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ICHM International College of Hotel Management

Student Handbook

Semester 1, 2024

Updated: May 20th 2024

UP EDUCATION

WELCOME TO ICHM

You've made it! At ICHM we will help you see your future in a fast, fresh way and focus on how you can evolve yourself for the greatest success.

I congratulate you on your decision to embark on a career within the global business industry and for choosing ICHM as the foundation upon which you can plan and commence that career.

Established in 1992, ICHM has become internationally recognised for the quality of its courses, students, and graduates. Our owner, UP education is dedicated to ensuring the quality of the ICHM brand that enjoys a great reputation worldwide. During your journey at ICHM you will actively contribute to maintaining and enhancing that reputation. Our reputation and your achievements provide strong pillars on which to build your career.

Our focus is on preparing you for the roles of the future and giving you the tools that will allow you to move and change with every challenge and opportunity that presents itself to you. The business industry demands that you have capabilities that will allow you to adapt and conform to the current global position. Whilst you are with us at ICHM, continuously investigate our graduates' career paths, and if you have the opportunity, please get in touch with us. At ICHM our graduate pool is diverse, and the opportunities that arise within our own ICHM family are one of the most valuable tools you will receive from us.

Our courses are demanding and designed to meet the very high expectations of the academic requirements of Australian education authorities and of our very important clients, friends and peers within industry itself. It is essential that you manage your time and that you achieve a balance between study, leisure and fun. These should be the best years of your life. Please also take the time to get to know your fellow students in your own and other years. To be truly global, we must engage with others to share our cultural and industry experience.

During your time at ICHM you are our number one focus and I guarantee you quality personal and academic support.

If you have any suggestions, comments, or concerns about any aspect of your program please call, Teams message or email me at tharding@ichm.edu.au.

The entire ICHM team join me in welcoming you (or welcoming you back!) to ICHM and continuing your journey to an exciting new career.

Tristan Harding
Campus Operations Director

TABLE OF CONTENTS

WELCOME TO ICHM 2
TABLE OF CONTENTS 3
DISCLAIMER 4
SAFETY FIRST - Emergency Contacts / Procedures 5
Emergency + app 5
Adelaide campus students - Evacuation Process 5
ICHM Sexual Assault, Harassment & Mental Health safety 5
ORGANISATIONAL & GOVERNANCE STRUCTURE 6
ICHM STAFF 6
ICHM Address 6
ICHM CALENDAR OF KEY DATES 7
KEY LINKS 7
SUBJECTS 8
OFFICIAL ICHM BOARDS, COMMITTEES AND MEETINGS 10
Academic Board 10
Academic Committee 10
Faculty Meetings 10
Student Engagement Group (SEG) 10
Teaching and Learning Committee 10
Spotlight on Industry Program 10
POLICIES AND PROCEDURES OF ICHM 11
LEGISLATION GOVERNING YOUR STUDY AT ICHM 11
Education Services for Overseas Students (ESOS) Act, 2000 11
National Code of Practice 11
Higher Education Legislation 11
Other Commonwealth and State Legislation 11
THE LEARNING ENVIRONMENT 12
Why do I have gaps in my program? Why don't each of my classes follow a regular pattern? 12
Assessment 12
Turnitin 12
Academic Integrity 12
Information Technology 13
Class Timetables 13
Access to Lecturers outside of scheduled class time 13
Learning Assistance 14
Teaching Methodology 14
Responsible Service of Alcohol (Hospitality courses only) 14
Photographs 14
STUDENT FEEDBACK AND QUALITY MANAGEMENT 14
LIBRARY SERVICES 15
Information & Library Services 15
Assistance 15
Loans and returns 15
Online Resources 15
Identification (ID) Card and Travel Concession Card 15
CAMPUS SERVICES AND FACILITIES 15
Campus Admissions & Administration Office 15
Computing Assistance 15
Campus Wi-Fi & Internet Access 15
Printing and Photocopying 16
Student Welfare and Support 16
Student Learning Support Advisors 16
First Aid/Accidents 16

Food and Beverage Facilities 16
Justice of the Peace 16
Postage Facilities 17
Recreation Facilities 17
Smoking 17
Uniforms 17
AWARDS 18
COVID-19 18
SEXUAL ASSAULT, HARASSMENT & MENTAL HEALTH SAFETY 18
ON-LINE SAFETY 18
ON-LINE NETIQUETTE 19
ONLINE LEARNING RESOURCES 19
CAMPUS MAP 20
FACT SHEET – STUDENT VISA HOLDERS CONDITION 8202 21
CHANGING COURSES 22
OVERSEAS STUDENT HEALTH COVER 22
DEPARTMENT OF HOME AFFAIRS 22
PUBLIC TRANSPORT (Adelaide campus students) 23
COMMMUNITY ORGANISATIONS (Adelaide campus students) 24

DISCLAIMER

This Handbook provides general information regarding facilities, services, policies and procedures for students studying at ICHM in either the online or face to face environment. The information provided is to the best of our knowledge accurate at the time of publication. Updates are made throughout the study period, and it is the students' responsibility to check updates regularly.

SAFETY FIRST - Emergency Contacts / Procedures

Police / Fire / Ambulance **000**
Police Assistance **131 444**

Adelaide campus students - The nearest Police station is Hindley Street which is open 24 hours.

