

ICHM

International
College
of Hotel
Management



Student Handbook

2026

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SECTION 1: WELCOME AND INTRODUCTION



Welcome to the International College of Hotel Management and congratulations on taking this important step toward a career in global hospitality.

Choosing to study at ICHM reflects ambition, professionalism, and a clear commitment to excellence. Hospitality is a dynamic, people-focused and globally connected industry, and your decision to pursue it places you at the center of an exciting and evolving field.

At ICHM, our programs are designed to prepare you not just for your first role, but for long-term leadership. Through a combination of academic learning, applied industry experience and professional development, you will build practical capability, strategic thinking and the confidence to perform in real-world hospitality environments. Our strong industry partnerships and work integrated learning model ensure that what you learn in the classroom is directly connected to the expectations of the global hospitality sector.

Since its establishment, ICHM has built a strong reputation for developing graduates who are career-ready, culturally aware and equipped to lead. Our focus remains clear: delivering high-quality education, meaningful industry engagement and outcomes that position our graduates for success in Australia and internationally.

As an ICHM student, you are part of a close-knit and professional learning community. You will be supported by experienced lecturers with deep industry expertise, alongside dedicated student services teams committed to your wellbeing, course progression and career development. We take this responsibility seriously and strive to create an environment that challenges you to grow, supports you to succeed and prepares you to lead.

I wish you every success as you begin your studies at ICHM. I look forward to seeing the impact you will make in the hospitality industry and beyond.

Craig Jones
Chief Executive Officer

HISTORY

ICHM Pty Ltd is an Institute of Higher Education delivering courses in the field of Business and Hospitality Management at Bachelor and Master's level. ICHM was established in 1992 as the International College of Hotel Management (ICHM) by the Lipman Family in conjunction with the South Australian Government and the Swiss Hotel Association.

With its first cohort of students commencing in 1993 ICHM was a Vocational Education and Training (VET) Provider delivering Diploma and Advanced Diploma qualifications. Moving to a dual sector provider in 2008 to assist with its transition from VET to an Independent Higher Education Provider in 2012 with a foundational Bachelor degree program endorsed by the Swiss Hotel Association (SHA).

MISSION

Our mission is to be the leader in the provision of multi-faceted education programs. Delivering across multiple communication platforms, meeting the needs of all students culminating in superior industry outcomes now and into the future.

VISION

To be the best industry focused Institute of Higher Education in Australia. Enriching the lives of students and making workplaces better than before.

OUR VALUES

Our actions at all levels are guided by:

Professionalism

Diversity

Integrity

Development of people

Excellence

SECTION 2: GETTING STARTED AT ICHM

Welcome Day/ Orientation

Purpose and Importance

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.

When is Welcome Day/ Orientation Held?

*Orientation is scheduled in **Week 0**, the week before classes commence each semester. You will receive an invitation with the date, time, and location (or online access details) once your enrolment is confirmed.*

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 Moodle 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.

Student ID & Access Card

During the Welcome Day/Orientation, you will receive your student ID card and building an access card.

*Your **building access card** allows entry to Levels 1 and 2 of the campus between 8:30am and 5:00pm and can also be used for printing and photocopying in the Wellbeing Hub. Cards that are not used for an extended period may be automatically deactivated. If you experience any issues with access, please contact Student Services.*

*Your **student ID card** may be issued during the Welcome Day/Orientation and your photo may be taken at that time. This card can also be used to access travel concessions on eligible public transport services.*

If your cards are lost or damaged, replacement fees will apply:

- *Student ID card: \$10*
- *Building access card: \$25*

For replacements or assistance, please contact Student Services at enquiries@ichm.edu.au

Missed Orientation Process

If you cannot attend your scheduled orientation session due to late enrolment or other unforeseen circumstances, ICHM provides an **Online Orientation Program** to ensure you're prepared before starting classes.

What to do if you miss orientation

1. Notify Student Services Immediately
2. Email: enquiries@ichm.edu.au to inform us and request online orientation access.
3. Complete the Online Orientation Access provided via Moodle. Completion is required before attending classes.
4. Attend a Follow Up Session (if needed)

Some courses may require a brief check in with your Course Coordinator or Student Services Officer.

Failure to complete orientation may affect your ability to access ICHM systems, understand course expectations, or connect with support services

Communication & Personal Details

Effective communication is essential to your success at ICHM. Throughout your studies, you will receive important information regarding:

- Course updates and announcements
- Timetables and class changes
- Assessment deadlines and results
- Support services and workshops
- Policy updates and compliance requirements
- Events and important dates

ICHM Email Account

All official communications will be sent to your ICHM student email account. It is your responsibility to check your email at least once a day.

Emails may contain important information related to your enrolment, academic progress and visa obligations. Failure to check your email will not prevent ICHM from taking administrative or disciplinary action.

If you access your email through another provider, you must ensure your ICHM emails are forwarded appropriately.

When using your ICHM email, you are expected to communicate professionally and respectfully. Misuse of email, including sending offensive, misleading or inappropriate content, impersonation or harassment, is strictly prohibited.

Keeping Your Details Up to Date

ICHM must always have your current contact details on file, including:

- Residential address
- Email address
- Phone number
- Emergency contact details

You must update any changes to your details within five (5) business days via the Student Portal or by contacting Student Services at enquiries@ichm.edu.au.

This is particularly important for international students, as maintaining accurate contact details is a visa requirement.

Failure to update your contact details may result in missed communications, which could impact your enrolment, academic progress or visa status.

