Student Handbook

2025

As you embark on this exciting journey to develop your skills through higher education, I am delighted to extend our warmest welcome to each one of you to the International College of Hotel Management (ICHM).

In keeping with our ethos, we recognise and celebrate your aspirations and dedication to learning as you embark on this journey with us. Our Higher Education programs have been carefully crafted to help you not only acquire knowledge but also develop the character, critical thinking, and invaluable skills that are essential in the ever-evolving workforce.

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.

Here at ICHM, we are more than just an institution; we're a community keen to see you grow, succeed, and make a lasting impact in the world. As you delve into this program, you'll be backed by our highly qualified lecturers and our tailored and caring support services. Our aim is to ensure that you don't just learn but thrive.

Welcome aboard ICHM and I wish you all the best for your pathway to discovery, growth, and profound impact in your chosen area.

Chien Vu
Chief Executive Officer

QAMS| Student Handbook 2025| 1.00 | 20250326
ABN 64 080 984 738 | TEQSA Provider ID PRV12099 | CRICOS Provider No. 02914G

Page **2** of **22**

TABLE OF CONTENTS

ABOUT THIS HANDBOOK

An updated Student Handbook is published every new year with current information about our policies and procedures. Your handbook is a great place for you to find answers to your questions about studying at ICHM. You can always find the most up-to-date Handbook on our website.

You can refer to this handbook at any time throughout your studies and it is a great resource to read alongside your study guide located in your MS Teams.

Please make some time to flick through this handbook before you start your course and then come back to it whenever you need to for further information as the need arises.

If you need more information about anything here, or you would like to know more about our programs and courses please see the campus contact details towards the back of this handbook.

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 (corner of Morphett and Currie Streets)
- 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 the ICHM Fire Warden will be at the fire panel;
- Lecturer in charge to 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 always aware of your nearest exit.

The following personnel are your trained Fire Wardens:

- Barnaby Rautenberg, Lecturer, ICHM
- Jacqui Mudrovcic, Branch Manager, AIPC
- Jerome Isaac, Senior Course Advisor, AIPC

The following personnel are your trained First Aiders:

- Anna Hall, Head of Operations

ORGANISATIONAL & GOVERNANCE STRUCTURE

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

ICHM Organisational and Governance structure

KEY CONTACTS

Name	Position	Contact details
	Campus Operations Manager	
Chloe Nguyen	Student Services Officer	Chloe.Nguyen@ae.edu.au
Shirl Kean	Partnership & Placement Manager	SKean@ichm.edu.au
Academic Faculty		
Sigrid Frede	Lecturer	sfrede@ichm.edu.au
Imona Hossain	Lecturer	IHossain@ichm.edu.au
Moon Kang	Lecturer	mkang@ichm.edu.au
Lachlan Kelly	Senior Lecturer	lkelly@ichm.edu.au
Niels Sloos	Lecturer	NSloos@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
Sonam Sherpa	Lecturer	SSherpa@ichm.edu.au
Dr Greg Fisher	Lecturer	GFisher@ichm.edu.au
Tarin Obst	Academic Support Officer	Tarin.Obst@ae.edu.au

ICHM Address

Street Address
ICHM Building
131-139 Currie Street
Adelaide 5000

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

Semester	Term	Start Date	End Date	Census Date	Break Period
1	1	17 February 2025	2 May 2025	3 March 2025	12 July 2025 – 27 July 2025
	2	5 May 2025	11 July 2025	19 May 2025	
2	3	28 July 2025	10 October 2025	11 August 2025	20 December 2025 – 15 February 2026
	4	13 October 2025	19 December 2025	27 October 2025	

KEY LINKS

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.

INDUCTION/ORIENTATION

At ICHM, all new students must attend an orientation at the program's start. Orientation sessions are part of the Welcome Day event before every teaching term.

This is a chance to get to know the staff at ICHM, Acknowledge Education, UP Education and your fellow students and get familiar with the campus and its facilities.

At the Welcome Day/Orientation event, you will:

- Get a guided tour of the campus.
- Meet the campus staff who will be necessary to your studies.
- Learn about the ICHM rules, code of conduct, dress code, and online communication etiquette, all detailed in this Student Handbook.
- Receive a health and safety briefing.
- Be shown the computer facilities, learn the rules for using them, and receive information about online accounts such as MS Teams, JobReady and school email.
- Begin your academic induction, which covers the program's structure, what you should expect, how assessments work, and how your courses lead to a qualification.
- Receive information about student support services.