55 Hindley Street
Adelaide SA 5000
(08) 7322 4600

Emergency + app

Download the free Emergency+ app for iOS and Android devices which:

- provides you with information about when to call Triple Zero
- provides you with information about who to call in non-emergency situations
- assists you to dial the relevant number
- displays the GPS coordinates of the phone's location that you can read to the emergency operator.

Adelaide campus students - Evacuation Process

As soon as you hear an alarm go off, the lecturer will:

- Ask all students to remain seated;
- Nominate a student to lead the rest of the class to go to the evacuation point on Currie Street (front of ICHM building)
- The lecturer will take a roll check to ensure all students are accounted for before leaving the classroom. If you cannot leave the building, remain in the stair well;
- Classroom doors to remain closed;
- **DO NOT USE MOBILE PHONES;**
- If there is a fire, then ICHM Fire Warden will be at the fire panel;
- Lecturer in charge to take PC or iPad to ICHM Admin and record official attendance as soon as practicable;
- If a person with a disability is within the group, then they are to be left in the stairwell for Fire Wardens or Fire Services to collect.

Please make note of campus evacuation plans located on each floor of the campus and ensure you are aware of your nearest exits at all times.

The following ICHM staff are your trained Fire Wardens:

- Tristan Harding, Campus Operations Director
- Senem Ertaylan, Admissions and Enrolment Director
- Manasa Khadka, Industry & Career Development Manager

The following staff are your trained First Aiders:

- Alex McGee, Student Learning Advisor
- Wen Hao Liang, Lecturer
- Lachlan Kelly, Lecturer
- Tristan Harding, Campus Operations Director

ICHM Sexual Assault, Harassment & Mental Health safety

The ICHM First Responders team can assist students if they require help, or in the event of an incident. These people are:

- Tristan Harding – Campus Operations Director
- Dr Sumi Ingerson – Academic Director

Please review the ICHM Health & Safety Management System for more information located in the ICHM Student Information Hub.

ORGANISATIONAL & GOVERNANCE STRUCTURE

Please review the ICHM Organisational and Governance structure on the ICHM Website.
ICHM Organisational and Governance structure

ICHM STAFF

Senior Management	Position	Contact details
Dr Sumi Ingerson	Academic Director	singerson@ichm.edu.au 0430 389 350
Senem Ertaylan	Admissions & Enrolments Director	sertylan@ichm.edu.au
Tristan Harding	Campus Operations Director	tharding@ichm.edu.au 0477 702 793
Academic Faculty		
Moon Kang	Lecturer	mkang@ichm.edu.au
Siggi Frede	Lecturer	sfrede@ichm.edu.au
Lachlan Kelly	Senior Lecturer	lkelly@ichm.edu.au
Dr Nathan Crane	Lecturer	ncrane@ichm.edu.au
Wen Hao Liang	Lecturer	wliang@ichm.edu.au
Alexandra McGee	Lecturer	amcgee@ichm.edu.au
Niels Sloos	Lecturer	NSloos@ichm.edu.au
Dr Lalitha Velautham	Senior Lecturer	LVelautham@ichm.edu.au
Paresh Kinra	Lecturer	PKinra@ichm.edu.au
Wayne Skipper	Lecturer	WSkipper@ichm.edu.au
Petra Seitz	Lecturer	pseitz@ichm.edu.au
Matthew Scott	Lecturer	mscott@ichm.edu.au
Barnaby Rautenberg	Lecturer	brautenberg@ichm.edu.au
Industry & Career Development (ICD)		
Manasa Khadka – Manager- Industry & Career Development – mkhadka@ichm.edu.au		
Student Support		
Alexandra McGee – Learning Support Advisor – amcgee@ichm.edu.au		
College Administration		
Senem Ertaylan – Admissions & Enrolments Director – sertylan@ichm.edu.au		
Tammy Lin	Admissions Officer	tlin@ichm.edu.au
Geeta Dhakal	Admissions Support Officer	GDhakal@ichm.edu.au
Ashley Liang	Database Developer	aliang@ichm.edu.au
Daisy Rivera	Academic Officer	drivera@ichm.edu.au
Daisy Rivera	Academic Officer	drivera@ichm.edu.au
Stephanie Thomas	Governance Officer	sthomas@ichm.edu.au
Karen Manfredi	Student Information Officer	kmanfredi@ichm.edu.au

ICHM Address

Street Address
ICHM Building
131-139 Currie Street
Adelaide 5000

Telephone
Admissions 8228 3636
Administration 8228 3664

Email Adresses
All Enquiries enquiries@ichm.edu.au
Admissions admissions@ichm.edu.au
IT Help Desk helpdesk@up.education

ICHM CALENDAR OF KEY DATES

Semester delivery:
Bachelor of Business (Hospitality Management)
Master of International Hotel Management

ICHM Semester 1 (Term 1)	
Teaching period begins	4th March 2024
Census date	22nd March 2024
Withdrawal date (WNF)	5th April 2024
Teaching period ends	17th May 2024

ICHM Semester 1 (Term 2)	
Teaching period begins	20th May 2024
Census date	7th June 2024
Withdrawal date (WNF)	21st June 2024
Teaching period ends	26th July 2024
Between Semester break	27th July 2024 – 11th August 2024

ICHM Semester 2 (Term 3)	
Teaching period begins	12th August 2024
Census date	30th August 2024
Withdrawal date (WNF)	13th September 2024
Teaching period ends	25th October 2024

ICHM Semester 2 (Term 4)	
Teaching period begins	28th October 2024
Census date	15th November 2024
Withdrawal date (WNF)	29th November 2024
Teaching period ends	17th January 2025
Between Semester break	18th January 2025 – 3rd March 2025

KEY LINKS

Access to your timetable, email and other important information can be found on the ICHM website: https://www.ichm.edu.au – *click on 'Login' and enter your ICHM email address and password.*

The **ICHM Information Hub** is located within your Teams site. It contains all the required information you will need to undertake your studies this semester. It also has links where you can download Android and iPhone apps so you can view this information on the go.

