INSTITUTE OF MANAGEMENT AND TRADE

RTO Code: 45905 | CRICOS Provider No: 04052M

# International Student Handbook

Everything you need to know about studying with IOMT in Australia

**Version 2.3**

*Reviewed and updated to align with the Standards for RTOs 2025, the National Code 2018 and current ESOS legislation*

**www.iomt.edu.au**

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# Introduction



## Welcome

Welcome to the Institute of Management and Trade (IOMT). 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, industry-relevant Registered Training Organisation (RTO) that will set you up for a future career in the trades.

## About us

IOMT (RTO Code 45905, CRICOS Provider Code 04052M) is a private Registered Training Organisation delivering nationally recognised Vocational Education and Training (VET) courses in automotive technology, engineering and fabrication, and building and construction trades, as well as management. Our administration campus is located at Officer, on Melbourne's south-east fringe, and our hands-on practical trade training is delivered from two purpose-equipped workshops – one at Kensington (VIC) for our engineering, carpentry, painting and building courses, and one at Dandenong South (VIC) for our automotive courses. Our facilities are supported by industry-experienced trainers and assessors, together with modern equipment and resources.

IOMT is a provider of vocational education and training (VET). The VET sector in Australia is a partnership between governments and industry, and VET qualifications are delivered by government TAFE institutions as well as private RTOs like IOMT. Our courses are competency-based, industry-relevant, and recognised by employers. To read more about the Australian VET framework, visit https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education .

## Our obligation to you

As a Registered Training Organisation and CRICOS-registered education provider regulated by the Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. From 1 July 2025 we comply at all times with the **Standards for RTOs 2025**, which replaced the Standards for RTOs 2015, together with the **Education Services for Overseas Students (ESOS) Act 2000**, the **National Code of Practice for Providers of Education and Training to Overseas Students 2018** (National Code), and the **Education Legislation Amendment (Integrity and Other Measures) Act 2025**.

We take these obligations seriously, so we maintain policies, procedures and systems to ensure compliance with the standards and legislation that applies to us. As we are responsible for the training we deliver, this includes taking responsibility for any third parties we work with – training partners, education agents and marketing providers. We participate fully in ASQA audits and monitoring, and provide information when it is requested. We also disclose our ownership and control information, and any material changes to it, within the timeframes required by the Education Legislation Amendment (Integrity and Other Measures) Act 2025.

As the RTO, we are responsible for issuing your AQF certification documents in line with our issuance policy, as outlined in this handbook.

## Our contact details

| | |
|---|---|
| **Main telephone** | 0415 325 095 |
| **Email** | admin@iomt.edu.au |
| **Website** | www.iomt.edu.au |

## Student support contact details

| | |
|---|---|
| **CEO** | Pawandeep Brar |
| **RTO Manager** | Jesse Sidhu |
| **Student Support Officer** | G. Singh — 0415 325 095 — studentsupport@iomt.edu.au |

## Our locations



IOMT operates from one administration campus and two dedicated practical trade workshops:

**Administration campus**

Suite 29, 4 Cardinia Rd, Officer VIC 3809

Classroom-based theory delivery, enrolment, student support and administration.

**Trade workshop — Kensington**

76-78 Smith Street, Kensington VIC 3031

Practical workshop for all IOMT trade courses except automotive: Engineering/Fabrication, Carpentry, Painting and Decorating, and Building and Construction.

**Trade workshop — Dandenong South**

29 Superior Dr, Dandenong South VIC 3175

Dedicated practical workshop for all IOMT automotive (AUR) courses.

Your Confirmation of Enrolment (CoE) and Student Agreement will confirm which location(s) apply to your specific course. If you are ever unsure which workshop to attend, please contact Student Support before your first practical session.

### Getting to our Officer campus (regional)

Officer and neighbouring Pakenham are located in the centre of the Cardinia Shire on Melbourne's south-east fringe, about 55 kilometres from the Melbourne CBD. Cardinia Shire is bounded by Yarra Ranges Shire in the north, Baw Baw Shire in the east, South Gippsland, Bass Coast Shires and Western Port Bay in the south, and the City of Casey in the west.

Pakenham is around one hour by train from central Melbourne, with trains running every 10 minutes or so during peak periods. You will need a myki card for all public transport in Melbourne, including trains, trams and buses. For information about purchasing, topping up and managing your myki card, see https://www.ptv.vic.gov.au/tickets/myki/ .

