

# **Student Handbook 2007**

*Australian School of Tourism  
and Hotel Management*

Version JUL 2007



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## **WELCOME FROM THE MANAGING DIRECTOR**

Now in our eighteenth year of operation, the Australian School of Tourism and Hotel Management (ASTHM) continues to offer our students far more than just a qualification. We offer an educational and personal experience, which we hope will be among the most enjoyable and significant experiences of your life.

At all times we strive to ensure that our students become highly competent in a wide variety of operational skills and management expertise required by the industry today. Our students learn to develop a capacity for "lifelong learning" enabling you to keep up to date with the changing world in which you will soon become employed.

At ASTHM you will find staff who care about you and who have a real interest in your academic success and personal welfare. Our Lecturers are committed to the development of their profession and not only understand current best practice in their fields, but engage in research and further study to enhance these fields.

We take particular pride in the outstanding successes of our students and past graduates, who are now employed in a variety of management and operational roles in Australia and overseas and whose professional and personal skills are equal to those of any Hotel Management graduate of leading hotel schools throughout the world.

In December 2006, ASTHM also became the first Private Hotel School approved by The Tourism and Hospitality Education - Industry Centre of Excellence (THE-ICE). Our courses have been reviewed by an independent panel of experts as meeting their international standards of excellence. See [www.the-ice.org](http://www.the-ice.org)

I would like to take this opportunity to welcome you to our School and wish you every success in your studies and in your future career in the exciting world of hospitality.

Challenge yourself - realise your dreams.

*Alan Williams*

Alan Williams  
Managing Director

# SCHOOL PERSONNEL

## *Management Committee*

Managing Director  
Director of International Marketing  
Accounts Manager  
Administration Manager  
Administration Manager  
Director of Academic Studies  
Director of Culinary Arts  
Director of Eurocentres Perth  
Admissions Manager  
Workplace Training Co-ordinator

Alan Williams  
Dianne Leslie  
Peggy Chan  
Regine Endres  
Emily Furzer  
Abhijit Ghosh  
Max Tangermann  
Lalla Stewart  
Lise Williams  
Nicole Taylor

## *Administration*

Admissions Assistant  
Admissions Co-ordinator  
Receptionist  
Accounts Assistant  
Debt Recovery Officer  
Administrative Assistant  
Administrative Assistant

Sarah Callahan  
Inawati Rijadi  
Ashley Smith  
Careen Jabonete  
Sue Bentley  
Lynsey Matear  
Tammie Tan

## *Student Support*

International/Designated Student Advisor  
International Student Advisor  
Language Support Service/ Designated Student Advisor  
Manager - Vocational Studies  
Academic Support - Cookery  
Academic Support - Degree  
Traineeship Support

Lise Williams  
Dianne Leslie  
Frances Chambers  
Vada Parry  
Max Tangermann  
Abhijit Ghosh  
Nicole Taylor

## *Hospitality & Tourism Department*

Director of Academic Studies  
Manager - Vocational Studies  
Hospitality Lecturer  
Hospitality Lecturer  
Hospitality Lecturer  
Hospitality Lecturer  
Hospitality Lecturer  
Hospitality Lecturer  
Hospitality Lecturer

Abhijit Ghosh  
Vada Parry  
Bevis Alva  
Michael Andrew  
Tina Bose  
Amanda Bredow  
Barbara Helfers  
David Horvath  
Brett Trewartha

## *Southern Cross University Studies*

Director of Academic Studies  
Lecturer  
Lecturer  
Sessional Lecturer - Bachelor  
Lecturer  
Lecturer  
Lecturer

Abhijit Ghosh  
Donna Derrick  
Melissa Harkins  
Peter Hourigan  
Tim Kavenagh  
Terence McVeigh  
Brett Trewartha



# SCHOOL PERSONNEL

## *Commercial Cookery Department*

Director of Culinary Arts  
Senior Apprentice Lecturer  
Senior Chef Lecturer  
Chef Lecturer  
Chef Lecturer  
Chef Lecturer  
Chef Lecturer  
Patisserie Lecturer  
Patisserie Lecturer

Max Tangermann  
Livio Barilaro  
Pierre Geenacker  
Matthew Connell  
Naomi Meldrum  
Bruce Preston  
Sanjay Rungasamy  
Simon Aston  
Christophe Blet

## *Bunbury Campus*

Office Administrator / Hospitality Lecturer  
Chef Lecturer

Kelle Millett  
Raimi Paulette

## *English*

Director of Studies  
Administrative Assistant  
Teacher GIL  
Teacher/SP

Lalla Stewart  
Judith Robinson  
Frances Chambers  
Anna Humphres

## **CODE OF PRACTICE**

### ***Mission Statement***

ASTHM is committed to delivering to all clients a quality education experience in keeping with current Hospitality and Tourism industry standards and to providing lifelong learning through excellence in staff, curriculum and facilities.

### ***Admissions Processes***

Recruitment of students is conducted at all times in an ethical and responsible manner and ensures that student selection decisions are fair and comply with equal opportunity legislation.

### ***Fees, Charges and Refund Policy***

The School provides written information to students about all fees and charges prior to the commencement of training. The School will safeguard fees paid by all students and has a refund policy which is fair and equitable.

### ***International Students***

The School offers courses to international students and is bound by the Commonwealth Government's Education Services for Overseas Students Act 2000 (ESOS) and the State Government's Education Service Providers (Full Fee Overseas Students) Registration Act (ESPRA) 1991. ASTHM is committed to the welfare and equity of all international students and to providing support services required to add to their Australian experience.

### ***Marketing***

The School operates in accordance with the national protocol for the marketing of recognised training and is done so with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course.

### ***Delivery and Assessment***

The School has adopted policies and management practices which maintain high professional standards in the delivery and assessment of vocational education and training services, and which safeguard the interests and welfare of students.

## ***Learning Environment***

The School will maintain a learning environment which is conducive to the success of students. The School will ensure it has the capacity to deliver its nominated courses and services, provide adequate facilities and use appropriate methods and materials.

## ***Grievance and Appeal Process***

The School has a fair and equitable process for dealing with student grievances and appeals. In the event that a grievance cannot be resolved internally, the School will advise the student of an appropriate body where they can seek further assistance and support.

## ***Credentials***

The School will provide accurate, relevant and up to date information prior to course commencement regarding qualifications to be issued to the student on completion or partial completion of the course. Competencies to be achieved by students, assessment procedures and arrangements for the recognition of prior learning/recognition of current competencies will also be provided.

## ***Student Welfare and Guidance Services***

The School will provide students with accurate, relevant and up to date information on student support services prior to commencement of training.