SUBJECTS

Bachelor of Business (Hospitality Management) CRS1200832	
YEAR 1 SUBJECTS – CORE (BBUS)	
BBHM101	The Contemporary Hospitality and Tourism Industry
BBHM102	The Server Etiquette
BBHM103	Restaurant Service: Standards, Etiquettes & Training
BBHM104	Be Our Guest
BBHM105	First Taste at Culinary
BBHM106	Building Blocks of Marketing
BBHM109	Employability Skills for Future Hoteliers
BBHM112	Ready, Set Study!
BBHM111a	Work Integrated Learning 1
YEAR 2 SUBJECTS – CORE (BBUS)	
BBHM202	For the Love of Wine
BBHM203	Hotel Front Office Operations
BBHM205	Launch into HRM
BBHM206	Hot Property
BBHM209	Money Matters
BBHM212	Marketing Beyond the Tangible
BBHM211a	Work Integrated Learning 2
YEAR 2 SUBJECTS - ELECTIVES	
BBHM303	Keeping the Customer Relationship Alive
YEAR 3 SUBJECTS – CORE (BBUS)	
BBHM302	Managing Productivity Through People
BBHM306a	Operation Hospitality: Capturing Success in Hotels
BBHM308	Sustainability Check-in
BBHM312	Revenue Management for Hoteliers
BBHM313	The Business of Events
BBHM311a	Work Integrated Learning 3
YEAR 3 SUBJECTS - ELECTIVES	
BBHM315	The Power of Brands: Hospitality Insights
BBHM316	Designing Contemporary Hotels

Master of International Hotel Management CRS1400554	
GRADUATE CERTIFICATE – CORE (MIHM)	
MIHM101	International Hotel Food & Beverage Management
MIHM102	International Hotel Accommodation Management
MIHM103	Hospitality Management Accounting
MIHM104	International Hotel Services Marketing
GRADUATE DIPLOMA – CORE (MIHM)	
MIHM201	Workforce Design & Strategy
MIHM202	Strategic Management
MIHM203	International Hotel Revenue Management
GRADUATE DIPLOMA – ELECTIVES (MIHM)	
MIHM204a	Art and Design in Hospitality Environments
MASTER OF INTERNATIONAL HOTEL MANAGEMENT – CORE	
MIHM301	Leadership in a Changing World
MIHM302	Hospitality Business in the Global Context
MASTER OF INTERNATIONAL HOTEL MANAGEMENT – ELECTIVES	
MIHM303	Ethics, Justice and Responsible Management in Hospitality
MIHM306	Managing Customer Relationships and Experiences
MASTER OF INTERNATIONAL HOTEL MANAGEMENT: PP&R	
MIHM400	Professional Practice & Research Workshop
MIHM401a	Professional Practice & Research

OFFICIAL ICHM BOARDS, COMMITTEES AND MEETINGS

Academic Board

The major responsibility of the Academic Board is the establishment of academic standards and monitoring the achievement of those standards.

The Academic Board meets four times a year and is responsible for the overall academic integrity of the program.

Academic Committee

The Academic Committee meets monthly to review academic and student management issues, including academic grievance appeals and student progression. An important function is the finalisation of results at the end of the academic semester.

Membership

A quorum requires the presence of a Senior Lecturer or delegate (Chairperson), Student Advocate and two Lecturers.

Faculty Meetings

The major purpose of faculty meetings is for the sharing and discussion of educational and administrative information and issues. Lecturing and ICHM administrative staff are invited to attend. Meetings are held monthly throughout the semester. The meetings are chaired by the Academic Director.

Student Engagement Group (SEG)

The ICHM Student Engagement Group comprises a group of student representatives from all ICHM programs. The main objective of the SEG is to ensure that students have an input into the decision-making processes of ICHM, especially where the decisions directly affect the ICHM student body. Students are elected by their peers to represent the interests of the students in their degree, and to provide information to the group on SEG discussions and activities.

Teaching and Learning Committee

The Teaching and Learning Committee meets quarterly and is tasked with ensuring the improvement of ICHM's teaching and learning environment, making recommendations to the Academic Board. An important function is ensuring the ICHM Teaching and Learning Plan is operationalised. The Teaching and Learning Committee is chaired by the Academic Director.

Membership

The quorum necessary for transaction of the business of the Teaching and Learning Committee shall be the Academic Director or delegate (Chairperson), a Industry and Career Development Manager or delegate, two Lecturers and two Student Representatives.

Spotlight on Industry Program

The ICHM spotlight on industry program has been established to invite several industry leaders, company representatives, visiting academics and researchers to address students and staff on a wide variety of topics.