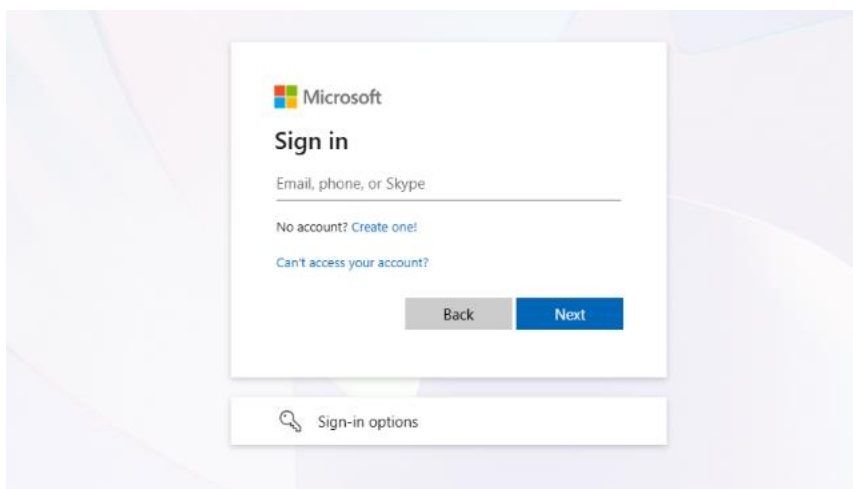
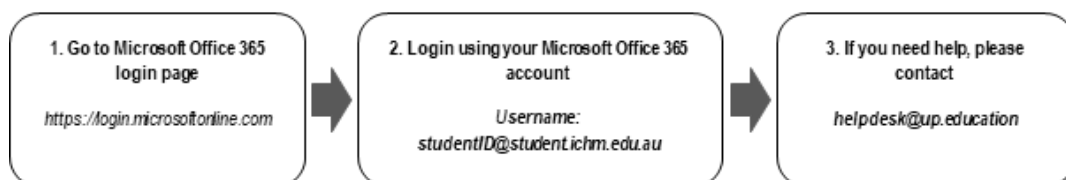
Using your ICHM Email and MS Teams

Once enrolled, you will be provided with an official ICHM email address and access to ICHM's Learning Management System (LMS).

Your ICHM Email

Your ICHM email is the primary channel through which we communicate with you. All official correspondence including assessment notifications, policy updates and support services will be sent to this address.

- Check your ICHM email daily.
- If you prefer, you can forward your ICHM emails to your personal email account, but you remain responsible for receiving all communications.



If you experience problems accessing your email, contact helpdesk@up.education

SECTION 3: STUDENT RIGHTS, RESPONSIBILITIES AND CONDUCT

Student Code of Conduct

At ICHM, we are committed to fostering an inclusive, respectful and empowering learning environment. This Code of Conduct sets out the expectations for student behavior, aligning with our values of integrity and the development of people. It ensures that all students contribute to a safe and supportive academic community.

Purpose

The Student Code of Conduct aims to:

- *Promote ethical and respectful behavior.*
- *Support academic integrity and compliance.*
- *Foster a culture of psychological safety, inclusion and diversity.*
- *Safeguard the rights and responsibilities of students and staff.*

Core Expectations

As a student at ICHM, you are expected to:

- *Act with integrity: Submit your own work, avoid plagiarism and respect academic processes.*
- *Respect others: Treat all members of the community with dignity, fairness and courtesy, regardless of background, identity or belief system.*
- *Engage responsibly: Participate actively in your learning, follow course requirements and contribute positively to group and class environments.*
- *Maintain safety and wellbeing: Avoid behaviour that threatens the safety, wellbeing or psychological safety of others.*
- *Uphold ICHM's reputation: Represent the institution positively, both on and off campus, including online.*

Unacceptable Conduct

The following behaviours are not permitted and may result in disciplinary action:

- *Academic misconduct (e.g., plagiarism, cheating, contract cheating).*
- *Harassment, bullying or discrimination.*
- *Disruption of teaching, learning or administrative activities.*
- *Falsification of records or information.*
- *Breaches of confidentiality or misuse of institutional resources.*
- *Non-compliance with placement and safety protocols.*

Support and Reporting

ICHM encourages students to seek support and report concerns. Students may be accompanied by a support person, a trusted peer, staff member or nominated advocate, during any meetings relating to conduct. The role of the support person is to provide emotional and procedural support; they may not speak on the student's behalf unless explicitly invited to do so.

Disciplinary Process

Alleged breaches of the Code are investigated fairly and confidentially. The process includes:

- *Initial review: A designated staff member reviews the matter and gathers relevant information.*
- *Formal discussion: The student is invited to respond to the allegation in a meeting.*
- *Outcome: Outcomes may range from a warning to suspension or exclusion, depending on the severity of the breach.*
- *Documentation: All incidents are documented in the student record system and stored in accordance with ICHM's Privacy and Records Management policies.*
- *Appeals: Students may request a review of decisions through ICHM's formal appeals process.*

Use of Resources and Digital Etiquette

As a student at ICHM, you are provided with access to a wide range of resources, both physical and digital, to support your learning. These resources are provided for educational and professional purposes. Using ICHM's facilities, technology and network are a privilege, not a right and must be exercised responsibly in line with ICHM's policies, particularly the ICT Acceptable Use Policy.