## Courses IOMT offers



IOMT offers the following courses to international students:

| Course code | Qualification | Workshop / delivery location |
|---|---|---|
| MEM31922 | Certificate III in Engineering – Fabrication Trade | Kensington/Officer |
| MEM40119 | Certificate IV in Engineering | Kensington/Officer |
| CPC30220 | Certificate III in Carpentry | Kensington/Officer |
| CPC30620 | Certificate III in Painting and Decorating | Kensington/Officer |
| CPC50220 | Diploma of Building and Construction (Building) | Kensington/Officer |
| AUR30620 | Certificate III in Light Vehicle Mechanical Technology | Dandenong South/Officer |
| AUR40216 | Certificate IV in Automotive Mechanical Diagnosis | Dandenong South/Officer |
| AUR50216 | Diploma of Automotive Technology | Dandenong South/Officer |
| BSB80120 | Graduate Diploma of Management (Learning) | Officer (classroom-based) |

Theory and classroom components of all courses are delivered from our Officer administration campus unless otherwise advised. For the current list of courses, entry requirements and CRICOS codes, always check www.iomt.edu.au or ask Student Support, as course offerings can change.

## Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued a Confirmation of Enrolment (CoE). You can then apply to the Department of Home Affairs (DHA) for a student visa. You may use a Registered Migration Agent or apply yourself. Student visa applicants must satisfy the **Genuine Student** requirement, which applies to student visa applications. More information about how to apply for a visa is available at 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 (see **Working on a student visa** later in this handbook).
- 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, we cannot award your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure students have a valid USI 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 orientation.

## Education agents

IOMT uses education agents to assist us to recruit students. We have written agreements in place with each agent to ensure ethical practices and fair, transparent dealings with our students. In line with the Education Legislation Amendment (Integrity and Other Measures) Act 2025, we do not permit incentive structures that reward agents for enrolling students who are not likely to succeed, and any commission arrangements are made transparent on request. IOMT does not pay agent commissions in connection with onshore transfer enrolments accepted after 31 March 2026 – see our Student Transfer / Onshore Enrolment and Agent Commission Policy and Procedure for details. A list of our approved education agents can be found at www.iomt.edu.au .

## RPL and Credit transfer

**Recognition of Prior Learning (RPL)** is a process where skills and knowledge you have gained through work and life experience, or other unrecognised training, can be formally recognised. Let us know that you want to apply for RPL at the time of application by indicating this on the enrolment form. There is a charge for RPL assessment – see 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 or RPL, and issue your CoE for the reduced duration of the course.

**Credit transfer** is formal recognition of previous studies and can help reduce the duration and fees of your course. You may apply for credit transfer for a completed unit or module within a qualification. There is no charge to apply for credit transfer, but you need to indicate this on your enrolment form and provide a certified copy of your certificate, issued either by another education provider or as 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 mandatory (non-negotiable) orientation/induction session, which you must attend in person. At this session we will welcome you to IOMT and cover:

- Course information
- Facilities and resources available at our campus and workshops
- 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 workshop environment, where industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities depending on the course you are undertaking. Assessment tasks are marked as Satisfactory or Not Satisfactory, and a Satisfactory result across all assessment tasks within a unit of competency results in a Competent outcome for that unit. Once you have achieved Competent in all units that make up the qualification, you will be eligible to be awarded your qualification.

### Reassessment arrangements

Arrangements for reassessment will be made between you and your trainer/assessor as necessary. You are entitled to two attempts at each assessment task. If you exhaust both attempts, you may be required to pay an additional fee for further reassessment, as outlined in the **Fees and refunds** section and your Student Agreement.

We cannot guarantee that you will be awarded your qualification, as this depends on 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 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 consistent, industry-relevant training with the support and guidance of a dedicated and experienced training team. Each student matters to us, and your success represents the success of our college and the international community we are part of.

## Support and welfare



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

### One-to-one support

From your trainer/assessor and Student Support Officer, including help with personal issues.

### Learning support

Access to additional learning resources and reasonable adjustment in assessment.

### Community & referral

Social events, a buddy program, and information about external support services.