## ***Equal Opportunity***

The School will ensure that no employee, student or potential student is unlawfully discriminated against on the grounds of sex, marital status, age, pregnancy, race, religious or political conviction, disability, family responsibility or family status.

## ***Matters Relating to Harassment***

The School will maintain high professional standards and safeguard the interests and welfare of its students in situations that might result in sexual or racial harassment and will ensure that no complainant is victimised.

## ***Access and Participation***

The School will identify the learning needs of diverse clients from identified equity groups and will plan/implement appropriate learning strategies. The School will design and adapt training materials enabling the student to achieve the competencies required for successful course completion.



## **GENERAL INFORMATION**

### ***Location***

The School is located within a prime city location at 641 Wellington Street, Perth. Reception and Student Administration is located on level 1 of the building.

### ***Communications***

Telephone No: (+61) 08 9322 3202  
Fax No: (+61) 08 9321 3698  
Email: info@asthm.com.au  
Homepage: www.asthm.com.au

### ***Transport***

The School is within 5 minutes walking distance to both the Transperth City Bus Depot and City Train Station, both located in Wellington Street.

### ***Technology***

ASTHM recognises the rapid growth of computer-based equipment and systems in business and industry. Students are provided access to the latest industry standard computer hardware and software packages to enable you to develop the skills that are in demand by today's employers.

The school has modern classrooms equipped with high technology audio visual materials, data projectors and equipment as well as the latest commercial equipment used by industry for all practical training.

### ***School Facilities***

The School offers extensive training and extra curricular facilities to ensure a healthy balanced lifestyle whilst you study.

Facilities include:

- Commercially Equipped Training Kitchens
- Library / Reference Centre
- Computer Room
- Commercially Equipped Restaurant
- Commercially Equipped Bar
- Commercially Equipped Front Office
- Modern Air-conditioned Classrooms
- Student Common Room/Vending Machines and Internet/e-mail access
- Student Counseling Room

## ***Accreditation and Registration***

The School is registered by:

TAC - Training Accreditation Council

DES - Department of Education Services (International Student Registration)

DES - Office of Higher Education

All courses provided form part of the Australian Qualification Framework (AQF) and lead to the issuing of Nationally Recognised Qualifications for both the Vocational Education and Higher Education sectors.

## ***Memberships - Associations - Foundations***

The School maintains membership with all local and national industry bodies to assist with student placement throughout the course, as well as to provide an integral network of career contacts for all students while studying

AAHS	The Association of Australian Hotel Schools - Member
AHA	Australian Hotels Association - Corporate member
RCIA	Restaurant and Catering Industry Association - Corporate member Mr Alan Williams - Committee Member
ACIVC	Australian Council of Independent Vocational Colleges - Member Mr Alan Williams - Board Member
WAPETIA	Western Australian Private Education and Training Industry Association - Member
WAHTITC	Western Australian Hospitality and Tourism Industry Training Council - Member of Hospitality Sub committee
ACF	Australian Culinary Federation
THE-ICE	Tourism and Hospitality Education - Industry Centre of Excellence - Member/Program Certification

The School is also a Registered City and Guilds International Examination Centre.

## ***Bachelor Degree Courses***

The Australian School of Tourism and Hotel Management in conjunction with Southern Cross University offers University Degree qualifications.

Taught at ASTHM and conferred by Southern Cross University, Degrees are delivered either as stand alone qualifications over a 3 year period or as a pathway program following completion of a Vocational Qualification over 1.5 year period.

Advanced Standing is provided to all students who can demonstrate the necessary educational / industry background.

### **Bachelor of Business in Hotel and Resort Management Bachelor of Business in Convention and Event Tourism Management**

On completion of Bachelor of Business in Hotel and Resort Management or Bachelor of Business in Convention and Event Tourism Management degree and having gained suitable industry experience, normally two years post degree qualification experience, a student is expected to continue his/her studies to the Masters level in order to achieve highest professional satisfaction and income levels. ASTHM offers a pathway to the Master of Hotel Administration (MHA), Master of Tourism and Hotel Management (MTHM) or Master of Business Administration (MBA) conferred by Southern Cross University.

### **Graduate Certificate in Hotel Administration Graduate Diploma in Hotel Administration Master of Tourism and Hotel Management/ Hotel Administration**

Full details may be obtained from the Admissions Department regarding all the academic pathways, different Degree and Masters level programs and entry requirements.



## IMPORTANT DATES

### *Term 3 / 2007 and 4 / 2007*

Orientation new students	Thursday	12.07.2007	
Orientation returning students	Friday	13.07.2007	
Term 3 commence	Monday	16.07.2007	
University Semester 2 commences	Monday	16.07.2007	
Payment plan B due	Friday	03.08.2007	
Re-assessment registration date	Friday	24.08.2007	
University Semester 2 Census Date	Friday	31.08.2007	
Re-assessment date	Friday	31.08.2007	9am/2pm commencement
Payment plan C due	Wednesday	05.09.2007	
Information Evening	Wednesday	12.09.2007	
Open Day	Saturday	15.09.2007	
International Buffet	Wednesday	19.09.2007	
Re-assessment registration date	Friday	21.09.2007	
Term 3 ends	Friday	21.09.2007	
Re-assessment date	Monday	24.09.2007	9am commencement
Re-assessment registration date	Thursday	27.09.2007	
Re-assessment date	Friday	28.09.2007	2pm commencement
Orientation new students	Thursday	04.10.2007	
Orientation returning students	Friday	05.10.2007	
Term 4 commence	Monday	08.10.2007	
Payment plan D due	Friday	24.09.2007	
Re-assessment registration date	Friday	19.10.2007	
Re-assessment date	Friday	26.10.2007	9am/2pm commencement
Payment plan C due	Wednesday	26.10.2007	
University Semester 2 ends	Friday	15.11.2007	
Re-assessment registration date	Friday	23.11.2007	
Re-assessment date	Friday	30.11.2007	9am/2pm commencement
Information Evening	Wednesday	05.12.2007	
Payment plan D due	Friday	07.12.2007	
Open Day	Saturday	08.12.2007	
International Buffet	Wednesday	12.12.2007	
Re-assessment registration date	Friday	14.12.2007	
Term 4 ends	Friday	14.12.2007	
Re-assessment date	Monday	17.12.2007	9am commencement
School closes	Friday	21.12.2007	

Please visit our web page [www.asthm.com.au/news/dates.htm](http://www.asthm.com.au/news/dates.htm) for an overview of the whole year.

# STUDENT SERVICES AND REGULATIONS A - Z

## *Access and Equity*

The School has a role and responsibility in contributing to Australia as a truly democratic and socially just society. Educational equity relates to providing fair access to educational opportunities with a reasonable expectation of success for all Australians.