Using ICHM Resources Responsibly

You will have access to:

- *Wi-Fi*
- *Moodle (Learning Management System)*
- *Your ICHM email and Microsoft 365*
- *Library resources and online databases*
- *Printing and photocopying services*
- *Specialist software and equipment (where applicable).*

When using these resources, you must:

- *Use ICHM's network (ICHMNet) for study related activities only.*
- *Avoid downloading or storing inappropriate content, such as games, music, videos, or software unrelated to your course.*
- *Respect copyright laws; this includes avoiding illegal downloads, software piracy or participating in file sharing platforms.*
- *Never engage in hacking, spreading viruses or attempting to access restricted data; such actions are illegal and strictly prohibited.*
- *Do not use ICHM's network to purchase products or services online.*
- *Ensure your use of computer or phone does not disrupt others.*
- *Always log in with your own credentials. Using someone else's account is not permitted.*
- *Misuse of ICHM's IT resources may result in disciplinary action including suspension of access rights.*

Network and Digital Etiquette

ICHM expects students to show proper digital conduct when using email, MS Teams, online forums or any part of ICHM's online communication platforms. The following principles apply:

- **Be Polite and Professional**
Communicate respectfully in all online interactions, whether emailing staff, participating in forums or collaborating with peers.
- **Use Appropriate Language**
Avoid offensive, vulgar or abusive language. Harassment, bullying or any form of intimidation online will not be tolerated.
- **Protect Privacy**
Never share your own or others personal information (e.g., phone numbers, addresses) over email or online platforms.
- **Understand that Your ICHM Email is Not Private**
ICHM administrators may access email systems if required; do not use ICHM email for illegal activities or personal business.
- **Stay On Task in Digital Environments**
Use Moodle, email and internet access for learning purposes; avoid non-academic browsing during class or on ICHM devices.
- **No Harassment or Inappropriate Content**
Do not post or send obscene images, spam or messages that could be considered harassment; such behavior is a breach of both ICHM policy and may violate Australian law.

Key Reminders from ICHM's ICT Acceptable Use Policy

- **Illegal Activities**
Any attempt to damage hardware/software, hack systems or spread malicious software is a criminal offence.
- **Copyright Compliance**
Treat online content as you would print materials. Always acknowledge sources and avoid plagiarism or illegal downloads.
- **Inappropriate Use**
Games, music, videos and unrelated software must not be downloaded, stored or played using ICHM computers or the ICHM network.
- **Network Integrity**
Your actions must not disrupt the network or interfere with others ability to study.

Consequences of Misuse

Breaches of ICHM's ICT Acceptable Use Policy or failure to follow digital etiquette may lead to:

- Suspension or termination of IT access (including internet and Moodle)
- Disciplinary action under the Student Code of Conduct
- Referral to external authorities if illegal activity is involved.

If you are unsure whether something is appropriate, always ask before acting. For further details, refer to ICHM's full ICT Acceptable Use Policy available via Moodle or from Student Services.

Complaints and Appeals

ICHM is committed to providing a supportive, fair and transparent environment where students feel safe to raise concerns. We understand that sometimes difficulties may arise regarding academic decisions, administrative processes or personal experiences. ICHM offers a clear [Complaints and Appeals Policy and Procedures](#) to

ensure that your concerns are heard and addressed promptly and respectfully.

What is a Complaint or an Appeal?

A complaint is when you express dissatisfaction with a service, decision or experience at ICHM. This could relate to teaching, facilities, administration or interactions with staff or other students. An appeal is a request to review a decision already made by ICHM based on the specific appeal grounds stated in the Complaints and Appeals Policy and Procedures.

How to Raise a Complaint or Appeal

1. Informal Resolution

Wherever possible, ICHM encourages students to resolve issues informally. Speak directly with the person involved. This could be your lecturer, trainer, a student services officer or relevant staff member. Many concerns can be quickly resolved through open and respectful discussion.

2. Lodging a Formal Complaint

If the issue isn't resolved informally or if informal resolution is not appropriate, you can submit a formal complaint:

- You may lodge a formal complaint directly within **20 business days** of the event or decision being complained about.
- Formal complaints must be submitted through the online Complaints Form available via the College website or Student Management System.
- Complaints should include relevant details, supporting evidence, and any previous attempts to resolve the matter.
- You have the right to request a translator or interpreter if needed and you may bring a support person (not a legal representative) to any meetings.
- You will receive written notification of the outcome and information about further review options if applicable.

3. Lodging a Formal Appeal (if required)

Appeals must be submitted within **10 business days** of receiving the decision. You may appeal the outcome of a formal complaint; a Notice of Intention to Report (ITR), decisions relating to refunds, leave of absence, provider transfer, credit transfer or Recognition of Prior Learning (RPL), or other decisions where an appeal right exists under College policy.

- An appeal must clearly state the grounds for appeal, include supporting evidence, and specify the outcome being sought.
- Appeals may be considered where relevant facts, evidence or circumstances were not properly considered; bias, prejudice or a conflict of interest affected the decision, a significant policy or procedural error occurred, or new relevant evidence becomes available that was not reasonably accessible at the time of the original decision.
- If you remain dissatisfied after completing the internal complaints and appeals process, you may be able to access an external complaints or appeals process.

- a. **Assessment and Response of Complaints and Appeals:** ICHM will acknowledge receipt of your complaint or appeal and begin assessment as soon as practicable and within a reasonable timeframe.
- b. The matter will be handled fairly, confidentially and without any disadvantage to you.
- c. You will be informed in writing of the outcome, including reasons for the decision and any further steps.

4. External Review

If internal processes do not resolve the issue, ICHM will inform you of your right to take the matter to an external body, such as the National Student Ombudsman (domestic and international students) or Commonwealth Ombudsman (international students only).

Important Points to Remember

- **No Cost:** There is no charge for lodging a complaint or appeal within ICHM.
- **Safety and Support:** You will not face discrimination or victimisation for raising a concern.
- **Timely Resolution:** ICHM is committed to resolving matters as quickly as possible.
- **Confidentiality:** All complaints and appeals are handled with strict confidentiality.
- **Right to Continue Studies:** You may continue attending classes while your complaint or appeal is being processed, unless health or safety concerns require otherwise.

Need Help?

If you are unsure how to proceed, Student Services can guide you through the process. You are also free to access independent advice and support from outside ICHM at any stage.

For full details, refer to the **Complaints and Appeals Policy** available on the ICHM website or contact studentcomplaints@ae.edu.au

SECTION 4: SUPPORT SERVICES

Academic Support Services and Academic Integrity at ICHM

At ICHM, we are committed to fostering a supportive learning environment where students can thrive academically while upholding the highest standards of integrity. Our dedicated Academic Integrity Team work together to ensure you have the guidance, resources and oversight needed for success, all provided free of charge.