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

We can provide information on a range of issues, including accommodation, legal or financial matters, cultural considerations, disability support, stress management or homesickness. If you are experiencing homesickness, please talk to us – we care. We don't charge for internal support services, but you will be responsible for any external provider costs at the time you access those services. Depending on your needs, we may refer you to a relevant local organisation. Some support services are listed later in this handbook, but it's always best to speak to the Student Support Officer directly for a confidential discussion about the right support for your situation.

## Issuing certificates

Once you have successfully completed all units in your enrolled qualification and paid all relevant fees, we will issue your qualification and record of results within 15 days. If you withdraw or only partially complete your course, you will be issued a Statement of Attainment (SoA) for units successfully completed within 15 days, and withdrawn from any remaining units. We reserve the right to withhold the issuance of any certificate until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificate 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 statement or qualification, we can re-issue these for an additional charge – see the **Fees and refunds** section for more information.

## Feedback

Your feedback matters to us. Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. Please let us know if something isn't right, or if you have a suggestion, by emailing or calling us. You will also be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education Research (NCVER); you may also receive surveys from your trainer or the office from time to time. Please complete and return these as advised.

## If your details change

From time to time your personal details may change – a new mobile number, a new address, or new 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 your personal information or our records, please let us know immediately so we can amend 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 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 included later in this handbook. You can 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, and wish you the best of luck in your studies and your time 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 all fees associated with your course are included in your Student Agreement, together with a detailed payment schedule, payment options and your rights. We will also tell you about the potential for fees and charges to change over the duration of your 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 we are able to repay all tuition fees already paid.
- Our membership of the Tuition Protection Service (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study, ensuring you are able to either complete your studies with another provider or receive a refund of your unspent tuition fees.
- Not requiring more than 50% of course fees to be paid prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay a greater amount. This aligns with the pre-paid fee limits in the Standards for RTOs 2025 (Compliance Requirements, Clause 7.3 and Schedule 6).

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 no alternative arrangement has been made, a first warning, second warning and notice of intention to report for non-payment of fees will be sent in accordance with our Fees, Charges and Refund Policy, available at www.iomt.edu.au .

## Debt recovery

Where fees remain overdue after the reminders and warnings described above, and no payment plan, extension or waiver has been approved, your account may be referred to IOMT's contracted external debt collection agency, and legal action may also be taken to recover the debt.

If this happens, you will be responsible for the reasonable costs of that recovery – including the collection agency's commission and fees, and any solicitor, court or other legal costs – in addition to (that is, on top of) the amount you already owe IOMT.

Where you pay your tuition fees by monthly instalment, these are collected by direct debit through our contracted payment provider, Ezidebit. You will sign a Direct Debit Request with Ezidebit at orientation and receive a copy for your own records.

For full details, see our Debt Recovery Policy and our Fees, Charges and Refund Policy, both available at www.iomt.edu.au .

## 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 cancels 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 a Refund Application Form. This is treated as provider default under the ESOS Act 2000, and the refund will be provided within 14 days of the default.

In all other circumstances, you should complete and submit a Refund Application Form, available from Reception, within 5 working days of the event that led to the request for the refund. The outcome of the refund assessment will be provided to you in Australian dollars within twenty (20) working days – a timeframe intended to meet or exceed the requirement in the ESOS Act 2000 (Part 5, sections 47D and 47E) that any refund owed following student default be paid no later than 4 weeks (28 calendar days) after the application is received.

The refund policy does not remove your right to take further action under Australian Consumer Law. For more information about Fees and Refunds, go to www.iomt.edu.au .

## Complaints and appeals

The purpose of this policy and procedure is to outline the RTO's approach to managing dissatisfaction, formal complaints and appeals from 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, and within 60 calendar days wherever possible. IOMT 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 our training services.

This policy and related procedures ensure compliance with the Standards for RTOs 2025 and National Code 2018 (Standard 10). A full copy of our Complaints and Appeals Policy is available at www.iomt.edu.au .

## Compassionate or compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances, so it's 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 workshop practical sessions according to your course timetable, at whichever of our Kensington or Dandenong South workshops applies to your course.

Your course progress is monitored to make sure you are completing assessments and actively participating in learning and practical demonstrations regularly. Attendance is recorded at the start and end of each class, and 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 call and email.