Spotlight on industry presentations are timetabled in your program. Occasionally, to accommodate the busy schedule of our guests, the timetable is amended.

POLICIES AND PROCEDURES OF ICHM

ICHM Policies and Procedures are available on the ICHM website to help support you during your study with us. https://www.ichm.edu.au/about-ichm/student-policies-and-procedures

Please make sure you take some time to read and become familiar with the policies to understand the scope and intent of the policy support and where to find them when you need them.

LEGISLATION GOVERNING YOUR STUDY AT ICHM

Education Services for Overseas Students (ESOS) Act, 2000
The ESOS Act sets out the responsibilities and obligations of registered training providers, such as ICHM, to ensure high standards of quality in the program of study in which overseas students are enrolled. A link to the ESOS Act is provided on the ICHM website at https://www.ichm.edu.au/about-us/accreditation-quality-assurance

National Code of Practice
The *National Code of Practice for Providers of Education and Training for Overseas Students 2018* established under Commonwealth law (the *ESOS Act, 2000* and *ESOS Regulations 2001)* sets out standards (specifications and procedures) for the conduct of registered providers and the registration of their courses.

You are encouraged to review the standards set out in the National Code of Practice posted on the ICHM website. If you have any queries about them, please contact the Head of ICHM, Mrs Kellie Lumsden on 8228 3677 or klumsden@ichm.edu.au directly.

The ESOS Act and *National Code* are also published at the following location:
https://www.education.gov.au/esos-framework

Higher Education Legislation
ICHM and its delivery within the Australian higher education environment is bound by a number of legislative instruments under the TEQSA Act. Links to each of the relevant legislative instruments has been provided below:

Tertiary Education Quality and Standards Agency Act 2011
Higher Education Standards Framework (Threshold Standards) 2021
Tertiary Education Quality and Standards Agency (Information) Guidelines 2017
National Register for Providers and Courses

Other Commonwealth and State Legislation
As a student of ICHM, you are required to not only comply with the rules and regulations of the College, but Commonwealth and State legislation as stipulated by the Government in force.

All staff and students of ICHM are required to be aware of their rights and responsibilities under Commonwealth and State legislation. The below list identifies specific legislation that provides coverage to staff and students of ICHM. This list is not exhaustive.

Australian Human Rights Commission Act 1986	*Education Services for Overseas Students (ESOS) Act 2000*
Racial Discrimination Act 1975	*Fair Work Act 2009*
Sex Discrimination Act 1984	*Work Health & Safety Act 2011*
Disability Discrimination Act 1992	*Return to Work Act 2014*
Age Discrimination Act 2004	*Equal Opportunity Act 1984*

Copies of the legislation can be accessed from the following website: https://www.legislation.gov.au

THE LEARNING ENVIRONMENT

Why do I have gaps in my program? Why don't each of my classes follow a regular pattern?

The development of your program is a very complex process. Students often ask – why do I have so many gaps? Why do I have class commencing at 8am? Why do I have to come in on a Friday? Those of you that may have come from university, or another college may have experienced similar issues. The reasons behind this are varied, but here are some of the main issues at ICHM that impact on your program:

- Each study period the program is impacted by Public Holidays, Spotlight on Industry and other events, which means classes need to be moved to accommodate this;
- Some students fail subjects and need to repeat these when they return to study. ICHM endeavours to accommodate these repeat students and integrate these into their programs. Where a repeat cannot be accommodated, a student may have to drop certain subjects, which impacts on the consistency of their program;
- ICHM has a combination of full-time, part-time, and casual teaching staff. Several staff work concurrently in industry. This is to keep their discipline knowledge current and provide you with the most up to date industry trends. The availability of certain staff is therefore dictated by their industry commitments;
- Several Lecturers teach across several years due to their wide discipline knowledge and skills. This means that they can only teach certain subjects on certain days;

There are many more reasons as to why your program is structured in the way it is presented to you. The best advice that can be provided to you is to take advantage of these gaps for self or group study options. Your Lecturers may be open to discussion around seminar times, so please contact them should you like to discuss this further.

Assessment

Assessment of learning and demonstration that you have acquired skills and knowledge can be achieved by a combination of many assessment techniques, including quizzes, individual or group presentations, reports, essays, case studies and assignments. Some assessments will require you to give presentations and others to work in groups. We understand that this can be difficult for those whose first language is not English, for those who come from a culture where there are different expectations and for other students who are not yet comfortable for a variety of reasons or those that prefer to study autonomously. As these are important competencies required for managerial and leadership roles it is important that you develop and enhance your knowledge, skills and confidence in these areas whilst you are at college and if experiencing difficulty, ensure you seek assistance from lecturing and support staff. All details of assessment are provided in the *Study Guide* for each subject. To assist you, a word count calculator is available in the ICHM Information Hub under Forms and Templates. Please use this to ensure you meet the word count requirements.

Turnitin

All individual subject submission information will be provided within an email sent on behalf of each subject lecturer via the Turnitin portal. Please follow the prompts utilising your ICHM email to access each subject's submission folder. Turnitin is an important tool for you to use to not only submit your assessments but also to minimise the risk of breaching the Academic & Research Integrity policy (see below). Please consult the Academic & Research Integrity policy available on the ICHM website or discuss this with your lecturer.