Academic Integrity and Referencing Module

As part of your course requirements, you must complete the Academic Integrity and Referencing Module. The content will strengthen your understanding of academic integrity, how to avoid academic misconduct, how to paraphrase and reference correctly and how to use artificial intelligence responsibly. The module is available on Moodle.

Academic Support Services

Each ICHM campus hosts Academic Support Officers (ASOs) who are here to help you develop the essential skills required for academic success free of charge. Whether you're adjusting to academic life in Australia, returning to study or aiming to refine your academic abilities, our ASOs provide personalised support across a wide range of areas, including:

- *Academic English Communication: Assistance with understanding academic language, sentence structure, grammar and clarity in written expression.*
- *Essay and Report Writing: Guidance on structuring arguments, developing coherent paragraphs and meeting academic conventions.*
- *Referencing and Citation: Help with correctly using referencing styles such as APA, avoiding plagiarism through proper acknowledgment of sources.*
- *Research Skills: Support in finding credible academic sources, critical reading and synthesising information.*
- *Presentation Skills: Coaching on how to effectively deliver oral presentations, including structure, visual aids and public speaking confidence.*
- *Understanding Assessment Tasks: Clarifying assessment instructions, expectations and how to meet marking rubrics.*
- *Time Management and Study Strategies: Techniques to manage workload, plan assessments and prepare for exams.*
- *Workshops and Resources: Regular free workshops on topics such as academic integrity, paraphrasing, critical thinking and using digital tools responsibly.*

Our ASOs are approachable and experienced in supporting students from diverse backgrounds, including those for whom English is an additional language. You are encouraged to seek their assistance early and often throughout your studies.

Academic Integrity Officers

Academic integrity is central to ICHM's commitment to academic excellence, ethical scholarship and fairness. ICHM provides the [Fostering Academic Integrity policy and procedures](#) as reference for students. ICHM has an Academic Integrity Team led by the Team Leader of Academic Integrity with Academic Support Officers (ASOs)

and Academic Integrity Officers (AIOs) on each campus to manage and promote integrity across all academic activities:

- ASOs proactively educate students about academic integrity. They investigate potential breaches, minor and major (Tier 1 and Tier 2), provide guidance on avoiding misconduct and support students in understanding proper academic practices.
- AIOs are responsible for reviewing serious breaches (Tier 3), such as plagiarism, collusion, contract cheating and fabrication. They assess cases, determine outcomes and ensure that responses are fair, transparent and aligned with ICHM's policies.

Breaches of academic integrity are classified into three tiers

Tier 1 – Minor Breach: Examples include incorrect or incomplete referencing or minor paraphrasing issues, low level plagiarism or unethical use of Gen AI. The course coordinator will assess the intent and severity of the breach and will process the breach.

Tier 2 – Moderate Breach: Includes referencing issues (No attempt, fabricated, Irrelevant), weak paraphrasing (moderate amount across the assessment), collusion, unethical use of Gen AI (multiple sections), or repeat offenders. The course coordinator will assess the intent and severity of the breach and apply one of the following outcomes; relevant mark deduction, zero grade for serious repeat AM offenders who have committed multiple instances of academic misconduct, or repeat offenders of more than three Tier 2 AM cases will be escalated to Tier 3. The Course coordinator will inform the AIO of the outcome and request the case to be recorded in the Academic Misconduct register and the RTO register.

Tier 3 – Major Breach that includes but is not limited to; contract cheating, cheating, fabrication, falsification (academic work, existing information or documentation such as forged medical certificate), repeat offender of Tier 2 (max up to three times), Unethical use of Gen AI (the whole assessment appears to reply on AI). The course coordinator completes the Academic Misconduct Report Form and escalates the case to the AIO. ICHM provides clear guidelines, training and resources to help you understand what constitutes academic misconduct and how to avoid it. You are encouraged to:

- Always acknowledge the work of others.
- Use digital tools ethically. AI platforms can assist with idea generation but must not be used to produce assessment content.
- Seek help from ASOs if unsure about referencing or academic writing.
- Participate in academic integrity workshops.

Remember, maintaining academic integrity is not just about avoiding penalties, it's about building skills, credibility and professional ethics that will serve you throughout your career.

For more detailed information, refer to ICHM's Fostering Academic Integrity Policy and Procedure, available via Moodle or by contacting your campus Academic Support Officer.

If you have questions or concerns about academic integrity or need academic support, don't hesitate to reach out, we're here to help you succeed the right way.

Student Support and Wellbeing

Refer to ICHM Support for Students (Higher Education) Policy

Student Engagement and Wellbeing

The Student Engagement and Wellbeing Team supports students to feel connected, engaged and supported throughout their studies at ICHM. The team focuses on promoting student wellbeing and creating opportunities for engagement through events, activities and campus initiatives. They provide support for students who may be feeling stressed, overwhelmed or unsure where to seek help and act as a friendly first point of contact when students need guidance or wellbeing support. The team also helps students connect with the wider ICHM community and other support services, ensuring students feel informed, included and supported during their time at ICHM.

Counselling Services (ACS)

ICHM partners with the Australian Counselling Service (ACS) to offer free and confidential counselling to all students. If you're experiencing stress, anxiety, personal difficulties or just need someone to talk to, professional counsellors are available. To book a session, please book your appointment at [ACS Counselling Client Booking](#)

Alternatively, you can contact them by calling 1300 374 033 or by emailing info@acscounselling.com.au, remember to mention that you're an ICHM student for free access.

FREE COUNSELLING SERVICE

Our mission has remained the same and we continue to believe that mental health care is a right, not a privilege.