All this information is designed to help you settle in and understand what is expected of you as a student at ICHM.

During the Welcome Day/Orientation event you will be supplied with a building access card. This card will provide you with building access between 8.30am and 5pm for Level 1 and Level 2 of the building. The card can also be used to access printing/photocopying from the machine on Level 1 (wellbeing hub).

Please note, if you lose your building access card, a $20 replacement fee will apply, please see a staff member at the reception desk for further information.

Any swipe cards not used for an extended period will automatically deactivate. If you experience any issues with your access, please see a staff member for assistance.

FEE PROTECTION

ICHM has implemented safeguards for student fees to secure your educational investment.
Assistance for Students
- ICHM has a responsibility to support you, even in the event of closure. In such an event we will:
  - Coordinate the completion of your studies through an alternative provider, or
  - Reimburse you for any prepaid tuition fees that have not been used.

If the substitute courses provided does not meet your satisfaction, you have the option to request a refund instead. In the instance where your institution fails to secure an alternative course or issue a refund, the Tuition Protection Service (TPS) will step in to support you.

PRIVACY

Under the Privacy Act 2020, your personal data is considered confidential and will only be used for its original collection purpose. The staff at ICHM, Acknowledge Education and Up Education are committed to this act and will not disclose your personal details to the public, relatives, or employers unless you provide explicit written permission.

This standard applies equally to requests from official bodies like the police, which must be made in writing with a clear explanation of the information needed, its purpose, and the legal grounds for the request.

YOUR COLLEGE EMAIL

All ICHM email communication is via your ICHM email account. All correspondence will only be emailed to your ICHM email account. It is your responsibility to check it at least once per day.

Emails sent to your ICHM email account are important and may contain official information crucial to your studies and your stay in Australia. Not checking your email account will not stop ICHM from processing disciplinary actions and cancellations.

To protect ICHM from the potential effects of the misuse and abuse of email, the following instructions are for all users:

- Respectful Content: Do not send defamatory emails, breach copyright or business confidentiality, or share material that could harm ICHM's reputation.
- Be Considerate: Avoid sending emails that involve gossip about fellow students or content that is offensive, demeaning, threatening, discriminatory, or related to personal relationships. Harassment of any kind is strictly prohibited.
- Authenticity: Do not impersonate others or use someone else's computer without permission.
- Professional Use: Keep private use, including mass mailing and "reply to all" messages, unrelated to your duties to a minimum. Always use your ICHM student email account when communicating with lecturers, and vice versa.
- Email Forwarding: If you access your emails through a provider other than ICHM, you must ensure that emails are forwarded to your private email address. We rely on email communication as the primary way to share essential enrolment and study information with you.

By adhering to these guidelines, you contribute to a respectful and responsible online environment and ensure that you receive important updates and information related to your education at ICHM.

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.

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 Team Lead.

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 Team Lead.

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.

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

QAMS| Student Handbook 2025| 1.00 | 20250326
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Page **10** of **22**

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

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 Academic Appeals, 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 information about your studies and general student experience 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 on MS Teams 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 MS Teams timetable 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 and other methods to communicate with you outside of class time.

Learning Assistance
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 Tarin Obst, Academic Support Officer. 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

During your time at ICHM, you will be requested to complete surveys that provide feedback on your experience at ICHM. 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.

At the end of each term you will be asked to complete a Subject Experience Survey, allowing you to provide feedback on your experience within your subjects studied.

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 8:30am – 5pm and the online library is accessible 24/7. You can access Library help via the ICHM Library Team.

Loans and returns
You can utilise textbooks from the library, but they are not to be taken off campus. Printing and scanning facilities are available on campus.

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.

Identification (ID) Card and Travel Concession Card
At your orientation session, you will receive your student identification (ID) card.

Your student ID photo may be taken on your registration and/or welcome day. If you have any questions about your student ID card you can seek advice from one of your student services officers at campus.

- You can use your student ID card to get discounted travel on certain bus and train services.
- Please talk to your student services officer if you require more information or if there are any problems with your card.
- A fee may apply for replacement cards.