Educational equity in higher education involves engaging in inclusive action to provide opportunities for access to all groups in Australian society and equitable opportunities for their success.

The underlying principle of equity in the School is for its staff to review and enhance the admission and evaluation policies and procedures, facilities and services to promote equality of opportunity for students to ensure that:

- \* the School provides a caring and supporting environment that acknowledges diversity and promotes excellence

- \* no student is disadvantaged on the grounds of gender, race or ethnicity, disability or impairment, socioeconomic status or age

The School is committed to equity, in particular supporting the access and success of students from the following equity groups:

- \* People from rural and isolated backgrounds
- \* People from socio-economically disadvantaged backgrounds
- \* People with disabilities or impairments
- \* Aboriginal and Torres Strait Islander People
- \* People from Non-English Speaking backgrounds
- \* Women in non-traditional fields of study

The School has developed the following Access and Equity strategies which are:-

- 1) To improve access and participation of students from designated equity groups by supporting entry pathways which benefit educationally disadvantaged people; by ensuring selection procedures which take account of educational disadvantage; and by making it known in the community that the School is committed to student equity.
- 2) To provide a learning environment conducive to success for all students of the School and to make it particularly amenable to students from designated equity groups through student centered, flexible and innovative approaches to learning and teaching
- 3) To integrate student equity into all Departments of the School so that all School policies, practices and procedures reflect the School's commitment to student equity.

Additional information can be found on the following websites:

[www.anta.gov.au](http://www.anta.gov.au)

[www.immi.gov.au](http://www.immi.gov.au)

[www.tac.wa.gov.au](http://www.tac.wa.gov.au)

[www.des.wa.gov.au](http://www.des.wa.gov.au)

## ***Appeals***

A student who wishes to query a result in any unit should contact the relevant Head of Department within 5 days of formal notification of the result. Should the student not be satisfied with the Head of Department's determination, a formal appeal in writing may be lodged with the Academic board, no later than 5 days of formal notification of the Head of Department's determination. The Academic Board will formally reply to the student in writing of the outcome of the appeal.

A student who wishes to lodge an appeal in relation to a grievance or disciplinary decision may do so in writing to the Academic Board within 5 days of formal notification of the original decision. In the event an appeal is lodged, an independent arbitrator will be asked to mediate further. A written statement of the appeal outcomes including reasons for the decision are given to the student.

## ***Appearance***

Students should maintain a high standard of personal hygiene and presentation at all times.

Please note the following uniform requirements:

### **Male**

1 Set of stud earrings  
No tongue piercing  
No nose studs  
1. dress watch  
1. dress ring  
Trimmed finger nails  
No visible tattoos  
Neat washed collar length hair (no spikes)  
  
No dread locks

### **Female**

1 Set of earrings  
No tongue piercing  
No nose studs  
1. dress watch  
1. dress ring  
Trimmed finger nails  
No visible tattoos  
Neat washed collar length hair (no spikes)  
No dread locks  
Longer hair tied back with uniform scrunchie

Full time Students are required to wear the correct uniform throughout their studies.

## ***Apprentice ('Off the Job'-Training)***

It is a requirement for all apprentices that you complete each year of study or unit of study within the start and finish dates outlined in your TPO (Training Program Outline). Your class timetable informs you when each unit shall be conducted and their respective assessment dates. Monitor your own progress as you work through the year. If you experience difficulty with any aspect of your training or aptitude in learning any of the theory or practical skill requirements it is essential that you discuss this with your lecturer or the Director of Culinary Arts. Opportunities to be re-assessed in any unit in which you have not been deemed competent will be available throughout the year.

Failing to complete each unit within the designated time period may mean that you are unable to progress into the next stage of your apprenticeship until all units have been completed and may also result in you having to make an application for extension.

Attendance to 'off the job' training is compulsory therefore you are required to attend your assigned class each week. If you are not able to attend you are required not only to contact

your employer but also your lecturer before class starts notifying both of your non-attendance and reason for absence. Each absence will be recorded and your employer notified. High absenteeism is likely to place your apprenticeship at risk and will be reported to the ATSN (Apprenticeship & Traineeship Support Network).

A Code of Conduct applies to all classrooms. You are expected to be punctual at all times. No food or beverage is to be taken into and/or consumed in any classroom. No swearing. Uniform standards apply.

## ***Approved Leave***

Only under special circumstances will a student be granted leave during School term. A request for leave must be made in writing by the student explaining the circumstances, reason for the request and submitted to your Head of Department at least 2 weeks prior to the first day of requested leave. Students who are under the age of 18 must also arrange for their parent, legal guardian or carer to sign the request.

International students must submit their request to the Director of International Admissions and should not confirm any travel arrangements until the leave request is granted.

It is the responsibility of each student to ensure they are aware of the course content they will miss and to complete this work in their own time. Students will also be required to ensure they negotiate the required assessments directly with the Head of Department. Students need to organise and discuss this with their lecturer prior to departure.

Any student who takes leave from their studies during school term without written approval will be marked absent.

Students who travel interstate or overseas during term break should also ensure that their return ticket enables them to re-commence on the first day of the new term. Late arrivals will also be marked absent.

## ***Articulation***

Students seeking a university transfer following completion of the Advanced Diploma of Hospitality Management may choose either of the following study paths;

**Bachelor of Business - Hospitality Management**  
**Bachelor of Business - Tourism Management**

## ***Assessment Cover Sheets & Receipt Slip***

It is a requirement for all written assessment work that you submit these with the correct cover sheets on top of your work.

For each assessment there are two cover sheets required:

- The Feedback Cover Sheet
- The Assessment Cover Sheet

Written assessments are required to be submitted at Reception.



You will receive a signed Receipt Slip when handing in your work. Please keep these slips for your evidence. All cover sheets will be issued from your lecturers.

**Please Note:**

**No work will be accepted without cover sheets attached and correctly completed.**

**Assessments handed in late will not be received and must be submitted as a first re-assessment.**

## ***Attendance and Punctuality***

To be eligible for ASTHM qualifications, attendance is required to be no less than 80% of all course work. Part-time employment and personal appointments should be arranged so that your attendance is not affected. All students are expected to satisfactorily explain absenteeism from classes.

International students should also note that it is a condition of your student visa that you must maintain a minimum attendance of 80%. A medical certificate must be supplied for every period of absence related to illness. Failure to comply with this will result in **Mandatory Visa cancellation**. Should students have any queries related to Attendance they should be addressed to the Admissions Department.

Please note that only genuine medical certificates from certified medical practitioners will be accepted.

All students must arrive for class no later than 10 minutes before the session commences. It is also important that students return to class promptly after breaks. **Students who are late to class will not be permitted to enter so as not to disrupt the lecture or task in progress.**

Students who arrive late will be required to wait until the next break and enter the session then. This will result in you being marked absent for this lesson and may affect your student visa.