ACS is the clinical division of the Australian Institute of Professional Counsellors (AIPC). AIPC is the largest and longest established educator of Counsellors in Australia. AIPC has provided specialist Counsellor training for over 30-years.

Australian Counselling Service (ACS) provides:

- Counselling support for a range of concerns including stress, relationships, 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.
- Counselling sessions from anywhere delivered through a secure telehealth platform.

BOOK NOW

<https://www.acscounselling.com.au/registration/acknowledge>
1300 374 033

acs Australian Counselling Service

QR code

Student Services Officers (SSOs)

Your first point of contact for any questions or assistance is our Student Services Officers. SSOs are available on every campus and online, providing guidance on a wide range of academic and administrative processes. Whether you need help with enrolment, timetables, assessment submissions, academic policies or general forms, the SSOs are here to ensure you can navigate ICHM's systems with ease. They also connect you to other support services, making sure you always know where to turn when you need assistance.

Student Progress

The Student Progress Team supports students to stay on track and successfully complete their course at ICHM. The team monitors study progress and provides guidance to students experiencing difficulties with attendance, assessments or course requirements. They also assist with course variations (CoE extensions) and work with students identified as at risk, offering practical support to help students meet requirements and achieve successful outcomes.

Placement Officers

For students undertaking fieldwork or professional placements, Placement Officers provide dedicated support with all placements related administrative processes. They assist with documentation, compliance requirements and can answer any questions about your placement journey. From preparing for your placement to liaising with host organisations, they help ensure your practical experience runs smoothly.

Campus Operations Managers

ICHM campus is led by a Campus Operations Manager, responsible for day-to-day operations and for ensuring a safe, welcoming and supportive environment for all students. Campus Operations Managers can assist with campus specific concerns, facilities, safety matters and general enquiries about your study experience. They work closely with student services teams to address any issues affecting your time on campus.

Learning Resource Specialist

To support your academic success, ICHM provides access to a dedicated Learning Resource Specialist, available online to assist you in locating and navigating learning materials, digital resources and research databases.

Whether you need help finding academic articles, using referencing tools or accessing online library services, the Learning Resource Specialist is here to guide you through ICHM's learning platforms and ensure you have the resources needed for your assessments and research tasks.

eLearning Support Officers

The eLearning Support Officer is here to help you navigate your online learning environment. They provide technical support for accessing and using the Learning Management System (Moodle), assist with login or assessment submission issues and help ensure you can access your learning resources smoothly. If you're having trouble with any online tools or platforms used in your course, the eLearning Support Officer is your first point of contact.

Preventing and Responding to Gender-based Violence, Sexual Assault and Sexual Harassment (GBV and SASH)

ICHM has a zero-tolerance approach to all forms of gender-based violence, including sexual assault and sexual harassment (SASH). In line with the National Higher Education Code to Prevent and Respond to Gender-based Violence (2025), ICHM is committed to providing a safe, respectful and inclusive environment for all members of the community. If you experience or witness GBV or SASH, confidential support is available through Campus SASH Support Persons and the National SASH Case Manager. You may make confidential disclosures or formal reports and access support services without fear of academic or professional disadvantages. Your safety, dignity and wellbeing are our highest priorities.

Zero Tolerance for Misconduct

ICHM upholds a zero-tolerance approach to bullying, harassment, discrimination, and any form of intimidation. Psychological safety is fundamental to our learning community, and behaviors that undermine others will be addressed in accordance with the Student Code of Conduct.

Inclusivity and Accessibility

At ICHM, inclusivity is at the heart of everything we do. We are committed to creating an environment where

every student, regardless of disability, health condition, cultural background or personal circumstances, has equal access to education and the opportunity to succeed.

[\(Refer to 2.3.3 Diversity, Equity and Inclusion Policy\)](#)

Our Commitment to Equity and Access

ICHM fosters a culture of respect, diversity and understanding. Whether you require adjustments due to a disability, are managing long term health issues or face unforeseen life challenges, ICHM has processes in place to ensure you are supported without compromising academic standards.

Reasonable Adjustments

If you have a disability, medical condition or learning need, you may be eligible for reasonable adjustments. These can include:

- Extended time for assessments.
- Alternative formats for learning materials.
- Flexible attendance or participation requirements.
- Use of assistive technologies.

How to Request Support

1. **Disclosure:** Sharing your needs is voluntary but necessary for ICHM to provide adjustments.
2. **Contact:** Speak to a Student Services Officer or an Academic Support Officer.
3. **Documentation:** Provide relevant medical or professional evidence to support your request.
4. **Plan:** Work with ICHM to develop an ILP where appropriate.

All information is confidential and used solely to support your educational experience

Accessibility in Learning and Facilities

- **Physical Access:** ICHM campus include accessible facilities such as ramps, lifts and accessible toilets.
- **Digital Access:** ICHM's online platforms comply with accessibility standards and offer utilities such as screen readers, voice recognition and closed captioning.
- **Universal Design for Learning:** ICHM provides content in multiple formats (text, audio, video) and offers flexible methods for demonstrating learning.

Student Rights

- To study in an inclusive and respectful environment.
- To access reasonable adjustments without academic disadvantage.
- To be supported through formal processes like Special Consideration or ILPs.
- For further assistance, contact enquiries@ichm.edu.au

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 do 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

Campus Safety and Security

The safety and wellbeing of our students, staff and visitors is a top priority. We are committed to providing a secure, inclusive and supportive environment across all campuses, ensuring that every member of our community feels safe and respected.

Safe and Secure Campuses

ICHM campus is located in safe, urban areas and are designed to foster a welcoming and secure atmosphere. Our facilities are maintained to high standards, with regular safety checks and clear protocols to address any risks. We encourage students to familiarise themselves with campus layouts, including emergency exits and assembly points.