> We formally review your course progress at the mid-point of each study Term. If you are identified as being at risk of not achieving satisfactory course progress, we will invite you to an Intervention Strategy Meeting (ISM) to discuss additional support and agree an action plan. You will only be reported to the Department of Home Affairs for unsatisfactory course progress after this intervention process has been followed and your right to appeal has been exhausted, in line with the National Code 2018 and the Standards for RTOs 2025.

For a full copy of the Course Progress Policy, go to www.iomt.edu.au .

## Deferring your course

IOMT allows you to defer your course. This means 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 contacting 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 contacting 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 IOMT. 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 using the CRICOS course and institution search. For more details, go to www.iomt.edu.au .

### How to apply

If you wish to apply to transfer to another registered provider prior to completing six months of your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university, together with 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 a valid enrolment offer. Where the request is granted, a Letter of Release will be provided. 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 option to transfer to other courses within IOMT. We may approve your request for transfer if you can show that:

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

We may not approve your request if:

- 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 you are trying to avoid being reported to DHA for failure to meet attendance or academic progress requirements
- you have unpaid course fees for the current study period.

To apply, complete an Internal Course Transfer Form, including a statement of your reasons. You will receive a notice advising you of the outcome within 10 working days. Where granted, a new CoE will be provided. It is important 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.

### Transferring to IOMT from another provider (onshore students)

If you are already in Australia and wish to transfer to IOMT from another registered provider, the same six-month rule applies in reverse: IOMT cannot knowingly enrol you before you have completed six months of your principal course with your current provider, unless one of the following applies:

- your current provider has ceased to offer the course, or has had its registration for the course, or its CRICOS registration, suspended or cancelled;
- there is evidence your current provider engaged in misconduct, or that the course was not as described;
- your current provider has given written consent to the transfer (a Letter of Release);
- a government sponsor has provided written support for the transfer;
- you have documented compassionate or compelling circumstances; or
- your current provider would otherwise be entitled to report you for unsatisfactory course progress or attendance, and IOMT reasonably assesses that a transfer is in your best interests.

Before we make you an offer or issue a CoE, we will assess whether enrolling with IOMT is genuinely in your best interests, and we will not enrol you while you hold an active, concurrent CoE with another provider for the same study period. Where you use an education agent to help you transfer to IOMT, please note that IOMT does not pay agent commissions on onshore transfer enrolments accepted after 31 March 2026. For full details, see our Student Transfer / Onshore Enrolment and Agent Commission Policy and Procedure, available at www.iomt.edu.au .

## Discontinuing your studies

You may decide that study is not for you and choose to discontinue. Before making a final decision, it's a good idea to talk to us to help you make an informed decision. If you no longer wish to continue with your studies, 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 will not 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 – not abiding by the Student Code of Conduct 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 these circumstances apply, we will contact you in writing to inform you of the intended suspension or cancellation and the reasons for it. 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. We will not report you to the Department of Home Affairs 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. If the suspension or cancellation proceeds, we will report the change to your enrolment via PRISMS within 31 days (or 14 days if you are under 18), as required by the ESOS Act 2000.

## Privacy and access to records

As a Registered Training Organisation, we collect your personal information so we can process and manage your enrolment in a VET course with us. If you do not provide this information, we will be unable to process your enrolment. 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.

We are required by law, under the National Vocational Education and Training Regulator Act 2011 (Cth), to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research (NCVER), and are also authorised to disclose your personal information to the relevant state or territory

training authority. NCVER, the Australian Government Department of Education, Skills and Employment (DESE) and other Commonwealth, State and Territory bodies handle your information in accordance with the Privacy Act 1988 (Cth) and its Australian Privacy Principles, including the Notifiable Data Breaches scheme. For more information, see the NCVER Privacy Policy at www.ncver.edu.au/privacy and the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice .

You may receive a student survey run by a government department, NCVER, an agent, third-party contractor or another authorised agency. You may opt out of a survey at the time you are contacted.

At any time you may contact IOMT to: request access to your personal information; correct your personal information; make a complaint about how your personal information has been handled; or ask a question about our Privacy Policy. Please contact us using the details provided earlier in this handbook. If you would like a copy of our Privacy and Confidentiality Policy and associated procedures, let us know and we will provide it.