Academic Integrity

ICHM is committed to providing an educational environment that supports ethical scholarship and empowers you as a student to act with integrity and honesty in all of your academic studies. During your first week at ICHM (or upon your return to studies each study period), you will be reminded of our commitment to this via Academic Integrity workshops. In addition to this, please ensure that you regularly review the ICHM Academic & Research Integrity Policy located on the Student Policies & Procedures page of the ICHM website.

Information Technology
Each study period, you will be provided with updates to your ICHM login and any access requirements.

ICHM utilise ICHM Information Hub for your subject information and studies in conjunction with the Microsoft 365 suite. Please find the technical requirements for accessing Microsoft 365 systems:

Hardware requirements of MS Office 365 on a Windows PC		
	Minimum Specs	**Recommended Specs**
Computer & processor	2.0 GHz (32-bit or 64-bit)	3.0 GHz (or higher) (64-bit)
Memory (RAM)	4.0 GB	8.0 GB (or higher)
Hard disk - available space	3.0 GB	10.0 GB
Display	1024 x 768 screen resolution	1920 x 1080 screen resolution (or higher)
Graphics memory - VRAM	128 MB	256 MB (or higher)
Operating system	Windows 10, or Windows 8.1 in 32-bit and 64-bit	Windows 10 or Windows 11 64-bit
.Net version	.NET version Requires .NET 4.5 CLR or later	.NET version Requires .NET 4.5 CLR or later
Video	Video USB 2.0 video camera	Video USB 2.0 video camera
Devices	Standard laptop camera, microphone, and speakers	Standard laptop camera, microphone, and speakers

Password notes

Your password must contain characters from three of the following categories:

- Uppercase letters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
- Lowercase letters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
- Base 10 digits (0 through 9)
- Non-alphanumeric characters (special characters) (for example, !, $, #, %)
- Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.

*Passwords may not contain your username.

Class Timetables
Your timetable is provided in your JobReady timetable portal which clearly indicate dates, days, commencement times and class duration. It is your responsibility to attend classes appropriately prepared, and with the necessary equipment for each class. In the event of changes being made to your calendar, you will receive an email advising you of the changes. Please ensure that you check your JobReady timetable portal at the start of each day, to monitor any rooming changes and to confirm any timing changes also.

Access to Lecturers outside of scheduled class time
All Lecturers have a workload formula which requires them to meet with students outside of scheduled class time for individual student subject counselling and support. The Study Guide for each subject along with the Lecturers availability message on Teams provides you with information on the availability times for Lecturers for you to discuss any questions or seek clarification. We ask you to respect faculty availability times as would be the expected process in an industry setting. Lecturers will use a combination of 1:1, Microsoft Teams, Outlook Groups, Skype, Yammer, and other methods to communicate with you outside of class time.

Learning Assistance & Support

If you need assistance in doing assignments, research or presentations, it is essential that you contact your lecturer. Your Lecturers are one of the most important resources to assist you through your studies at ICHM. Remember, it is up to you to communicate with your Lecturers if you have any difficulties with your studies. Never leave it too late! See above regarding availability.

Additional learning support is also available from Alexandra McGee, Student Learning Support Advisor. The nature and amount of support will depend on the student's need and could involve individual or small group interactions with support staff and for one or several interactions/meetings.

Teaching Methodology

Within Australian educational institutions, teaching and learning is considered a two-way communication process and students are encouraged to discuss and actively participate in their learning. Lecturers can use a variety of classroom methodologies to impart knowledge and information to students, including lectures, group discussions, audio and visual presentations (video), guest presentations, computer-based learning, case studies, role-playing and simulation exercises. ICHM encourages "active learning" where students are involved in their learning by asking questions, providing feedback, participating in discussions/discussion boards and giving presentations.

Responsible Service of Alcohol (Hospitality courses only)

You must complete or provide evidence of your Responsible Service of Alcohol Certificate to the Food & Beverage Lecturer during your first semester on campus. Failure to do so may influence you to be held back from undertaking Industry Placement.

Photographs

Photographs taken by the ICHM photographer at ICHM ceremonies and all other ICHM events can be posted to the *ICHM Australia* Facebook page. If a student does not wish to have their photo taken, they will need to advise the photographer at the time and remove themselves from the photo.

STUDENT FEEDBACK AND QUALITY MANAGEMENT

During your time at ICHM, you will be required to complete surveys that provide feedback on our operational practices. The Australian educational authorities mandate some of these and some are developed and administered by ICHM.

Your feedback is essential if we are to maintain quality and seek continuous improvement in our education delivery.

The following surveys and feedback mechanisms are available and may be scheduled in your calendars where applicable:

Enrolment and Commencement

Conducted shortly after commencement this survey collects information on new student and returning student enrolment experiences as well as Week 1 activities.

Overall Quality

A survey of all student's perceptions of quality at ICHM is conducted after the mid-study period break. Results are shared with students before they leave campus.

Individual Subjects

More detailed surveys of individual subjects are conducted for selected subjects in the final weeks of the semester. Two or three subjects are surveyed each study period, providing the opportunity to survey all subjects over the degree period.

LIBRARY SERVICES

Information & Library Services

The physical library is located on the ground floor of campus (in the Student Wellbeing Hub) and provides access to textbook resources which you will need to complete your studies whilst a student at ICHM. The opening hours are from 8am – 6pm and the online library is accessible 24/7. You can access Library help via the ICHM Library Team.