Personal Responsibility and Community Care

Safety is a shared responsibility. Students are expected to behave in ways that promote a respectful and secure environment for everyone. This includes:

- *Respecting the facilities and others' property and personal space.*
- *Following all health, safety and hygiene protocols.*
- *Using ICHM resources including digital platforms, responsibly and ethically.*
- *Refraining from behaviours that could disrupt learning or compromise the safety and wellbeing of others, in line with ICHM's Student Code of Conduct.*

Emergency Procedures

The campus has clear emergency procedures in place. In the event of an emergency, students must follow instructions from staff and any posted guidelines. Evacuation maps are displayed throughout campuses and regular drills are conducted to ensure everyone is prepared.

If you witness or experience an incident that threatens safety, report it immediately to your campus manager.

Support Services

ICHM is committed to both physical and psychological safety. If you feel unsafe, whether due to environmental factors, interactions with others or personal wellbeing concerns, support is available:

- **Student Services Officers (SSOs):** *Your first point of contact for any concerns.*
- **Campus Operations Managers:** *Available on campus to assist with operational or safety related issues.*

In Case of Emergency

- *Contact campus staff immediately.*
- *For serious emergencies, call **000** (Police, Fire, Ambulance).*

Staying Informed

All students should regularly check their ICHM email and Moodle announcements for updates regarding campus safety, including any changes to procedures or alerts.

For non-urgent safety concerns or suggestions to improve campus security, students are encouraged to speak with their SSO or Campus Operations Manager.

Your safety is our priority. By working together, we can ensure ICHM remains a secure, respectful, and supportive place to study and grow.

SECTION 5: FACILITIES AND LEARNING RESOURCES

ICHM is committed to providing students with modern, accessible and supportive environments that support learning, collaboration and personal growth. Whether you're studying on-campus or online, ICHM ensures you have access to the resources and facilities needed to succeed.

Campus Facilities

ICHM campuses are designed to create a welcoming and inclusive atmosphere. Each campus offers:

- **Classrooms** equipped with contemporary learning technologies to enhance interactive and practical learning experiences.
- **Student Lounges** where you can relax, collaborate with peers or take a well-deserved break between classes.
- **Kitchen Facilities**, providing basic amenities such as microwaves, fridges and seating areas for student use.

Library Resources

We are committed to supporting your academic success by providing access to a wide range of learning resources, both online and on campus.

Online Library Access	<p>Our digital library is available 24/7, giving you the flexibility to study when and where it suits you. Through platforms such as ProQuest Ebook Central, ProQuest Sociology Collection, EBSCOhost and Trove, you can access thousands of academic eBooks, journals and research articles. These resources are especially useful for completing assignments and expanding your understanding of key topics in your course.</p> <p>Note: Under each discipline, there are sections titled <i>Additional Materials</i> and <i>General Resources</i>, which list a number of resources related to the respective discipline.</p>
ProQuest Ebook Central	<p>Offers access to many of your prescribed texts. You can read them online without a login. If prompted, use:</p> <p>Username: AEstudent2 Password: Library@2025</p> <p>ProQuest also allows you to download books as a short-term loan. Books that can be borrowed for 24 hours will automatically expire at the end of the loan period.</p>
ProQuest Sociology Collection	<p>Ideal for students in the Bachelor of Community Services, this collection provides access to Sociological Abstracts alongside a range of international databases covering sociology, social services and related disciplines. No login is required to access ProQuest. However, if you encounter any issues, you can use the following login details:</p> <p>Username: stottsstudents Password: Learning168#</p>
EBSCOhost	<p>A leading online research platform offering access to quality databases across</p>

a wide range of disciplines, including community services, business, health sciences and more.

- Username: stottscol
- Password: Learning@2026

Trove Gives you access to books, images, newspapers and more from libraries all over Australia.

Journals and News Media For current research, case studies and real-world perspectives, students are encouraged to use:

- The Australian Journal of Community Work (AJCW) – free and open access through CWA
- Australian Social Work Journal – offering insights into current practice, education and policy
- The Conversation – articles written by academics and researchers
- TED Talks – expert talks on a wide range of topics
- The Australian, The Age, ABC iView, The Guardian, The Financial Times and The Wall Street Journal – for general knowledge and staying updated on world events. Login details for these may be provided where applicable.

Using the Physical Library ICHM campus has a library service for borrowing books. To borrow items:

- You must present your valid student ID card
- You can borrow up to eight books at a time
- Most books are available for a two-week loan; textbooks may have shorter loan periods
- You are responsible for returning books on time and in good condition

Penalties for Overdue or Lost Items

- Lost or damaged books may incur replacement fees.
- Overdue books may incur late penalties.
- Any damage to library resources may incur repair fees. Need Help?

Need Help?

If you're unsure how to find or use a resource, Dr. Hasham Al Musawi, our Learning Resource Specialist, is here to help. You can reach him at hasham.almusawi@ae.edu.au for personalised support.

LEARNING ENVIRONMENT

Assessment

Assessment of learning and demonstrations 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 Integrity Policy (see below). Please consult the [Fostering the Academic Integrity Policy and Procedures](#) available on the ICHM website or discuss this with your lecturer.

Academic Integrity

ICHM is committed to providing an educational environment that supports ethical scholarships 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 Fostering the Academic Integrity Policy and Procedures located on the [Student Policies & Procedures](#) page of the ICHM website.

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 on Moodle 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, Moodle 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.

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 9:00am – 5pm and the online library is accessible 24/7. You can access Library help via the [ICHM Library Team \(updated\)](#).

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.

SECTION 6: ASSESSMENT SUBMISSION, RESUBMISSION, EXTENSION

Submission of Assessments

- All assessments must be submitted on UPLearn; assessments submitted by email will not be considered submitted.
- All assessments must be submitted by the published due date, as outlined in your unit outline or on Moodle.
- Late submissions without an approved extension may incur penalties or receive a grade of zero, depending on the lateness of the submission.

