fees, student kit fees, administration fees and fees paid to education agents are non-refundable.

A full refund of the course fees will be given by The Australian Institute of Hospitality and Trade only up to twenty-eight (28) days prior to the nominated course commencement date. If less than twenty-eight (28) days' notice is given of the intention to withdraw from the course, then a 50% refund will be given. If you fail to commence with or without notifying The Australian Institute of Hospitality and Trade, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered, and which are beyond the students control:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a student's Visa has not been granted

If required / or The Australian Institute of Hospitality and Trade agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees because of the withdrawal.

The Australian Institute of Hospitality and Trade agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.



The Australian Institute of Hospitality and Trade will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with The Australian Institute of Hospitality and Trade (the student) unless they provide written direction to The Australian Institute of Hospitality and Trade to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

**NOTE:** This agreement, and the availability of complaints and appeals processes, does not remove the right to act under Australia's consumer protection laws. The Australian Institute of Hospitality and Trade's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

## **Refund Policy – Provider Default and Fee Protection**

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In the unlikely event that The Australian Institute of Hospitality and Trade is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by The Australian Institute of Hospitality and Trade at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If The Australian Institute of Hospitality and Trade is unable to provide a refund or place you in an alternative course, you may access the Government's Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email [administrator@tps.gov.au](mailto:administrator@tps.gov.au). They will work with you to place you in a suitable alternative course at no extra cost to you.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information, visit <https://www.tps.gov.au> or the FAQ's section: <https://tps.gov.au/StaticContent/Get/Faqs>

## Deferring or Suspending Study

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Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

The Australian Institute of Hospitality and Trade can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (a) Compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student is unable to attend classes), or
- (b) Misbehaviour by the student.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by The Australian Institute of Hospitality and Trades to defer, suspend or cancel their studies and The Australian Institute of Hospitality and Trade will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

### Deferring a semester

Students who would like to defer their studies must first speak to The Australian Institute of Hospitality and Trade Principal. An application to defer form must be completed which will need to be approved by the principal. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

### Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to The Australian Institute of Hospitality and Trade to defer their studies.

### Suspension due to Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

#### a) Student's responsibilities:

##### 1 During Examinations

- a) Students must not help or receive assistance from other students

- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

## **2 Other assessment tasks**

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

### **b) The Australian Institute of Hospitality and Trade's responsibilities:**

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

### **c) Penalties**

1. Penalties imposed will consider the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from The Australian Institute of Hospitality and Trade.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from The Australian Institute of Hospitality and Trade.

### **Notification and appeal**

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
  - a) procedural irregularities, and/or
  - b) factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the principal within 20 days of the date of the student being notified of the consequence.

### **General misconduct**

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the provider's property or the property of others; alters/defaces the provider's documents or records; prejudices the good name of The Australian Institute of Hospitality and Trade, or otherwise acts in an improper manner.

The Australian Institute of Hospitality and Trade will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of The Australian Institute of Hospitality and Trade;
- c) prejudices the good order and governance of The Australian Institute of Hospitality and Trade or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of The Australian Institute of Hospitality and Trade;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of The Australian Institute of Hospitality and Trade;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of The Australian Institute of Hospitality and Trade, or on the provider's premises or other premises to which the student has access as a student at The Australian Institute of Hospitality and Trade;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to The Australian Institute of Hospitality and Trade;
- k) knowingly makes any false or misleading representation about things that concern the student as a student at The Australian Institute of Hospitality and Trade or breaches any of The Australian Institute of Hospitality and Trade's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to The Australian Institute of Hospitality and Trade, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex,

- marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of The Australian Institute of Hospitality and Trade;
  - o) misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from The Australian Institute of Hospitality and Trade premises while acting as a student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
  - p) steals, destroys or damages a facility or property of The Australian Institute of Hospitality and Trade or for which The Australian Institute of Hospitality and Trade is responsible; or
  - q) is guilty of any improper conduct.
  - r) fails to attend and participate in classes regularly.

### **Penalties for general misconduct**

1. Penalties imposed will consider the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from The Australian Institute of Hospitality and Trade.

If the student admits to the alleged misconduct, the CEO / Principal may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from The Australian Institute of Hospitality and Trade.

The principal may then impose the penalty of permanent exclusion from The Australian Institute of Hospitality and Trade in the case of physical or verbal abuse of students or staff of The Australian Institute of Hospitality and Trade, repeated or severe misconduct, or in the case of criminal acts.

### **Financial Misconduct**

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

### **Notification and appeal**

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
  - procedural irregularities, and/or
  - factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision
  - Appeals must be lodged in writing with the principal within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

### **Procedure for recording deferrals – Exceptional Circumstance**

- Student requests deferment of course studies

- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment
- Request to be assessed by Principal
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment for 12 months before enrolment will be cancelled
- Circumstances not deemed exceptional will not be granted
- The provider reports student to Secretary of the Department of Education via PRISMS

### Staff and Student Awareness of Policy

All staff are provided with a copy of this policy at their initial induction. Students are provided with a copy of this policy in the International Student Handbook which is made available to them online prior to enrolment and at their course induction.