Assistance

Library training is available in week one orientation and can assist you with the following:

- Access to on-campus books
- Using online resources such as databases, E-books and E-journals

Loans and returns

You can borrow textbooks from the library, but they are not to be taken off campus. Printing and scanning facilities are available on campus. Overdue items may incur a charge.

Online Resources

You can access the library online catalogue via ICHM Library Team. The library subscribes to several databases which host hundreds of electronic journals. Emerald, ScienceDirect, Gale/Cengage, Informit, JSOTR and SAGE Research methods & cases are the most useful for your hospitality and business subject areas. You can access these through your ICHM Office 365 login.

Identification (ID) Card and Travel Concession Card

All students are issued with a card upon commencement of studies, which must be carried on you at all times. This is valid until **31 March 2025** and must be renewed upon your return to college each year. The card can be used to borrow library books and obtain concessions on public transport in South Australia. If you have been given a concession card whilst on placement, please email enquiries@ichm.edu.au and this can be issued.

CAMPUS SERVICES AND FACILITIES

Campus Admissions & Administration Office

Staff office hours are 8:30am to 4:30pm Monday to Friday.
Campus access hours are 8:00am to 6:00pm Monday to Friday.
☎Telephone 8228 3636 or email enquiries@ichm.edu.au for assistance.

Computing Assistance

We kindly request students to log all IT incidents and requests through the IT Helpdesk portal (https://support.up.education/).
You may also email the helpdesk: helpdesk@up.education, which will automatically create a ticket, but you will not be able to set any categories or the priority.
You must use your ICHM email address as the system will not recognise your personal email address.

In situations where you are unable to access your ICHM account, please go to https://studentsupport.up.education to contact an IT technician who can assist you. This does not require a login.

Campus Wi-Fi & Internet Access

Free Wi-Fi access to all students is available on the Wi-Fi network: **Education Wifi**

You can connect using:
Username: *your ICHM email address* (**yourICHMstudentname@student.ichm.edu.au**)
Password: *your ICHM account password*

Printing and Photocopying
Printing and photocopying is available on campus. All students are provided with an initial value on their ID cards to cover some of the cost of printing and photocopying. Additional credit may be purchased. Printing is available in the ICHM Wellbeing Hub located on Level 1 and in the Collaboration Spaces on Level 2.

Student Welfare and Support
ICHM works in partnership with Australian Counselling Service (ACS).
ACS's mission is to make quality mental health care services available to everyone. ACS provides:

- Counselling support for a range of concerns including stress, relationships, living in Australia, managing your studies, and everyday worries.
- A choice of fully supervised pre-service Counsellors who care about your wellbeing and understand your needs and concerns.
- Pre-service Counsellors in the advanced stages of their training and working from best-practice counselling frameworks.

ACS provides students with an extended range of Counselling staff to ensure the right partnership between student and Counsellor can be formed. An easy booking function via the ACS booking link located on the Student Info Hub can be utilised at any time with the service available 7 days a week with extended hours. Counselling sessions can be accessed both on and off campus.

All ACS Counsellors maintain a high level of confidentiality and impartiality in all dealings with students.

Student Learning Support Advisors
The Student Learning Support Advisor team is located in the Wellbeing Hub at the Currie St Campus. Student Learning Support Advisors are also available for all students through Teams at ICHM Learning Support. The role of the Student Learning Support Advisor is to assist students with any academic challenges, particularly in areas of report writing, essay writing, how to tackle and dissect assessments, referencing, understanding the written language, providing meaning to writing, and research skills. Support is available either one-on-one or in small groups. Weekly workshops will be offered to students to increase knowledge in relevant academic tasks. The workshops are valuable for all students, regardless of their level of knowledge. The aim of the workshops is to enhance the learning and study skills of all students.

First Aid/Accidents
First Aid assistance is available on campus. If you are ill, require first aid, have an accident or are involved in, or witness a dangerous occurrence (near miss), you should report it to your lecturer or the Campus Operations Director, so appropriate action can be taken. All accidents/incidents and dangerous occurrences must be reported immediately, and an Accident/Incident Report form must be completed to comply with relevant State health and safety legislation.

Students and staff should also be familiar with the Critical Incident Policy (see Policies and Procedures on the ICHM website).

Food and Beverage Facilities
The Currie St Campus has student kitchen facilities and a vending machine located on Level 2. Students are supplied with basic items such as tea, coffee and milk. The kitchen is equipped with microwave, fridge, crockery and utensils for student use.
Please use these facilities with respect to ICHM and your fellow students. Please clean and put away any shared items you use and clean any spills or breakages that may occur. If you require assistance with a breakage or spill, please contact reception as soon as possible.

Justice of the Peace
If you require a Justice of the Peace for witnessing signatures on Affidavits, Statutory Declarations or any other document, you can access this information via the following website -
https://www.cityofadelaide.com.au/community/library-services/justice-of-the-peace-services/

Postage Facilities
A post box is located at 100 Waymouth Street, Adelaide, SA, 5000
Other options can be found here:
https://auspost.com.au/locate/results?lat=-34.9246611&lng=138.5932529&type=PO%2CUPL%2CR_SPB%2CC_SPB&zoom=5

The Australia Post, Rundle Mall Post Shop, is a 10-minute walk from ICHM campus.
Opening hours can be found jere:
https://auspost.com.au/locate/post-office/sa/adelaide/5000/adelaide-rundle-mall-post-shop-507549

Recreation Facilities
There is an extensive range of sporting and recreational activities available in Adelaide's CBD. Social and sporting activities are organised by the Student Engagement Group. Should you have any requests or suggestions, please send via email to enquiries@ichm.edu.au.