CAMPUS SERVICES AND FACILITIES

Campus Admissions & Administration Office
Staff office hours are 8:30am to 5:00pm Monday to Friday.
Campus access hours are 8:30am to 5:00pm Monday to Friday.
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. 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

The Academic Support Officer is located in the Wellbeing Hub at the Currie St Campus. The Academic Support Officer is also available for all students through Teams at [ICHM Learning Support](#). The role of the Academic Support Officer 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 an ICHM staff member, 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 Campus has student kitchen facilities and a vending machine located on Level 2. Students must bring their own supplies. 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 here:
https://auspost.com.au/locate/post-office/sa/adelaide/5000/adelaide-rundle-mall-post-shop-507549

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.

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.

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 Team Lead;
- 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
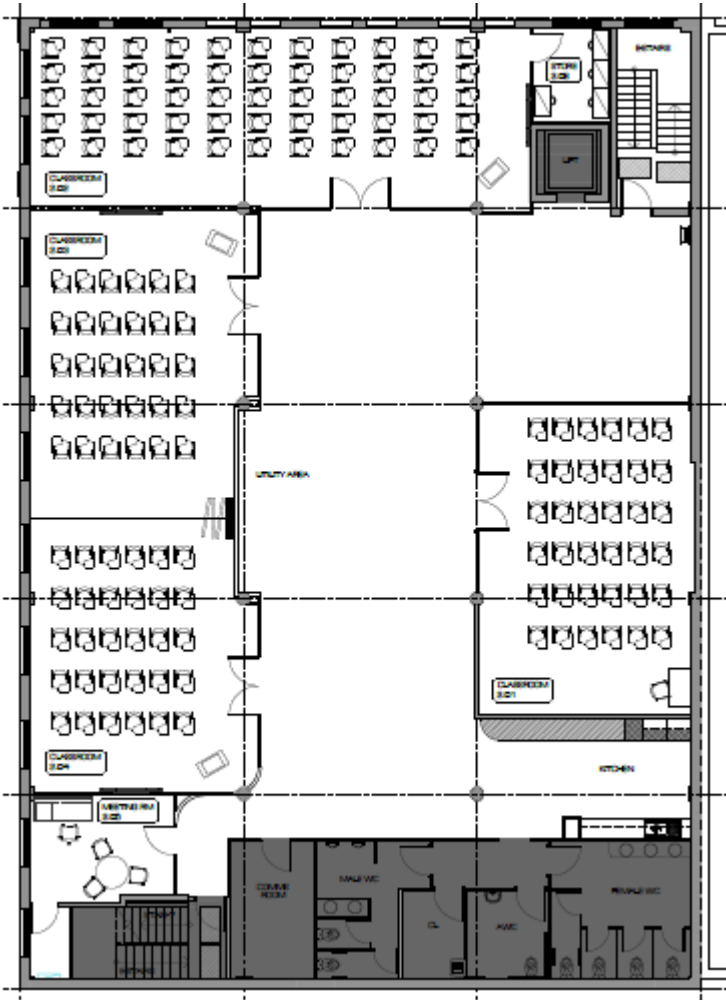14. Clarity is essential
15. Participation is key!

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

- If you require any support, you can contact the Academic Support Officer via Teams or at ICHM Learning Support.

Level 1 – Currie Street Campus

1.01 Changemaker Collaborative Studio

1.02 Innovator Collaborative Studio

1.03 Light Bar & Training Room

Student Wellbeing Hub:

1.05 Student Welfare Room

1.06 Student Support Room

1.07 Disruptor Collaborative Studio

1.08 Learning Loft Collaborative Studio

iCHM

Level 2 – Currie Street Campus

Before you begin your educational journey at ICHM, you must have the correct visa to study in Australia. This ensures you can legally undertake your chosen program at the specified location. Please ensure that the details on your visa, such as the school's name, program of study, and campus location, are accurate. Incorrect information or an expired visa may prevent you from attending classes or completing coursework.

For comprehensive information on visa requirements and the specifics of student visa employment rights, please refer to the official resources provided by the Australian Government. You can also find information at the Study Australia Webpage. These resources will guide you on maintaining a valid visa throughout your stay in Australia. Should there be any changes to your visa status or if you obtain a new passport, it's imperative to inform your student support officer at ICHM without delay.

While the team at ICHM is committed to supporting your educational experience, we cannot offer legal advice on visa matters. For specialised guidance, you should consult with a registered Education Agent or seek advice from Department of Home Affairs.