During assessments no students are allowed to participate, if they arrive after the session has commenced.

## ***Austudy/Youth Allowance***

Austudy Payment is an income support payment available to qualifying students aged 25 or older. It provides income tested assistance to full time students who are Australian permanent residents and citizens studying in an approved tertiary course.

Youth Allowance is a similar support payment paid to eligible 16 to 24 year olds who are undertaking full time study in approved courses and/or are looking for work. This allowance is means tested against parental and family income.

The following courses are AUSTUDY/YOUTH ALLOWANCE approved:

- Certificate II in Hospitality (Kitchen Operation)
- Certificate III in Hospitality (Commercial Cookery)
- Certificate III in Hospitality (Patisserie)
- Certificate III in Hospitality (Operations)
- Certificate III in Meetings and Events
- Certificate III in Tourism (Visitor Information Services)



- Certificate III in Tourism (International Retail Travel Sales)
- Certificate IV in Hospitality (Supervision)
- Certificate IV in Hospitality (Commercial Cookery)
- Certificate IV in Hospitality (Patisserie)
- Certificate IV in Tourism (Sales and Marketing)
- Certificate IV in Tourism (Operations)
- Diploma of Hospitality Management
- Diploma of Event Management
- Diploma of Tourism (Operations Management)
- Diploma of Tourism (Marketing and Product Development)
- Advanced Diploma of Hospitality Management
- Advanced Diploma of Tourism Management
- Bachelor of Business in Hotel and Resort Management
- Bachelor of Business in Convention and Event Tourism Management

**Austudy application forms can be obtained from Centrelink.**

If your Austudy/Youth Allowance is approved, the Admissions Department must be advised so that notification can be placed on your student file.

### ***Change of Address***

It is important for the School to have your current address and telephone number. This information is kept confidential and is only available to those staff members who need to contact you about your studies or enrolment. Whenever you change your address you must notify the Student Admissions Department in writing - there is a Change of Address form available at Reception.

International students should note that it is a condition of your Student Visa that the School always has your current address and telephone/mobile number. Any change must be advised to both the School and the Immigration Department no later than 7 days after the change has taken place.

Please note the School's address is not to be used as mailing address for private purposes.

Your email address and the text on your mailbox/answering machine should reflect professional attitude at all times. Inappropriate email addresses and texts on mailbox/answering machines may affect your reputation especially with future employers. Please ensure you carefully select your email address and mailbox/answering message.

### ***Classroom Conduct***

No food and beverage is to be taken into and/or consumed in any classroom or at a computer station by staff and students. Lecturers are asked to lead by example and ensure that they strictly adhere to this regulation. Adequate breaks are provided throughout the day for refreshments.

## ***Code of Conduct***

The school has a number of policies that deal with Equal Opportunity, Harassment, Swearing and Bullying. These policies have been developed to provide all students with a safe and equitable learning environment with all persons being treated with respect and in a professional manner at all times. You are expected to comply with these policies. This Student Handbook provides you further information for each of these. Additional information can also be obtained from Administration.

## ***Communication***

All student correspondence must be in English language. Documents in other languages cannot be accepted and must be translated and certified prior to submission.

## ***Competency Based Training and Assessment***

All units must be delivered and assessed in strict accordance with the Introductory Guide, issued at the start of each semester and in line with the National Training Package. All parts of a unit of competency must be addressed in order for a student to be deemed competent in the unit. Where students fail to achieve the minimum competency required for a unit, additional training must be organised between the student and the student lecturer at a mutually convenient time within the course duration. Under competency based training and assessment students are provided with three opportunities to achieve competency, the original assessment, one free re-assessment opportunity and one chargeable re-assessment opportunity (see Re-assessment). Following the third opportunity the student is required to re-enrol and re-complete the unit.

## ***Computer usage and Student accounts***

Rules for use of computers

- Strictly NO Food or Drink is allowed at any computer
- The computer area must always be kept in a neat and tidy order
- The IT Lab and Reference Centre is only available for general student use **outside of scheduled class times**
- You may be photographed while using the computers
- To save your work, you can connect a USB stick onto the computer in the IT Lab
- Stereo headphones with 3.5mm headphone jack connection may be used. Headphones with USB connection are **NOT** supported.
- Conserve paper usage, please help us recycle paper wherever possible
- Print outs in the reception area must be requested from the receptionist
- Do not leave your work in the computer area/printer, paper being left on the printer/not been requested will be destroyed after each day
- Your "Password" must remain strictly confidential to you at all times.
- Web browsing is limited to sites that are considered necessary for your studies / research work.

The following actions recorded by your user log will have your account disabled immediately:

- Accessing sites considered as pornographic or other illegal sites
- Downloading hacker utilities, application serials or any other illegal activities
- Attempting to access the Server and change network settings
- Attempting to access the operating or system files at any workstation

NOTE: Should your account be disabled for any of the above reasons, you will be required to request and explain in writing to the Managing Director reasons for your actions and each request will be considered at the Board of Management meetings prior to your account being reinstated. The school reserves the right NOT to reinstate your account

Note serious breaches of the above may lead to legal action being taken against the guilty party.

What do I need to do to activate my account?

Activating your account requires you to do the following:

General account rules:

- 1) Enter your User Name: (first name) (.dot) (full surname or family name) - ignore any other names
- 2) Enter your Password: Note the default setting is your date of birth, entered as (dd/mm/yyyy)

for example;

User Name: (john.smith) should be entered for John Matthew Smith

Password: (02/03/1987) should be entered for a date of birth being 2 March 1987

Please refer to your Student Internet Access Information sheet for exact details of your username and password.

Using your account! Important Note

Once you activate your account according to the instructions above, you will be prompted to change your password to a password that you personally select to use. This new password will then become your account master password. DO NOT forget this password and DO NOT give your password to anybody else. Your account is for your personal use only and is always attached to your user name or account name. The User Name cannot be changed. All details regarding your account are confidential.

**IMPORTANT**

DO NOT forget to "Log Off" your account at the end of each and every one of your computer sessions. Failure to log off at any time may allow the next user to continue to use your allocated account.

If you experience problems logging on to your account!

Speak to your lecturer first. They will usually be able to assist you logging on. If you continue to experience difficulty with your network account then please enquire at the main school reception - we may not have had your Date of Birth on file.

## ***Concessions***

Full-time students are eligible to receive a Transperth concession travel pass. Country students can also obtain a Westrail concession travel pass.