Assessment Extensions

ICHM understands that, at times, unforeseen circumstances may affect your ability to submit assessments on time. In such cases, you may apply for an extension. The process depends on when you apply and the length of extension required:

Short extensions (less than 3 working days) are granted at the discretion of the lecturer and may be requested without documentation.

The student must apply to their subject lecturer in writing on the appropriate 'Extension Request' form a minimum of 2 working days prior to the due date of the assessment published in the Study Guide. Lecturers may require a draft copy of work commenced prior to approving the extension. Lecturers are required to keep the Extension Request forms for each student for 12 months.

For extensions of 1 to 7 calendar days, students must submit a request via email to the Unit Coordinator and copy the Unit Lecturer, including all supporting documentation.

The Unit Coordinator must provide a decision (approved or declined) to the student within 2 working days and copy the Student Services team.

For extensions exceeding 7 calendar days, students must submit a formal Special Consideration application in accordance with Section 4.10 of the Student Assessment and Grade Management Policy and Procedure.

Any extension request exceeding 21 calendar days from the due date must be reviewed by the Dean-Academic for the outcome.

The Student Services team will record all extension requests and outcomes in the Special Consideration register.

- Extensions are not automatically granted and require valid reasons supported by evidence (e.g., medical certificate).
- Late requests without proper documentation will only be considered under exceptional circumstances. Always refer to your Unit Outline for assessment specific requirements and consult Moodle for updates.

Late Submission Penalties

If you submit an assessment after the due date without an approved extension, the following penalty will apply:

- A 5% deduction per day will be applied to the weighted value of the assessment. For example, if an assessment is worth 40% of your final grade, a one-day-late submission will incur a 2-mark deduction (5% of 40%).

After a certain period (typically 14 calendar days), late submissions may no longer be accepted and a grade of zero may be recorded.

Special Consideration

If you experience serious unexpected circumstances (e.g., illness, bereavement, trauma) that affect your ability to complete assessments, you should apply for Special Consideration.

You must lodge an Application for Special Consideration form (workflow) via the URL link available on ICHM website on or before the assessment due date setting out the grounds for the request and attaching at least one or more of the supporting documents, outlined in Section 4.11.2 of the Student Assessment and Grade Management Policy and Procedure, as evidence to support the claim.

Where an application is being made after the set due date, the application must include an explanation for the delay in lodgment.

An application for special consideration does not guarantee that the request will be granted. It is decided based on the application and the evidence supplied.

Where an application has been denied, the set due date will stand. Standard late penalties apply for late submission without approved special consideration.

Students have the right to appeal a decision for special consideration.

Special Consideration requests may result in:

- *Extended deadlines.*
- *Alternative assessment arrangements.*
- *Rescheduling of exams or presentations.*

Resit and Remark Process

ICHM recognises that sometimes students may need a second chance or believe that their assessment result does not reflect their performance.

Resit Opportunities

If you narrowly miss passing a unit or assessment, you may be eligible for a resit. This opportunity is typically offered where all assessment tasks have been submitted and your overall performance indicates you could meet learning outcomes with additional support. Speak with your Lecturer or SSO for guidance.

Requesting an assessment review or remark

If you believe your assessment has been unfairly or incorrectly marked, you can follow the steps below:

1- Informal Resolution

Wherever possible, ICHM encourages students to resolve issues informally. Speak directly with the person involved. This could be your lecturer, trainer, a student services officer or relevant staff member. Many concerns can be quickly resolved through open and respectful discussion.

2- Lodging an Appeal of Grade

If you are unsatisfied with the informal explanation and wish to request a formal review of a mark or grade, given there are sufficient grounds, you can lodge an Appeal of Grade form, available on Workflow, with the Course Coordinator within three working days of receiving a response from your lecturer.

- *Be aware that marks can increase, decrease or remain the same. The re-mark decision is final. For more information, contact your SSO or Course Coordinator.*

If you are still unsatisfied, you may lodge a formal complaint against the outcome of a request for review of a mark or grade on the grounds outlined in the Student Assessment and Grade Management Policy and Procedure.

Key Reminders

- *Start assessments early to avoid last-minute problems.*
- *Back up your work regularly.*
- *Technical issues (e.g., computer failure) are not accepted as valid reasons for extensions.*
- *Uploading the wrong assessment will be considered as non-submission and may result in an investigation for academic misconduct if it compromises the accuracy of TurnItIn scores for assessment submissions.*
- *Communicate proactively with your trainer or Course Coordinator if you foresee any difficulties.*

Failure to manage assessment deadlines responsibly can affect your academic progress and may lead to being classified as 'at risk' under ICHM's Course Progress Procedure.

For further guidance, contact your Course Coordinator or Student Services and always check UPLearn for unit-specific assessment policies.

SECTION 7: IMPORTANT PROCEDURES

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

ICHM recognises prior formal and informal learning through its Credit Transfer (CT) and Recognition of Prior

Learning (RPL) processes, ensuring students are not required to repeat equivalent learning.

Credit Transfer (CT)

You may be eligible for CT if you have completed equivalent units at ICHM or another institution. To apply:

1. Complete the Credit Exemption Request Form.
2. Provide certified transcripts and relevant completed units.
3. Submit your application during admission or before the unit commences.

CT does not incur a fee and will be recorded as CT on your transcript. You may be eligible to receive up to 50% credit transfer for prior study. However, if your course is accredited by a professional body, that body may set its own rules about how much credit can be transferred and what prior learning can be recognised. In these cases, the professional body's requirements will apply, even if they are more restrictive than the standard 50% limit.

Recognition of Prior Learning (RPL)

RPL applies where you have gained relevant skills and knowledge through work experience, professional development or informal learning.