### Course Credit

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Course credit is defined by the National Code 2017 as follows:

***'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.'***

Under this policy, The Australian Institute of Hospitality and Trade will provide applicants with the opportunity to apply for credit prior to Application for Enrolment or during the initial part of the course. The Australian Institute of Hospitality and Trade will recognise past study and life experience and assess these aspects against the units and training package requirements.

The Australian Institute of Hospitality and Trade will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.

The Australian Institute of Hospitality and Trade will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student and placed on the student's file.

For a student to apply for course credit the following needs to be followed.

- A Course Credit Application form is available to students on request from enquiries@aiht.edu.au
- Applicant is to fill in Form 1 and submit back to The Australian Institute of Hospitality and Trade.
- The Australian Institute of Hospitality and Trade will provide applicants with Form 2, which contains the evidence requirements for each unit.
- The applicant is to fill in Form 2 and submit the form to The Australian Institute of Hospitality and Trade with the associated evidence clearly marked.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.

**Incomplete applications may result in a rejection and/or delay in processing of the application.**

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by the Principal or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above-mentioned criteria.

**and / or**

- Sitting a challenge test to assess knowledge and skill of subjects for which RPL has been requested.

If credit is granted, tuition fees to the value of that subject's worth, to a maximum of 25% of the course, will be deducted from the total course cost.

Further cost exemptions may be granted at the discretion of the principal, but the maximum fee reduction remains at 25% of the course cost.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

**PRISMS Notification**

Any course credit offered by The Australian Institute of Hospitality and Trade which leads to a shortening of the student's course, must be reported on PRISMS

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS within 14 days under section 19 of the ESOS Act.

**Completion within the expected duration of study**

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The Australian Institute of Hospitality and Trade will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

The Australian Institute of Hospitality and Trade will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, The Australian Institute of Hospitality and Trade will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

The Australian Institute of Hospitality and Trade will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

**Repeating of Units for International Students**

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If a student is required to repeat a unit of study due to failure to be deemed competent in that unit, they are not required to be enrolled to The Australian Institute of Hospitality and Trade in a full-time capacity. The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

Students are not permitted to repeat a unit of study more than once. However, the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, e.g., bereavement.



## Monitoring Attendance

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The purpose of this policy is to ensure The Australian Institute of Hospitality and Trade systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

The Australian Institute of Hospitality and Trade will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled.

The Australian Institute of Hospitality and Trade will assess each student's attendance at the end of each week to check if students are either at risk of falling below 80% or have in fact fallen below 80%.

During the orientation programme, all students are informed of the student visa condition relating to course attendance. Under the Attendance Policy, a student has breached the policy if the student has not successfully maintained an attendance above 80% over the duration of the program, they are enrolled in.

The Australian Institute of Hospitality and Trade will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled. This will include any accredited vocational education and training courses.

The Australian Institute of Hospitality and Trade will provide, to staff and students, a policy and procedure that specify the:

- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
- b. manner in which attendance and absences are recorded and calculated
- c. process for assessing satisfactory attendance
- d. process for determining the point at which the student has failed to meet satisfactory attendance, and
- e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.

The Australian Institute of Hospitality and Trade will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e., before the student's attendance drops below 80 per cent).

The Australian Institute of Hospitality and Trade will regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.

The Australian Institute of Hospitality and Trade will notify the student in writing of its intention to report the student for not achieving satisfactory attendance in their course.

Australian Institute of Hospitality and Trade will inform student in writing that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting The Australian Institute of Hospitality and Trade, The Australian Institute of Hospitality and Trade will notify the Secretary of the Department of Education

through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

For the vocational education and training courses The Australian Institute of Hospitality and Trade will only decide not to report the student for breaching the 80 per cent attendance requirement where:

- a. that decision is consistent with its documented attendance policies and procedures, and
- b. the student records clearly indicate that the student is maintaining satisfactory course progress, and
- c. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

### **Monitoring Course Progress – Study Periods**

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The Australian Institute of Hospitality and Trade will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

The Australian Institute of Hospitality and Trade will assess each student's progress at the end of each compulsory study period. Each study period will equal one semester which equates to approximately 3 months of study.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

The Australian Institute of Hospitality and Trade defines in The Australian Institute of Hospitality and Trade timetable the course requirements for each study period and can identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

The Australian Institute of Hospitality and Trade has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above and in the “Intervention Strategy Document” is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if The Australian Institute of Hospitality and Trade identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, The Australian Institute of Hospitality and Trade will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, The Australian Institute of Hospitality and Trade **must notify** the student of its intention to report the student to DIBP for unsatisfactory progress. The Australian Institute of Hospitality and Trade will do this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) will inform, you, the student that you are able to access The Australian Institute of Hospitality and Trade’s complaints and appeals process under Standard 8 and that you have 20 working days in which to do so. You may appeal on the following grounds:

- i. The Australian Institute of Hospitality and Trade’s failure to record or calculate your marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. The Australian Institute of Hospitality and Trade has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), The Australian Institute of Hospitality and Trade will not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to you through The Australian Institute of Hospitality and Trade’s intervention strategy, and The Australian Institute of Hospitality and Trade will not report you.