## ***Conduct of Examinations***

### **A student may not during any examination:**

- be in possession of any books, notes or diagrams other than those which the examiners have specified may be taken into that particular examination
- directly or indirectly give assistance to any other student
- directly or indirectly accept assistance from any other student
- permit any other student to copy from or otherwise use his or her papers
- copy the paper of another student
- use any other improper means whatsoever to obtain, directly or indirectly, assistance to complete the examination paper
- be guilty of any breach or good order of propriety
- communicate with a member of the teaching staff of the School on any matter relating to any examination between receipt of the examination paper and submission of the completed examination paper

### **Penalties**

- A student who is detected committing or apparently committing a breach of any of the above provisions will be dismissed from the examination room.
- When a student is alleged to have committed a breach of any of the above provisions, a complaint may be made to the Academic Board and if the complaint is found proved, the student, in addition to any other penalty imposed, will not be assessed for that examination.
- Student who are found to copying, cheating or undertaking any action contrary to the Rules of 'Conduct of Examinations' will be excluded and be required to re-enrol in that Unit/Subject.

### **Other Examination Regulations**

- A student who arrives later than the advised examination commencement time will not be permitted to enter the examination room.
- Students are required to obey any instructions given by an examination supervisor for the proper conduct of the examination
- No student will bring a mobile/cell phone or pager into the examination room
- No student will bring a Personal Organiser, Electronic Dictionary, Electronic Translator or Programmable Calculator into the examination room
- A student will not be permitted to leave the examination room for the duration of the examination unless for exceptional circumstances and will then be accompanied by a Supervisor.



## ***Correspondence Requests***

Students requesting correspondence in the form of letters or copies of eCOE's for immigration or other purposes are required to give 2 working days notice to reception.

## ***Counseling/Pastoral Care Services***

The School has a policy of offering personal attention to all students. Counseling focuses on student needs and will assist students in solving problems, developing new skills in personal and educational contexts and resolving issues. Counseling can also assist with interpersonal relationships and family and social problems.

Confidential student counselling is available from the office of the Student Advisor. Concerns such as the following (and many others) can be freely and confidentially discussed:

- loneliness, homesickness
- personal relationships, harassment
- your studies
- accommodation difficulties
- personal trauma
- concerns regarding friends and families
- personal health
- legal difficulties

If unable to assist you personally, the Student Advisor may re-direct you to other professionals better equipped to assist and guide you with respect to particular problems.

## ***Course Qualifications and Documentation***

### **ASTHM Students enrolled in Vocational Education & Training (VET) courses**

Commencing 17 July 2006, ASTHM introduced a change in the structure of courses as per the requirements of the endorsed Hospitality and Tourism Training Package (THH02) and Training Accreditation Council, under the Australian Quality Training Framework.

Students enrolled under the new final qualification rules since this date can now only enrol in, and therefore are only able to receive a Certificate and Record of Achievement for, their final qualification, once they have successfully completed their studies and have met all course requirements.

Please note, students who have changed their enrolment or who re-enrol after the 17 July 2006, will be re-enrolled under the new final qualification rules, and therefore will only receive the final qualification in which they enrol.

### **Academic Transcript**

Students will be issued with an Academic Transcript upon partial completion of each Semester, which will list all units and their outcomes. Students that need to be re-assessed in one or more units must do so prior to commencing any subsequent semester of study. Transcripts are issued four weeks after each term end.

### Qualifications

The final course testamur (Certificate, Diploma, Advanced Diploma) will be issued after:

- all required competencies have been achieved for your course.
- all tuition fees for the course qualification in which you have enrolled have been paid.

Qualifications are issued four weeks after each term end.

### Statement of Attainment

A Statement of Attainment will be issued to students who, upon completion of their course have not achieved all of the required competencies for the course. In this case you will be required to re-enrol into the outstanding units in order to achieve the final qualification.

## **SCU Students enrolled in Higher Education courses**

### Academic Transcripts

Students enrolled in ASTHM units will receive their Academic Transcripts for every completed ASTHM unit on a semester basis. However, for the SCU units, a web-based copy of your Academic Transcript may be downloaded at any time from MyEnrolment at SCU. Once you have completed your course of study, you are provided with one final Academic Transcript, free of charge, as part of your graduation package. A fee of \$15 will be charged for all other transcripts, (\$17 for overseas students), and will be provided on receipt of written request and appropriate payment to SCU Student Services. A credit card option is also available. For further information please contact by email [exams@scu.edu.au](mailto:exams@scu.edu.au) or by telephone (02) 6620 3449 or write to: Student Services, Southern Cross University, PO Box 157, Lismore, NSW, 2480.

### Qualifications

Your degree for SCU higher education courses will be issued by SCU upon graduation. Graduation is the ceremony in which you, as a graduand of the University, receive your degree, diploma or award from the Chancellor and become a graduate. After graduation, you are entitled to use the title and origin of your degree after your name. Graduation ceremonies are held each year in Lismore, Coffs Harbour and Sydney. For further information contact the Graduation Officer on (02) 6620 3339.

## **Information for all students**

### Acceptance of issued documents

Any discrepancies with issued Transcripts, Degrees, Qualifications and/or Statements must be addressed to the Head of Department in writing within 28 days of the date of issue.

Following this period the school accepts your acknowledgement that your record is accurate.

If you leave Perth after completion of your studies please ensure to leave your postal address at reception in order to receive your Statement or Qualification by mail.

## ***Delivery Methods***

The following methods are those frequently used (but not limited to) in the delivery of courses at the School:

- Open Learning
- Campus Based Learning - Lock Step
- Self Paced Learning
- Flexible Delivery
- CD Rom Directed Learning
- Group Discussion
- Practical Demonstrations
- Role Play
- Experiential Learning - Off the Job
- Experiential Learning - On the Job
- On Line Directed Learning
- Industry Seminars
- Site Visits
- Mock Assessments
- Case Studies
- Research
- Guest Lectures

## ***Dictionary Usage***

Students should note that electronic dictionaries may only be used during Semester 1 of any of the courses at ASTHM.

During subsequent semesters, only hard copy Dictionary texts may be utilised in the classroom. No electronic dictionary usage is permitted during assessments or University Exams.

## ***Discrimination or Harassment***

The School seeks to ensure that the principles of equity and fairness are present in all employment policies and practices and discrimination and harassment of any nature will not be tolerated.

We will ensure that no employee, student or potential student is unlawfully discriminated against on the grounds of sex, marital status, age, pregnancy, race, religious or political conviction, disability, family responsibility or family status and that all persons are treated with fairness, respect and dignity. The School will also ensure that no complainant is victimised.

Under the provisions of the Equal Opportunity Act 1984, discrimination or harassment is unlawful. If you have any problems relating to discrimination or harassment please see the Student Counsellor for further information.