To apply for RPL:

1. Submit evidence such as portfolios, resumes, third-party reports and a reflective essay addressing learning outcomes.
2. Undertake an assessment if required.
3. Pay the applicable RPL fee upon successful assessment.

Recognition of Prior Learning (RPL) is also capped at 50% of your course and will be recorded as RPL on your academic transcript. Where a course is accredited by a professional body, that body may set separate limits or requirements for RPL. In these cases, the professional body's rules will apply instead.

Both CT and RPL applications must meet ICHM's academic standards and professional accreditation requirements where applicable.

If your application is unsuccessful, you have the right to appeal through ICHM's Complaints and Appeals Policy.

For more information on any of these processes including forms and deadlines, visit the Student Portal or contact Student Services.

SECTION 8: STUDENT REPRESENTATION

Student Feedback and Continuous Improvement

At ICHM, student feedback is integral to our commitment to providing a high-quality, student-centric learning

experience. Continuous improvement is not just a policy, it's a practice driven by listening to our students and ensuring your voice shapes teaching, support services and the broader learning environment.

Surveys and Feedback Opportunities

Throughout your studies, you will be invited to share your experiences through various formal and informal feedback channels including:

- *Unit and Teaching Evaluations:* Conducted at the end of each trimester to gather feedback on unit content, teaching quality and learning resources.
- *Student Experience Surveys:* Broader surveys such as the QILT Student Experience Survey (SES), capturing insights into your overall academic and campus life.
- *Placement Feedback:* For students undertaking field education or work placements, targeted surveys assess placement quality and support.
- *Focus Groups and Consultations:* Opportunities to contribute to specific improvement initiatives or institutional projects.
- *Day-to-Day Feedback:* ICHM encourages open dialogue with Trainers, Course Coordinators, Student Services Officers and Placement Officers at any time during your studies.

The Role of the Student Representative Council (SRC)

The SRC is a key mechanism for ensuring student voices are heard at every level of ICHM. As an elected body representing all programs and campuses, the SRC advocates for student interests, raises concerns and suggests improvements related to both academic and student life.

To embed student perspectives within ICHM's governance framework, SRC members are invited to participate in Teaching and Learning Committee (TLC) and Academic Board (AB) meetings through a rotating representation model. Each campus nominates an SRC member to attend a TLC meeting followed by the next AB meeting, after which representation is passed to another campus' SRC member. This ensures diverse representation across courses, disciplines and locations. This structured approach guarantees that feedback reflects the experiences of students from various programs and all campuses, supporting ICHM's commitment to inclusivity and continuous improvement.

Student Representation in Course Advisory and Review Committees

In addition to the SRC, ICHM ensures that student input directly shapes course content and delivery through Course Advisory and Review Committees (CARCs). These committees play a critical role in maintaining the relevance, quality and industry alignment of ICHM's programs.

Current students in the later stages of their studies or recent graduates are engaged as paid members of these committees. Their role is to provide firsthand insights into the student learning experience, assessment practices, curriculum relevance and overall course design.

This formal involvement ensures that student perspectives actively influence curriculum development, review processes and the strategic direction of ICHM's academic offerings.

How Student Feedback is Used

Feedback collected through surveys, SRC participation, CARCs and informal channels is central to ICHM's continuous improvement cycle. Aligned with ICHM's Strategic Plan 2024–2027, particularly the focus on Lifelong Engagement and Continuous Improvement, your feedback informs:

- *Curriculum Enhancements: Updates to course content, assessment methods and teaching strategies.*
- *Support Services Improvements: Refinements to academic support, wellbeing initiatives, placement coordination and campus facilities.*
- *Governance and Compliance: Ensuring ICHM exceeds regulatory standards by embedding student perspectives in quality assurance processes.*
- *Strategic Decision Making: Student feedback directly shapes operational priorities and long-term planning.*

ICHM is committed to transparency by closing the feedback loop. Outcomes and actions resulting from student feedback are communicated via SRC updates, Moodle announcements, newsletters and campus forums, so you can see how your input leads to real change.

By participating in these feedback opportunities, whether through surveys, SRC roles or advisory committees, you play an essential role in shaping not only your educational experience but also that of future students at ICHM.

SECTION 9: 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 do 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.

SECTION 10: 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.

SECTION 11: 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.

SECTION 12: 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>

Higher Education Support Act (HESA), 2003

The HESA Act sets out the responsibilities and obligations of higher education providers, such as ICHM, in relation to Commonwealth-supported and other domestic students. It establishes the framework for funding, quality assurance, and student support within the Australian higher education system.

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>

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 list below 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>

SECTION 13: 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/) (<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> 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 (yourCHMstudentname@student.ichm.edu.au)

Password: your ICHM account password

Printing and Photocopying

Printing and photocopying are available on campus. Printing is available in the ICHM Wellbeing Hub located on Level 1

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 and safety legislation.

Students and staff should also be familiar with the [Critical Incident Policy](#), available 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 a 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=-](https://auspost.com.au/locate/results?lat=-34.9246611&lng=138.5932529&type=PO%2CUPL%2CR_SPB%2CC_SPB&zoom=5)

[34.9246611&lng=138.5932529&type=PO%2CUPL%2CR_SPB%2CC_SPB&zoom=5](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 and 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](#).

SECTION 14: 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](#).

SECTION 15: VISA INFORMATION FOR INTERNATIONAL STUDENTS

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 such as Department of Home Affairs – [Student Visa \(Subclass 500\)](#) and [Australian Government – The Rights of International Students at Work](#). 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 to update 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 at any time at the Department of Home Affairs Visa Entitlement Verification Online System (VEVO).

Enrolment Monitoring

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

In failure to respond, 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 the diagram below which summarizes situations where your CoE status may be updated.

SECTION 16: COMMUNITY ORGANISATIONS

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>