Remember, maintaining valid visa status is your responsibility as an international student, and staying informed about your visa conditions is essential to your academic success at ICHM.

International Student Visa Conditions
- Notify student services of your residential address within 7 days of arriving in Australia.
- Meet your course requirements, remain enrolled and maintain satisfactory attendance and course progression.
- If you do not maintain any of the above requirements, please note that ICHM is obligated to notify the Department of Home Affairs up updating your CoE status on PRISMS.
- Stay within the visa limit on working hours while studying.
- Maintain adequate health insurance for visa holders for the whole of your stay in Australia.
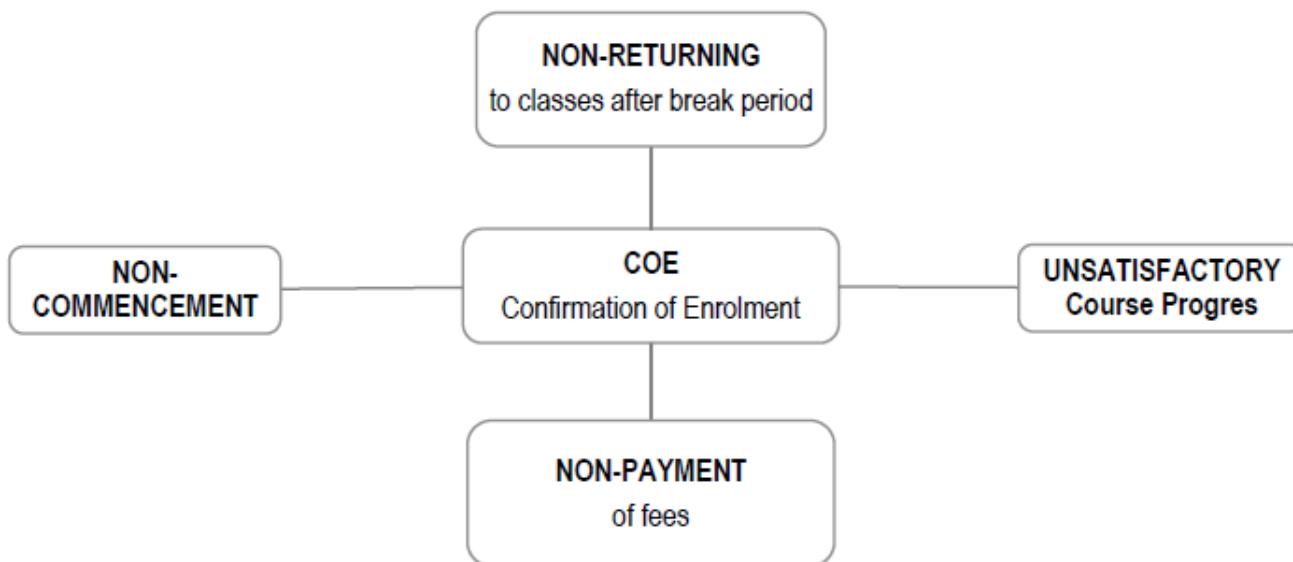- Not over-stay your visa period in Australia.

You can check your visa status and full list of conditions any time at the Department of Home Affairs Visa Entitlement Verification Online system (VEVO).

Enrolment Monitoring
We will monitor and identify you are at risk at different points in your course at ICHM. Once you receive a Notification/Warning Letter, you should make contact to the college as directed in your letter.

In failure to response, you will receive an Intention to Report (ITR) Letter. Here you have the right to appeal during 20 working days of receiving the ITR. If you do not appeal to this decision, ICHM will report to The Department of Home Affairs by updating your CoE status on Prisms.

See diagram below which summarises situations where you CoE status may be updated.

A flowchart with COE (Confirmation of Enrolment) in the center, connected to:
- NON-RETURNING to classes after break period (top)
- NON-COMMENCEMENT (left)
- UNSATISFACTORY Course Progres (right)
- NON-PAYMENT of fees (bottom)

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

Public transport information for students at the Adelaide campus is available in the ICHM Info 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.

Study Adelaide
Study Adelaide
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?

IT & Technical Issues
helpdesk@up.education

Admissions Team
admissions@ichm.edu.au

Finance Enquiries
finance@ichm.edu.au

If you are unsure?

General Enquiries
enquiries@ichm.edu.au

iCHM