## ***Enrolment Procedures***

### **Qualifications for Enrolment**

There are generally three categories of students who enroll at the Australian School of Tourism and Hotel Management:

- i) Students who are seeking additional job skills and have completed Year 10 or 11 in secondary education.
- ii) Graduates who have completed secondary education and who are considering a career in Hospitality Management, Tourism Management, Events Management, Travel Management, Commercial Cooking or Patisserie.
- iii) Mature age applicants who have previous work experience and who want to change or redirect their careers.

### **Conditions of Enrolment**

Preference for places at the school is given in order of enrolment for applicants who fill one of the above three criteria.

To apply for enrolment, applicants should complete the application form and attend an evaluation interview. It is the responsibility of all students to ensure that information provided on their enrolment form is accurate and completed on time. Applicants will be notified by telephone or return mail concerning the outcome of their application.

Application forms from applicants under 18 years of age must be signed by a parent or guardian.

## ***Excursions***

The instructional excursions are an integral part of your course. Full details of these excursions and their educational importance may be obtained from your Head of Department or Course Lecturer. The excursions include coursework and written reports to be completed by each student and will count towards unit/subject assessment.

Students who fail to attend an excursion may not meet course requirements and be required to re-enrol.

## ***Fees and Finances***

### **Fees**

All course and other related fees are payable by Semester in advance. All monies received are placed in the Australian School of Tourism and Hotel Management Trust Account (for overseas students fees). This account is independently audited for the Australian Government.

The School reserves the right to refuse entry to any student whose overdue fees are unpaid prior to term commencement. Non financial students will not be permitted to undertake



any assessments until outstanding fees are settled. In addition, Statements of Attainment and Course Qualifications will not be issued until all outstanding fees are paid. International Student Fees must be forwarded by International Bank Draft or Telegraphic transfer in Australian Dollars to ASTHM. The School's Bank details may be obtained from the Admissions Department.

### **Payment Plan Option**

Students who find they are not in a financial position to pay the full fees in advance may apply to the Admissions Department for a "Payment Plan". In order to approve a Payment Plan you are required to provide authority for funds to be released from a credit card at the agreed dates or sign a Direct Debit Transfer from your financial Institution. Approved Payment Plans must be strictly adhered to by the student and if payments are not made according to the identified dates, the Plan may be cancelled and the balance of any outstanding fees for that Semester will become due immediately.

### **Late Fees**

The School reserves the right to charge interest at bank rates on overdue term fees for the entire duration fees that are overdue. Fees not paid by due dates will be followed up by the companies Debt Collector with additional charges being incurred.

### **Graduate Tax**

ASTHM is an independent organisation. No part of its instruction is subject to the Commonwealth Government's Graduate Tax.

### **Discontinuation/Withdrawal**

Students who may wish to withdraw or defer their studies must provide the Australian School of Tourism and Hotel Management notice in writing (e-mail cannot be accepted). The notice of Withdrawal or Deferral should be addressed to:

### **Admissions Manager**

Australian School of Tourism and Hotel Management  
641 Wellington Street  
Perth WA 6000

Following receipt of written notice the School will acknowledge in writing the outcome of the written notice. Please refer to 'Terms and Conditions' clause 4. Refund Policy contained on the Application Form.

### **Re-issue of Academic Transcript, Statement of Attainments and final course qualifications**

The School reserves the right to charge a fee of \$20.00/page for each reprint of an Academic Transcript, Statement of Attainment or a final course qualification.

## ***Fire and Emergency***

In the case of any Fire and Emergency please follow the instructions of your Lecturer. If you are not with your Lecturer at the time of an Emergency you will be instructed by the Fire Warden on the Floor that you are on. The Wardens will be wearing either a Yellow or Red Hat. Your Lecturers will go through details of Fire and Emergency Procedures with you within the first week of your course. This will include such things as where the fire exits are located in the building and where our Emergency Assembly Area is.

Be aware of different emergency tones and listen to announcements over the Public Address (PA) system!

### **When an Emergency Tone is heard:**

Alert Tone “BEEP BEEP” will be the first sound.

This is a warning tone. Collect your personal belongings, if they are in the same room and be ready to proceed to the nearest Exit to leave the building if/when Evacuation Instruction/Tone is given.

Evacuation Tone “ WHOOP WHOOP” ( + Voice instructing to Evacuate)

You will be directed by your lecturer or the nearest staff member to assemble with all occupants to the nearest Exit stairwell in preparation for an evacuation.

Strictly No Drinks to be carried as they can result in slip hazard.

Your lecturer or a staff member at the Exit stairwell will lead you down and out to the assembly point (Shafto Lane). Ensure you hold on to the rail in the stairwell at all times.

Meet at the assembly point with your lecturer and class mates. Your lecturer will check on the presence of all students per class. Do not leave the assembly point until you have been granted permission from your lecturer.

There will be Fire and Emergency Evacuation Exercises conducted from time to time throughout your Course.

Note: In all other circumstances where your training is conducted outside the school or in your workplace please follow the Fire and Emergency procedure for that venue.

## ***Grievance Procedure / Complaints***

The Australian School of Tourism and Hotel Management is committed to providing a fair and equitable process to all students in which they can have any grievance or complaint against the school resolved in a timely manner.

### **Grievance and Complaints Procedures**

Note: The student may at any time nominate a representative to attend with them or take their place at any stage of the grievance process.

- 1) If a student has any grievances relating to the school they should in the first instance, consult their relevant class lecturer in an effort to try and resolve the issue at the operational level.
- 2) If the class lecturer cannot resolve the issue, the class lecturer will consult the relevant Head of Department and refer the student as necessary to either the Head of Department or to student services as determined by the Head of Department.
- 3) If the grievance is still unable to be resolved at this level, the student must make a written statement, addressed to the Admissions Manager, outlining the nature of the grievance. The Admissions Manager will then assess the nature of the grievance and refer it to the appropriate Head of Department for re-assessment and referral as necessary.
- 4) The Admissions Manager must also table the written grievance at the Management Committee Meeting who will then meet within 7 working days of the written advice in an attempt to resolve the grievance.

5) Once the Committee has reviewed the grievance and advised the student of the Committee's decision in writing including reasons for the decision, if the student is not satisfied with the Management Committee decision, the student will be able to request, in writing, the grievance be directed to independent mediation.

6) The Australian Council of Independent Vocational Colleges (ACIVC), The Western Australian Private Education Training Industry Association (WAPETIA) are consulted by the school as independent mediators.

7) The selected mediation body will then be forwarded a copy of the grievance and all determinations to date. The mediation process must commence within 14 working days of the written advice or within a time agreed upon by the student and the Admissions Manager.

8) All outcomes of the independent mediator must be documented in writing and supplied to the student within 28 days of the original grievance.

### **Further External Services Available to International Students for Resolution of Grievances**

1) Students may also elect to contact an Independent Conciliator at the Department of Education Services regarding their grievance.

