



**INSTITUTE OF
MANAGEMENT AND TRADE**

RTO No: 45905 Cricos Provider no: 04052M

International Student Handbook

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Introduction

Welcome

Welcome to Institute of Management and Trade. This handbook provides you with everything you need to know about studying with us in Australia. By choosing IOMT as your education provider, you are choosing a high-quality and industry relevant education provider to ensure you are set up for a future career.



About us

Located at Officer near Pakenham, Institute of Management and Trade (IOMT) provides courses in Automotive Mechanical Technology and Diagnosis, Automotive Management and Engineering Fabrication Trade. Our well-located and comfortable facilities for students is supported by industry experienced trainers and assessors along with modern equipment and resources.

IOMT is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private Registered Training Organisation offering VET courses that will broaden your skills in specialised areas, are competency based and highly regarded and recognised by industry employers. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link:

<https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>

Our obligation to you

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this handbook.

Our contact details

Main telephone number: 0415 325 095

Email: admin@iomt.edu.au

Website: www.iomt.edu.au

Student support contact details

CEO: Pawandeep Brar

Student Support Officer: Lesley Blefari, Jasbinder Sidhu

03 5918 2079, 0415 325 095

Our locations

Suite 29, 4 Cardinia Rd, Officer, VIC 3809

Google Maps link: <https://maps.app.goo.gl/Z7W4uq2dPvSBbVgV8>

Location Officer (classed as regional)

Pakenham and Officer are located in the centre of the Cardinia Shire located on Melbourne's south-east fringe, about 55 kilometres from the Melbourne CBD. The great outdoors is your playground in the Cardinia Shire. You can enjoy endless activities inspired by our epic landscapes from authentic farm-to-fork and vine-to-cork experiences to our theme park, world famous steam train, bushwalking and sightseeing. Uncover natural country charm within our village main-street stores.

Cardinia Shire is bounded by Yarra Ranges Shire in the north, Baw Baw Shire in the east, South Gippsland and Bass Coast Shires and Western Port Bay in the south, and the City of Casey in the west.

Pakenham is only one hour training trip from the centre of Melbourne with trains picking up passengers every 10 minutes or so. You will need to purchase the myki card for travel used on all public transport in Melbourne such as trains, trams, and buses. For more information about purchasing, topping up and managing your myki card For more information about purchasing, topping up and managing your myki card see <https://www.ptv.vic.gov.au/tickets/myki/> .

Location Footscray

Unit 2 L1 154-160 Nicholson Street, Footscray VIC 3011

<https://maps.app.goo.gl/TnS3HLUUJf817TFx9>

Footscray is a suburb located in the inner-west of Melbourne, Australia^{1,2,3}. It is just 5-6 kilometres west of Melbourne's central business district^{1,3}. Footscray is a diverse and multicultural area^{2,3}, with a population of over 16,000 people². The suburb has undergone significant urban renewal in recent years, attracting a mix of young professionals, families, and students¹. Footscray offers a vibrant and bustling atmosphere, with a range of amenities including cafes, restaurants, and shops.

One of the key attractions of Footscray is its excellent transportation links. The Footscray Railway Station provides easy access to the CBD and surrounding areas, making it a convenient location for those who work in the city. The IOMT campus is only 3min walk or 180 metres from the station.

Practical Workshop – Engineering and Automotive

Engineering - Unit 6 1764 Hume Highway Campbellfield VIC | Automotive - 29 Superior Dr, Dandenong Sth, VIC

<https://maps.app.goo.gl/YnGRhBJUUVo5KXGR6>

| <https://maps.app.goo.gl/YZsvfxF7o7WNSFg26>

Courses IOMT offers

Institute of Management and Trade offers the following courses to international students:

- AUR30620 Certificate III in Light Vehicle Mechanical Technology
- AUR40216 Certificate IV in Automotive Mechanical Diagnosis
- AUR50216 - Diploma of Automotive Technology
- MEM31922 Certificate III in Engineering – Fabrication Trade
- MEM40119 Certificate IV in Engineering

Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Once you have received your visa, you must abide by its conditions. If you fail to do so, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not



work more than the stipulated number of hours).

- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.

What is a USI and why do you need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you cannot be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure students have a valid USI for before enrolling in nationally recognised training.

For information on exemptions visit: <https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students>

If you are having trouble creating a USI, we will assist you during the orientation session.

Education agents

IOMT uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices are upheld to ensure fair and welcoming responsibility to our students. We take the VET industry in Australia sectors reputation very seriously. A list of approved education agents can be found on our website at: www.iomt.edu.au

RPL and Credit transfer

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL. This can be viewed in the **Fees and Refunds** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a completed unit or modules within a qualification. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Course Orientation and IOMT Induction

At the start of your course, you will be invited to a special orientation / Induction session. The Orientation session is mandatory (non-negotiable) which you must attend in person. At this session we will welcome you to IOMT as well as cover the following topics:

- Course information
- Facilities and resources available at our campus
- Emergency evacuation procedures
- Your rights and responsibilities as a student
- Support services available
- Legal, emergency and health services
- Safety relevant to Australia and your environment
- Critical incidents and critical incident reporting
- Student visa conditions related to course progress and attendance.
- Information about work rights
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process
- Assistance in creating your USI if you have not done so already.
- Question and answer session



What can I expect during training and assessment?