# Student code of conduct



## Your responsibilities

You are expected to:

- read and follow information contained in this 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 and workshop sessions
- actively participate in learning, complete homework and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

### Classroom and workshop conduct

You are expected to:

- arrive on time for class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English
- wear appropriate Personal Protective Equipment (PPE) in the practical workshop environment at Kensington or Dandenong South.

### 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 our property and other people's property.

## Preventing antisemitism and racism

IOMT is committed to a safe, respectful and inclusive learning environment, free from antisemitism, racism, and racial or religious vilification. This applies to all students, staff, education agents and visitors – on campus, at IOMT events, in online learning, and in IOMT-related communications, including social media.

This includes, for example:

- harassing, intimidating, vilifying or excluding another person because of their actual or perceived race, ethnicity or religion, including Jewish identity
- displaying, distributing or posting (including online) hate symbols or material that vilifies a racial, ethnic or religious group
- denying, distorting or trivialising the Holocaust or any other genocide in a way intended to demean a racial or religious group

If you experience or witness antisemitism, racism, or racial or religious vilification, please tell your trainer, the Student Support Officer, or the RTO Manager as soon as possible, or email admin@iomt.edu.au. We will take your report seriously, offer support, and respond under our Complaints and Appeals Policy and Procedure and Critical Incident Policy and Procedure. Genuine political debate or criticism of any government's policies is not, of itself, a breach of this policy.

For full details, see our Antisemitism and Racism Prevention Policy and Procedure, available at www.iomt.edu.au .

## 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 **Occupational Health and Safety Act 2004 (Vic)** applies to all staff, students and visitors at our Officer campus and our Kensington and Dandenong South workshops. IOMT is very serious about its commitment and responsibility for workplace health and safety, and asks that students assist in ensuring the safety of our sites by:

- immediately reporting any identified risks/hazards to an RTO staff member
- following the RTO's policies and procedures
- cooperating and following all instructions provided by RTO staff
- cooperating with management and trainer/assessors, and adhering to instructions on safe work practices
- taking care to ensure their own 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 items.

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

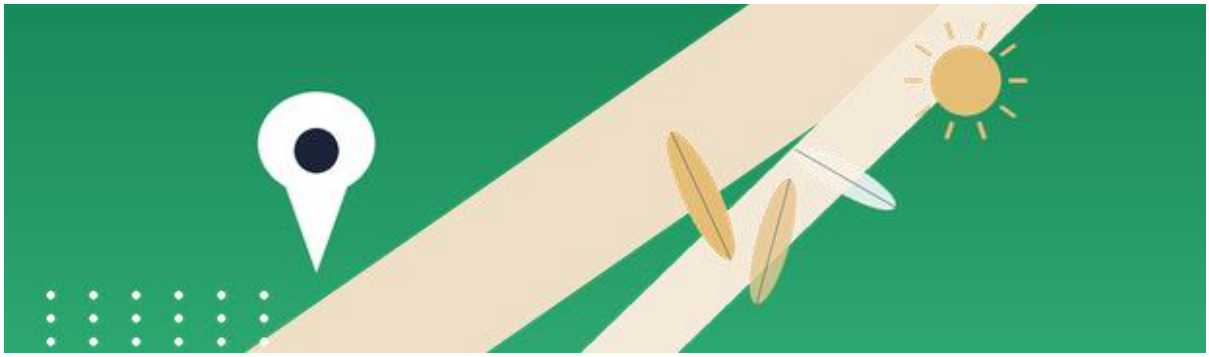
- provide and maintain equipment and systems of work that are safe
- provide sufficient information and training to ensure that students and staff are safe from injury and risks to health.

### 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 or possession of alcohol and/or drugs at our campus or workshops is forbidden, and any breach will result in disciplinary action.

Training uses various plant and equipment, including hand-held power tools, automotive tools and equipment, and hazardous materials during high-risk activities. You must be drug and alcohol free to participate in training to ensure everyone's safety. For more information, see our Drug and Alcohol Policy at www.iomt.edu.au .

## Living and studying in Australia



Australia is one of the world leaders in education and home to hundreds of thousands of international students. It's a great place to live and study, with some of the lowest crime rates in the world, lots of open spaces, beautiful parks and wildlife, golden beaches and vibrant cities and nightlife. 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 within a transparent legal system. We are a multicultural and diverse nation, with a thriving mix of regional and city centres providing a variety

of landscapes and opportunities. Australia is technologically advanced, with great infrastructure, transport options for students, and one of the highest minimum wage rates in the world.