2) The Conciliator is a suitably qualified person appointed by the Department to recommend appropriate action in disputes referred for conciliation.

3) Either party may consult the independent Conciliator at any stage during the dispute. The Conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute between themselves.

4) The Conciliator will deal with issues relating to:

- institutions' services and facilities
- content and standard of education services
- amount of refunds paid to students
- quality of instruction
- academic progress of students
- the conduct of international students
- welfare services
- information concerning part-time employment opportunities
- accommodation provided by or advertised by the institution
- suspension and expulsion of overseas students
- any other matters deemed appropriate by the Conciliator

5) The processes and practices used by the Conciliator include:

- hearing grievances from international students and from institutions with international students
- mediating and conciliating the resolution of grievances
- chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge
- advising students and institutions of further legal channels available to them
- liaising with institutions on the procedures for resolving grievances offered by the institutions
- liaising with institutions on matters concerning the provision of pastoral care and counselling for international students offered by the institutions
- liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern international students
- maintaining a public relations function with institutions and agencies on matters which concern or may concern international students
- providing periodic reports to the State Minister for Education on the nature and number of grievances

## ***Hepatitis A***

Hepatitis A vaccination of food handlers is important to protect them against the third most infectious disease in the world. Immunisation prevents transmission of the virus to the customers. At the Australian School of Tourism and Hotel Management we recommend that all staff and students organise vaccinations on their own behalf.

### ***In Service Placement (Commercial Cooking Studies)***

The course includes an industry day release from week 6 of Semester 1, this is work experience which normally leads to casual employment throughout the remainder of the course.

The In Service Placement forms part of the evidence gathering required of the subjects (clusters of units) or individual units as required for the competency based assessment.

The evidence which is required to be gathered throughout the In Service Placement is documented in a Evidence Portfolio. The Evidence Portfolio is supplied to you once the employment offer has been made. The Evidence Portfolio must be presented to lecturers on a weekly basis for proof of attendance and viewing of evidence.

The Evidence Portfolio is to be completed and signed and returned to the school prior to final subject unit outcomes being determined in order to issue you with your Statement of Attainment or course Qualification.

#### **In Service Placement Procedures**

Prior to commencement of the placement, all students are required to satisfy certain criteria to ensure they meet minimum international hospitality industry standards. The criteria upon which students are assessed are identified in our course brochure prior to enrolment but in summary are:

- have successfully completed the first five (5) weeks of practical skills training and achieved the required competencies in each area.
- have a satisfactory attendance and punctuality record.

Once students have met all of the qualifying criteria, the Work Placement Officer will arrange an interview with a suitably identified establishment. The "In Service Placement" should commence in week 6 of Semester 1. Students should not expect to work any earlier than this and should be able to support themselves throughout this time.

Students may elect to arrange their own work experience placement. In this instance all employer details and a copy of the job description must be supplied to the Work Placement Officer. Please note that the establishment must be approved by the Director of Culinary Arts.

Students who have either been supplied with an employment placement or who have gained their own work experience placement will not continue to be assisted in finding further work experience placement unless you notify the Work Placement Officer in writing your

requirement for alternate work experience placement and provide acceptable reasons for this requirement.

International students are permitted to work 20 hours per week throughout the duration of their course. A Work Permit (fee AU\$ 60.00) must first be obtained from the Department of Immigration. The Admissions Department will provide you with further details.

### **Important Note**

Student who fail to attend the allocated In Service Placement will not be able to demonstrate the required competencies to be developed in a Commercial Industry Kitchen and therefore will be unable to complete the requirements of the Student Evidence Portfolio.

Employers who are unable or unwilling to sign the Student Evidence Portfolio may notify the Work Placement Officer at their concern. The Work Placement Officer will then take the following actions:

- 1) The student will then be provided with a first and final warning, indicating in writing the problem and necessary action to be taken in order to remedy the problem.
- 2) The Work Placement Officer will monitor the students attendance and progress in the workplace.
- 3) If the student fails to remedy the problem indicated in the first and final warning, the Work Placement Officer will notify the Director of Culinary Arts and the In Service Placement will be cancelled.
- 4) In the event of the first In Service Placement being cancelled the student will be responsible for arranging a second suitable and approved Industry Placement in order to ensure he/she be able to meet course requirements.
- 5) Prior to the students commencing the second In Service Placement organised through the cancellation of the first In Service Placement, the Work Placement Officer will be required to issue a letter of approval for the new In Service Placement to the student. A copy of the letter of approval will be maintained on the student file.
- 6) Failure to meet the requirements of the second In Service Placement will result in the student enrolment being cancelled and in the case of International Students DIMA being notified.

## ***In Service Placement Employer Interviews***

The following procedure should be noted by all students required to complete the In Service Placement as part of their chosen course:

- Your interview will be arranged by the Work Placement Officer who will give you an Interview Assessment Form which is to be completed by the employer and returned to the Work Placement Officer. The Interview Assessment Form provides the school with invaluable feedback regarding your performance at the interview and assists the Work Placement Officer to organise a structured plan to improve your interview techniques for future interviews.

- The Interview assessment form details your attitude, motivation, dress, speech, interest shown at the interview and keenness to work. On occasion should the assessment form show excessive weaknesses which are not skills related the students will be required to address these areas of concern prior to further interviews being arranged.
- The Work Placement Officer will provide full support and assistance in this regard.

### ***In Service Placement (Hospitality Studies)***

Throughout each of the hospitality courses there is a requirement that students complete an In Service Placement in the hospitality industry. Students meet this requirement by working on a casual/part-time basis completing their the course.

The In Service Placement forms part of the evidence gathering process for a number of subjects (clusters of units) contained in each course. This is required for our assessors to make an overall judgement regarding your competency achieved by providing industry evidence of your skills and knowledge.

The evidence which is required to be gathered throughout the In Service Placement is documented in an Introductory Guide which is supplied to you at course commencement.

All course assessments are to be completed by yourself and returned to the school in accordance with your semester time table.

Once all work for each subject has been completed, and your evidence supplied is deemed satisfactory, then the overall achievement for issuing of the qualification is determined.

Please refer to the Evidence Gathering guide for details of the assessment strategies used for each subject.

#### **In Service Placement Procedures**

Prior to commencement of the placement, all students are required to satisfy certain criteria to ensure they meet minimum international hospitality industry standards. The criteria upon which students are assessed are identified in our course brochure prior to enrolment but in summary are:

- 1) have successfully completed the first ten (10) weeks of practical skills training and achieved the required competencies in each area
- 2) have a satisfactory attendance and punctuality record
- 3) have submitted a current, industry standard resume to Work Placement Officer
- 4) have completed a satisfactory interview assessment with the Work Placement Officer and Head of Department
- 5) have successfully completed the Interpersonal Skills training conducted in "Professional Development"

Once students have met all of the qualifying criteria, the Work Placement Officer will arrange an interview with a suitably identified establishment. The "In Service Placement" should commence between weeks 12 and 14 of Semester 1. Students should not expect to work any earlier than this and should be able to support themselves throughout this time.