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

Reassessment arrangements

Arrangements for reassessment will be arranged between you and your trainer/assessor if necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the **Fees and Refunds** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the **Fees and Refunds** section for more information.

We cannot guarantee that you will be awarded your qualification since this is dependent upon the work, time and dedication you put into your course. We will provide you with all the necessary facilities, equipment, trainers, and support to complete the qualification – but the outcome of it depends on you. We also cannot guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a team of dedicated and experienced trainers who care about your progress. Each student matters to us – and your positive outcome and accomplishments represents satisfaction and success of our college and the international community.

Support and welfare

Sometimes we all need a little extra support in a variety of ways and when you are living and studying overseas, you might need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor
- Support with personal issues
- Access to additional learning resources
- Reasonable adjustment in assessment
- Social events
- Buddy program
- Information about external sources of support.



You may not have studied for a while. You may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you

access the services. We can assist you to connect with other students with similar interest or simply be a friendly listening ear when you need one.

Depending on your needs, we may be able to provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our **Important information about Australia** section of this handbook – but it's best to come and speak to the Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

Issuing certificates

Once you have successfully completed all Units included in the enrolled qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 15 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) for Units successfully completed within 15 days and we will withdraw you from all remaining Units in the qualification. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. Be aware that we cannot issue your certificates if we do not have your USI on file.

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our **Fees and Refunds** section for more information.

Feedback

Your feedback is important to us. Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

If your details change

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It is a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know immediately so we can amend your records and correct it.

What's required of me as a student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at:

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia.

Policies and processes

Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that so that it is able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- No more than 50% of course fees need to be paid prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. For information about fees see the International Student Handbook on our website policy Fees and refunds <https://iomt.edu.au/policy-procedures/>

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent according to our Fees and Refunds policy see our website <https://iomt.edu.au/policy-procedures/>

Refunds

Please carefully read the following information about refunds. This applies whether you paid the fees, or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where IOMT cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within 20 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from Reception. This form must be submitted within 5 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you in Australian dollars within 20 working days, as well as any applicable refund. For more information about Fees and Refunds go to our website on <https://iomt.edu.au/policy-procedures/>.

The refund policy does not remove your right to take further action under Australian Consumer Law.

Complaints and appeals

The purpose of this policy and procedure is to outline the RTO's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be acknowledged, addressed, and recorded in a fair, efficient and confidential manner. The RTO acknowledges and agrees that it will respond to and co-operate in good faith with any complaints handling mechanism or process required by regulatory bodies, for the purpose of resolving student complaints or other issues in relation to the RTOs Training Services.

This policy and related procedures ensures compliance with Standard 6 of the RTO 2015 Standards. A full copy of our Complaints and Appeals Policy is available at <https://www.iomt.edu.au>.

Compassionate or compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

Course progress and monitoring

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all of your assessments
- actively participate in classes
- Attend site workshop practical sessions according to your course timetable.

Your course progress will be monitored to make sure you are completing your assessments and actively participating in learning and practical demonstrations regularly.

Your attendance will be recorded at the start and end of each class, and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent, we will contact you via SMS, phone calls and emails. For a full copy of the Course Progress and monitoring policy go our website at <https://iomt.edu.au/policy-procedures/>.

Deferring your course

Institute of Management and Trade allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances. If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

Suspending your course

IOMT may allow you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date. It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

Transferring courses

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from Institute of Management and Trade. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form - see the section on deferral, suspension, and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the [CRICOS course and institution search](#).

For more details go to our website <https://www.iomt.edu.au>.

How to apply

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Transferring courses within IOMT

IOMT offers students the options to transfer to other courses within Institute of Management and Trade.

Institute of Management and Trade may approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals.
- you provide evidence that your reasonable expectations about the course are not being met.

If IOMT does not approve your request:

- the transfer would put your progression through a package of courses at risk.
- you require access to particular support services that have not yet been provided or offered.
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- you have unpaid course fees for the current study period.

How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. Fees may be payable.

Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

Privacy and access to records

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation.
- facilitation of statistics and research relating to education, including surveys and data linkage.
- understanding how the VET market operates, for policy, workforce planning and consumer information.
- information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Institute of Management and Trade to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

Student code of conduct

Your responsibilities

You are expected to:

- read and follow information contained in the IOMT Student Handbook.
- respond to our communications promptly.
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- attend scheduled classes
- actively participate in learning and complete homework and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed

Classroom conduct

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.
- Wear appropriate PPE in practical workshop environment

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property

Your rights

You can expect from us to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received

Learning and assessment

You can expect from us to:

- be provided with high quality training, assessment, and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory
- communicate in English

Workplace Health and Safety

The Workplace Health & Safety Act 2011 applies to all staff, students and visitors to the RTO.