Where:

- i. You have chosen not to access the complaints and appeals processes within the 20-working day period; or
- ii. you withdraw from the process; or
- iii. the process is completed and results in a decision supporting The Australian Institute of Hospitality and Trade (i.e., your appeal was unsuccessful);

The Australian Institute of Hospitality and Trade **must** notify the Secretary of Department of Education through PRISMS as soon as practicable of you not achieving satisfactory course progress.



## Transfer Policy

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Under this policy The Australian Institute of Hospitality and Trade will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

### Enrolling a Transferring Student

Under this policy The Australian Institute of Hospitality and Trade will **not** enrol any transferring international student prior to completion of 6 months of their principal course unless that student has a valid letter of release agreeing to such a transfer.

The Australian Institute of Hospitality and Trade may enrol a student if they have documentation that approximates the letter of release (e.g., the student has evidence their CoE was conditional on meeting certain entry requirements, and they did not meet the requirements). The Australian Institute of Hospitality and Trade will note this in PRISMS and keep the documentation on the student's file.

*NOTE: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.*

### Transferring away from The Australian Institute of Hospitality and Trade

If a student wishes to transfer away from The Australian Institute of Hospitality and Trade, we will provide a letter of release unless the student has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, The Australian Institute of Hospitality and Trade will provide such a letter within 10 working days of receiving a written request.

### Refusing to provide a letter of release

The Australian Institute of Hospitality and Trade will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

### Students withdrawing from a course

If a student withdraws from a course the ESOS Act requires that The Australian Institute of Hospitality and Trade advise the Department of Education and Training through PRISMS within 14 days. This information is transmitted to the Department of Immigration and Border Protection (DIBP) and has implications for the student's visa.

### Refund of Fees

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

## Practical Training, Non-discriminatory Environment

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To avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

- Classrooms at The Australian Institute of Hospitality and Trade are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the Course Curriculum.

## Intent to Relocate Premises

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In the event that The Australian Institute of Hospitality and Trade has a need to relocate to larger premises all students will be notified by formal letter of any intention to relocate at least three (3) weeks prior to the relocation date stating the new address, contact details and directions.

## Complaints and Appeals Policy

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The Australian Institute of Hospitality and Trade aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and The Australian Institute of Hospitality and Trade.

However, if a complaint is unable to be resolved on an informal level the student is required to present to The Australian Institute of Hospitality and Trade a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by The Australian Institute of Hospitality and Trade within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of The Australian Institute of Hospitality and Trade receiving the formal written lodgement of the complaint.

Complaints from overseas students may be investigated by ASQA, the Overseas Students Ombudsman, or, in some cases, another agency.

To lodge a complaint, students may do so by visiting:

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

or visit <https://www.asqa.gov.au/complaints>

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—our resources will be focused on the most serious complaints.
- ASQA cannot act as an advocate or provide a 'consumer protection' service for students.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed, and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The The Australian Institute of Hospitality and Trade will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

The Australian Institute of Hospitality and Trade will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at The Australian Institute of Hospitality and Trade's discretion).

This policy advises that students are able to access The Australian Institute of Hospitality and Trade's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal to the Dispute Resolution Centres. As per Standard 8.2 there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

## **Student Induction and Orientation**

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Student orientation day is conducted for all new students at the beginning of each semester. It is essential for all new students to attend this session to understand The Australian Institute of Hospitality and Trade academic systems, rules and regulations and familiarise themselves with the facilities.

Students must bring with them; valid passport and current residential address. Typically, the orientation day includes:

- Introduction to our facilities and the study environment
- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook
- Introduction to course structure, academic calendar and timetable issues.
- Information about academic and attendance requirements governed by the department of immigration and student visa regulations.

At the end of the orientation day students will receive all student kits and resource manuals. Students will then be asked to sign a Student Orientation and Compliance Declaration form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student at The Australian Institute of Hospitality and Trade.

## Legal Requirements for International Students

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A description of the ESOS framework made available electronically through the Department of Education.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

There is Australian legislation governing the requirements of Education Providers delivering education to international students. These requirements apply to all students for the entire duration of their studies and are outlined in detail in the following documents:

- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2017
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulation 2001

## Tuition Protection Service (TPS)

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The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information, visit <https://tps.gov.au/StaticContent/GetDocument/f1c9d680-b0be-41ba-acc4-4dda98ccbeaa>