Smoking & Vaping
It is the policy of ICHM that smoking & vaping is prohibited anywhere on campus and its footpath surrounds. Smoking and vaping may only be conducted in the rear laneway, behind ICHM Campus during daylight hours.

Uniforms
A full ICHM uniform is supplied to all new bachelor students. All students inclusive of Masters degree students must align their dress with the Personal Appearance and Uniform Policy. Students on-campus are required to wear their uniform whilst on-campus. Students studying online are not required to wear the uniform, however they are expected to wear neat attire. Replacement and/or additional uniform items can be purchased directly from the supplier. For uniform order details please head to the Student Uniform folder in the ICHM Student Information Hub.

AWARDS

For more information on ICHM's Awards please refer to the Results, Grades and Awards Policy on the ICHM website at Student Policies and Procedures.

COVID-19

Due to the Covid-19 pandemic ICHM have implemented various changes in accordance with Federal and State guidelines and restrictions. These guidelines and restrictions are continuously subject to change and ICHM are closely monitoring them to ensure we are following the requirements and providing a safe environment for our staff and students.

ICHM asks all students to follow these simple steps to help **Stop the Spread**:

- Practice Social Distancing – Keep 1.5 metres distance from others
- Regular handwashing with soap
- Cough or sneeze into a tissue or your elbow, and dispose of the tissue immediately
- Stay at home if you are unwell

For further information and resources on Covid-19 please visit the South Australian Government Covid-19 website. If you have specific questions regarding Covid-19 and your studies please contact Dr Sumi Ingerson, Academic Director at singerson@ichm.edu.au.

SEXUAL ASSAULT, HARASSMENT & MENTAL HEALTH SAFETY

Your safety and welfare are very important to us. At ICHM we pride ourselves on having a zero-tolerance policy on sexual assault and harassment towards any student or staff member. In Australia there are serious legal penalties for these actions. ICHM has a number of policies and procedures to protect and support students. There are also a number of staff members who are Mental Health First Responders who can assist you, in the event of an incident.

ONLINE SAFETY

All ICHM students are expected to conduct themselves in an appropriate manner in accordance with the Student Code of Conduct when they access the Internet. Further to this, students should be aware of the following requirements:

- Your logins – Ensure that the password for your ICHM login is strong and cannot be hacked by others. Use symbols such as #&%!, use capitals in order to create alpha numeric passwords;
- Think before you share – Do not share files or other sites to others that you do not know. Most importantly, never share your login with any other student or staff member of ICHM;
- Privacy – Ensure that your privacy settings for all accounts you use, both privately and personally, are regularly reviewed and are set to maximum strength;
- Scams, hoaxes, and viruses – Do not click on any links or share information from an email address you do not recognise. If you have any suspicion about an email – DO NOT OPEN IT. Please forward it to helpdesk@up.education for advice;

- Difficult online friends or bullying – It is a breach of ICHM policy for any form of bullying or harassment to occur online (Including via mobile phone). If this is occurring, save the messages and provide these to the Academic Director;
- Remember your digital footprint – Whatever you do on the internet, it will remain there forever. Think about what you are going to say or do before you leave a trail that might catch up with you later in your career;
- Know your rights and obligations – Always read the privacy policies and collection notices of all software you use to understand how your private information may be used and shared by other companies.

ONLINE NETIQUETTE

The word Netiquette is a combination of 'net' (from internet) and 'etiquette'. It means respecting other users and displaying courtesy when working online.

The following are some tips for showing Netiquette online:

1. Be polite
2. Do not use bad language
3. Be aware of cultural differences
4. Extend your good nature online
5. Promote healthy discussions
6. Respect others' points of view
7. Be careful with humour and sarcasm
8. Check your spelling
9. Only use capitals for specific purposes, otherwise it can seem like you are shouting
10. You're here to learn, not dictate
11. Pause and re-read before you post
12. Make your point in a nice way
13. Write like you would speak
14. Clarity is essential
15. Participation is key!

ONLINE LEARNING RESOURCES

- ICHM Student Information Hub – access via your Office 365 login
- ICHM Policies and Procedures - see Reasonable Adjustment Policy & Diversity, Equity and Inclusion Policy
- Do you need help from the library? If so, contact library@ichm.edu.au
- If you require any support, you can contact the ICHM Learning Support Advisor team via Teams or at ICHM Learning Support.

CAMPUS MAP

Level 1 – Currie Street Campus

Level 2 – Currie Street Campus

Student visa holders - changing courses

Student visa condition 8202 – understand the requirements

Student visa holders are expected to understand and comply with the conditions applicable to their visa.
Condition 8202 of a Student visa (subclass 500) requires that a student maintains enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level as, or higher than, the course for which they were granted their visa.
If a student changes to a lower AQF level course, or a non-AQF award course, they need to apply for a new Student visa. This requirement applies even if the course they change to is with the same education provider. The only exception is that a student does not need to apply for a new visa if they change from a doctoral degree (AQF level 10) to a Masters degree (AQF level 9).
If a student changes their main (or principal) course of study, it is their responsibility to ensure they still comply with their Student visa conditions. Failure to do so could result in visa cancellation.