IOMT is very serious about its commitment and responsibility for workplace health & safety and asks that students assist in ensuring the safety of its sites by:

- immediately reporting any identified risks/hazards to an RTO staff member
- following the RTO policies and procedures
- cooperating and following all instructions provided by RTO staff
- cooperating with management and Trainer Assessors, and adhere to instructions on safe work practices
- taking care to ensure their personal health and safety and the health and safety of others.

The wearing of Personal Protective Equipment and clothing (PPE) is mandatory in many of the courses delivered by IOMT.

IOMT will provide all task specific PPE required for specific courses. Students must supply their own safety boots and helmets as IOMT does not supply these PPE items.

Trainer Assessors will not allow students to participate in training and assessment if the correct PPE is not worn and students may be requested to leave the session and, in some cases, face disciplinary processes. IOMT will:

- provide and maintain equipment and systems of work that are safe
- provide sufficient information and training to ensure that students and staff are safe from injury and risks to health.

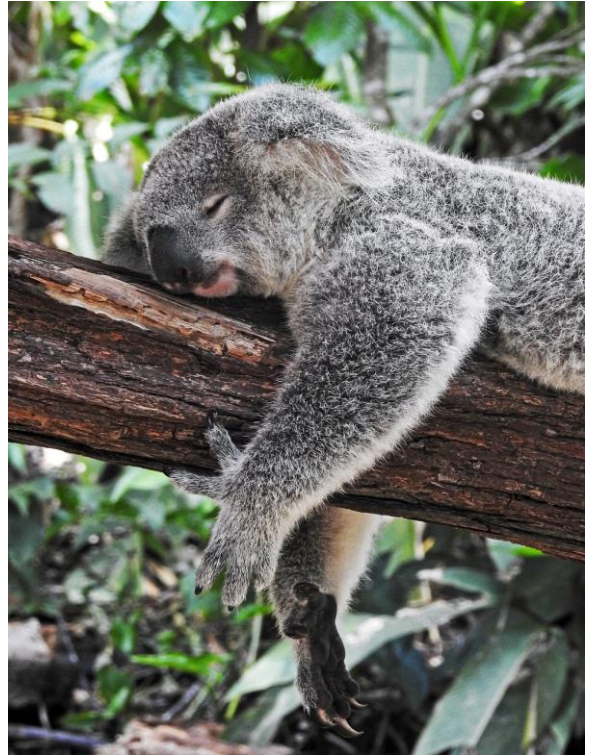
Alcohol and Drugs

IOMT is committed to providing a safe training environment and to looking after the wellbeing, health and safety of all students and staff. Therefore, we have a NO ALCOHOL and NO DRUGS policy. This means the use of or possession of alcohol and/or drugs in our Training Centres is forbidden and any breach will result in disciplinary action by the RTO.

Training using various plant and equipment including hand held power tools, automotive tools and equipment and hazardous materials during high risk activities, therefore you must be drug and alcohol free to participate in training to ensure everyone's safety. For more information go to Alcohol and drug policy at <https://iomt.edu.au/policy-procedures/>.

Living and studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.



This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website:

<https://www.studyinaustralia.gov.au/>

Cost of living

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> and make use of the cost of living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>

Health and safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

Working on a student visa

Student visa holders can work up to 40 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights, and information about the Fair Work Ombudsman visit: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>

Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>

Emergency contacts and other useful numbers and information

Emergency services:

Dial 000 and advise whether you require:

- Police, fire or ambulance

Police station

Nearest police station Office:

Address: 780 Princes Hwy,

Pakenham VIC 3810

Email: PAKENHAM.UNI@police.vic.gov.au

Tel: [\(03\) 5945 2500](tel:(03)59452500)

Nearest police station Footscray:

66 Hyde St, Footscray VIC 3011

Tel: (03) 8398 9800

Department of Home Affairs (DHA):

1010 La Trobe St, Melbourne VIC 3000, Australia

Tel: 131881

Website: <https://www.homeaffairs.gov.au/>

Medical facilities near campus:

Arena Medical Centre (under IOMT campus)

T24/4 Cardinia Rod, Officer 3809

Tel: 03 59403432

Footscray – SIA Medical Centre Footscray

L1 190 Barkly Street Footscray VIC 3011

Tel: (03) 8538 8111



Transport services

Public Transport: [Metro Trains](#)

Taxi company

[Low Cost Airport Transfers | Airports Taxi Transfers](#)

[Pakenham Taxis - Taxi service in Pakenham](#)

Tel: 5941 1138

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression, or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.