This information has been sourced from Study in Australia, provided by the Australian Government. For more information on a specific topic, visit 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 at the link above on the following topics:

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

## Working on a student visa

> Student visa holders may work up to **48 hours every fortnight** while their course is in session, and unlimited hours during official course breaks. This limit reflects the current Department of Home Affairs settings and may change from time to time – always confirm the current limit at https://immi.homeaffairs.gov.au before relying on it.

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 (OSHC)

You must have student health cover before arriving in Australia and for the duration of your time here – 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 information

### Emergency services

Dial **000** and advise whether you require police, fire or ambulance.

### Police

Nearest police station to our Officer campus and Pakenham area:

| | |
|---|---|
| **Address** | 780 Princes Hwy, Pakenham VIC 3810 |
| **Email** | PAKENHAM.UNI@police.vic.gov.au |
| **Telephone** | (03) 5945 2500 |

For the police station nearest to our Kensington or Dandenong South workshops, or anywhere else in Victoria, use the Victoria Police station locator at https://www.police.vic.gov.au/police-station-locator , or call the Victoria Police Assistance Line on 131 444 for non-urgent matters.

### Department of Home Affairs (DHA)

| | |
|---|---|
| **Address** | 1010 La Trobe St, Melbourne VIC 3000 |
| **Telephone** | 13 18 81 |
| **Website** | https://www.homeaffairs.gov.au/ |

### Medical facilities near campus

Arena Medical Centre (near our Officer campus): T24/4 Cardinia Rd, Officer VIC 3809 — Tel: (03) 5940 3432.

To find a doctor or medical centre near your accommodation or either of our workshops, use the healthdirect Service Finder at https://www.healthdirect.gov.au/australian-health-services , or ask your OSHC provider for their nearest network GP.

### Transport services

Public transport: use the PTV Journey Planner at https://www.ptv.vic.gov.au/ to plan your trip to any of our locations by train, tram or bus.

## Crisis support

**Lifeline — 13 11 14**

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

**Beyond Blue — 1300 22 4636**

Support for anyone affected by anxiety, depression or suicidal thoughts, by phone, online chat or email. Visit 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 support, services for groups who may experience discrimination, Kids Helpline, Relationships Australia and Headspace.

# Version control

## Version control

| | |
|---|---|
| **Document owner** | RTO Manager |
| **Responsible officer** | Student Support Officer |
| **Approved by** | CEO |

| Ver. | Authorised by | Brief description of change | Date approved | Effective date |
|---|---|---|---|---|
| 1.0 | Pawandeep Brar, CEO | Handbook in effect | Jan 2024 | Jan 2024 |
| 2.0 | Jesse Sidhu, RTO Manager | Comprehensive review and re-issue of the International Student Handbook to align with the Standards for RTOs 2025, the National Code 2018 and the Education Legislation Amendment (Integrity and Other Measures) Act 2025, consistent with the wider July 2025 policy-suite review. Key changes: Added- Antisemitism policy, new courses, updated student support contact to G. Singh (0415 325 095, studentsupport@iomt.edu.au), reporting to RTO Manager Jesse Sidhu; corrected the Victorian workplace safety citation to the Occupational Health and Safety Act 2004 (Vic); NOTE: fee-protection and refund-timeframe references have been aligned with the equivalent Fees, Charges and Refund Policy wording reviewed in this same suite. | June 2025 | 1 July 2025 |
| 2.1 | Jesse Sidhu, RTO Manager | Key Changes: added debt recovery policy | October 2025 | October 2025 |
| 2.2 | Jesse Sidhu, RTO Manager | Key Changes: Removed delivery location | March 2026 | March 2026 |
| 2.3 | Jesse Sidhu, RTO Manager | Key changes: added the new Kensington practical workshop (76-78 Smith Street, Kensington VIC 3031), replacing the former Campbellfield workshop address. added Genuine Student, agent commission transparency and course-progress Intervention Strategy Meeting (ISM) content; and refreshed the visual design with the IOMT crest and a custom icon set. | July 2026 | July 2026 |