Some examples where a student would need to apply for and be granted a new Student visa include:

 Studying a Bachelor degree (AQF level 7) at a university and want to transfer to a Diploma (AQF level 5) at the same university.

 Studying a Certificate IV (AQF level 4) and want to transfer to an ELICOS (non-AQF award) course.

 Studying Year 11 (AQF: Senior Secondary Certificate of Education qualification type) and want to transfer to an Independent ELICOS (non-AQF award) course.

A student does not need to apply for a new visa if they transfer to a course at the same or higher AQF level, or from a non-AQF award course to an AQF course.

Course packaging

Students can apply to undertake two or more courses on their Student visa (subclass 500) where there is clear progression from one course to another. This is known as course packaging. The final course that a student will undertake as part of their package of courses is their main (or principal) course of study.
Students who wish to change their enrolment to a package of courses, or who are enrolled in a package and want to amend the courses in the package, are able to do so without applying for a new Student visa, as long as they remain enrolled in the main (or principal) course of study that has the highest AQF level.

Further information

Visit www.homeaffairs.gov.au and search ‘changing courses’ for more information.
Visit www.aqf.edu.au and search ‘AQF levels’ for more information.

CHANGING COURSES

OVERSEAS STUDENT HEALTH COVER

All Student Visa holders are required to have adequate health insurance while they are in Australia. This means that the insurance must commence from the date the student arrives in Australia on their student visa and must be in effect until the student leaves Australia or moves to a non-student visa subclass. If a Student Visa holder is in Australia and does not hold health insurance, they are in breach of visa condition 8501, even if their course has not yet started. NOTE: There are a few nationalities that are exempt from purchasing overseas health insurance. This information can be found on the Department of Home Affairs website.

The Student Visa holder will need to ensure that their card has been activated in accordance with the instructions from your health cover provider.

DEPARTMENT OF HOME AFFAIRS

For those students who are on a visa, the Department of Home Affairs is the Australian government body overseeing the issuing of Student Visas.

To meet the requirements of your Student Visa you must be aware of the conditions attached to visas.

Your responsibilities:

- Abide by the conditions associated with your visa;
- Respect the work limitations;
- Meet course requirements;
- Maintain required health cover;
- Leave by the visa expiry date (not overstaying);

- Apply for a renewal before the expiry of your current visa;
- Notify DOHA of any changes to your course or circumstances;
- Notify DOHA and ICHM of any change of address and telephone number; and
- Notify ICHM of any circumstances that may prevent you from attending classes.

PUBLIC TRANSPORT (Adelaide campus students)

Public transport information for students at the Adelaide campus is available in the ICHM Student Information Hub.

Adelaide's public transport system provides bus, train and tram services. By showing your Travel Concession Card, full-time students are entitled to concession rates on fares for all public transport.

The Metroguide is a guide to Adelaide's public transport system and is available from the Information Centre, Adelaide Railway Station, Adelaide.

For information on the train, bus and tram service visit:
http://www.adelaidemetro.com.au/

Signalling Buses
To stop a bus, signal the driver by moving towards the approaching bus, but remain on the kerb, and raise your arm. If the bus approaching is not the one you wish to take, then lower your arm and stand back from the kerb.

First Stop or Express Buses
Buses displaying, "First Stop" or, "First Set Down", means that no passenger is permitted to get off the bus until the indicated stop is reached. "Express" buses have limited pick up and set down stops and usually run between major suburbs and the city during peak traffic hours. If you are not sure you are catching the correct bus, always ask the driver before you board the bus.

Taxis
Taxi services are also available; however, they are expensive. All taxis operate on a set rate per kilometre as displayed on a meter with additional charges for luggage and phone bookings if applicable. You can hail any unoccupied taxi from the street or make a booking with any of the taxi companies.

Adelaide Independent Taxi Service
Telephone: 132 211
Internet Booking Service: www.aitaxis.com.au

Suburban Taxi
Telephone: 131 008
Internet Booking Service: https://www.suburbantaxis.com.au/

13cabs
Telephone: 132 227
Internet Booking Service: www.yellowadelaide.com.au

Uber
Uber rideshare services are available. You will need to download the Uber App at www.uber.com. From the app you can submit a trip request that is automatically sent to an Uber driver near you. The accepting Uber driver will then come and pick you up and drive you to your requested destination.

COMMMUNITY ORGANISATIONS (Adelaide campus students)

Study Adelaide
Student & Community Support
Please visit this website for information on studying in South Australia and student support

Adelaide City Library
Level 3, Rundle Place
77-91 Rundle Mall
Adelaide
https://www.cityofadelaide.com.au/community/library-services/library-locations/city-library/

Adelaide Community Centres
https://www.cityofadelaide.com.au/community/community-centres/

North Adelaide Community Centre
176 Tynte Street
North Adelaide
Ph: 08 8203 7811
https://www.cityofadelaide.com.au/community/community-centres/

19 on Green Community Centre
19 Green Street, Brompton
Ph: 8408 1860
https://www.charlessturt.sa.gov.au/community/community-spaces/19-on-green

Adelaide Sporting Clubs
Government of South Australia, Office for Recreation, Sport and Racing
Visit the website to find an activity
https://www.orsr.sa.gov.au/get-active/find-a-sportrecreation-organisation

NEED HELP?