Students may elect to arrange their own employment. In this instance all employer details and a copy of the job description must be supplied to the Work Placement Officer.

Students who have either been supplied with an employment placement or who have gained their own employment will not continue to be assisted in finding further employment unless you notify the Work Placement Officer in writing your requirement for alternate employment and provide acceptable reasons for this requirement.

International students are permitted to work 20 hours per week throughout the duration of their course. A Work Permit (fee AU\$ 60.00) must first be obtained from the Department of Immigration. The Admissions Department will provide you with further details.

Students are responsible for ensuring the required workplace evidence collected throughout your employment is submitted as part of your assessment criteria. Failure to submit this evidence will determine you ineligible to achieve competency for the associated units.

## ***Introductory Guide***

Use of the Introductory Guide

An Introductory Guide is prepared for each semester of study and relates to a specific semester on the way to you achieving your final qualification.

Your Introductory Guide is provided to you at your orientation and prior to the commencement of each semester.

For example, for students who have enrolled into a Advanced Diploma of Hospitality Management via the Hospitality stream you would receive an Introductory Guide at the commencement of each semester, with a total of four guides:

- 1) An Introductory Guide for Semester 1
- 2) An Introductory Guide for Semester 2
- 3) An Introductory Guide for Semester 3
- 4) An Introductory Guide for Semester 4

The purpose of the Introductory Guide is to provide you with detailed information about the course that will enable you to manage your training and assessment activities in order to meet course requirements. The Introductory Guide specifically provides:

- 1) A detailed understanding of the registration details of the course
- 2) A greater understanding of the subjects and units contained within each subject for the entire course
- 3) Knowing the way in which the course is trained and the unit sequencing
- 4) A detailed understanding the course aims and objectives
- 5) Detailed unit assessment criteria
- 6) A personalised timetable which reflects all skills recognition granted where applicable
- 7) A competency outcomes - student record sheet which enables you to record your own progress as you received feedback from your trainer / assessor
- 8) Actual unit details including the elements and performance criteria you are required to demonstrate in order to be deemed competent for each unit.

In addition to the above the Introductory Guide also provides the reference to any texts required for the semester and also indicates the applicable chapters for each unit, as well as some handy hints to assist you in preparing and submitting written work.

Please refer to your Introductory Guide throughout your semesters and read this in conjunction with this Student Handbook.

Note: You must read and become very familiar with this Guide.

## ***Job Club***

The job club is **compulsory** for every hospitality student, who is not employed. Students are requested to attend the job club until they are employed.

The job club also assists employed students to seek more suitable employment as they progress throughout their studies and with the aim of a successful career path within the Hospitality Industry.

The job club meets weekly. Please refer to the weekly Room Roster for the day, time and room number.

## ***Late Assessments***

Submitting any evidence for assessments late and in particular following course completion will require students to wait for a minimum of 21 days prior to the statement or certificate being issued. Regardless of the above all certificates issued following late submission of evidence will only be printed during the last week of each month.

## ***Lost or Damaged Property***

Although the School takes precautions to protect student property, it cannot assume responsibility or liability for damage to, or loss of, any students' personal property. Students are reminded not to bring items of value to School nor leave bags unattended for long periods.

## ***Mobile/Cellular Phones***

Students must ensure that their phones are turned off at all times during class as a courtesy to the Lecturer and fellow students. Anyone who fails to adhere to this regulation may have their phone removed from their possession until the class concludes for the day.

## ***Organisational Chart***

The organisational chart is prepared as a document to provide a global view of the structure of the School at a glance. The organisational chart allows for all students to gain a complete understanding of the lines of authority of Department and Staff and their inter-relationships. (see appendix).



## ***Orientation***

Student Orientation is compulsory for all new and returning students on a new semester of study. The orientation is planned as an information session providing you an orientation of the services and facilities, lecturing and support staff and the range of student services we offer.

Students are also allocated into classes and provided teaching timetables, introductory guides, student uniforms, text books. Course tools are also provided at the orientation prior to commencement of your course/semester.

Orientation days are scheduled for all commencements as follows:

**New Students** - last Thursday prior to course commencement

**Returning Students** - last Friday prior to semester commencement

In addition to the above:

New international students will be welcomed and provided with additional information about their Student Visas, Overseas Student Health Cover (OSHC), Accommodation, Living Costs Budgeting and much more. This follows the orientation conducted on the last Thursday for all students.

## ***Overseas Student Health Cover (OSHC)***

The Australian Government requires that all international students have medical insurance cover for the duration of their studies in Australia.

Upon arrival in Australia, the School will arrange your cover with Medibank Private for your first year of study. Students must provide a copy of their Medical Insurance Card to the Admissions Department who will record the details on your personal file. It is the students responsibility to ensure their OSHC is current at all times.

It is a breach of your student visa conditions to let your medical insurance lapse and may result in the cancellation of your student visa.

Refer to the Internet [www.medibank.com.au](http://www.medibank.com.au) for detailed information.

## ***Overseas Student Visa Conditions***

International students are bound by the terms and conditions of their student visa. The following describes the mandatory conditions that must be adhered to at all times. Failure to do so may result in the cancellation of your enrolment with the Education Provider and your student visa by DMIA.

### **Working While Studying**

Student visas are granted with a 'No Work' condition.

You and your dependant family members can apply for permission to work **only after** you have started your course in Australia. A fee of AU\$60 is required to make application to work. If you are granted permission to work, a new visa label will be put in your passport.

Students granted permission to work can work a **maximum** of 20 hours per week during the term and unlimited hours when your course is **not in session** (= full time during School Holidays).

Under no circumstances is work to take precedence over your school time table. You are not permitted to be absent from your studies in order to work.

### **Tax file number**

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

### **Course enrolment and attendance**

You must remain enrolled in a full-time registered course while in Australia.

**Important:** You must attend at least 80 percent of the contact hours for each term or semester of your course.

### **Academic results**

You must have satisfactory academic results for each term or semester of your course.

Your education provider will advise the department if your results are not satisfactory. The definition of 'satisfactory' is determined by your education provider.

### **Changing your education provider**

You must stay with your education provider for the first 12 months of your course.

Under the conditions described above, you can only change your education provider in exceptional circumstances. An application for a student visa with permission to change education provider must be lodged with and approved by DIMA.

### **Health Insurance**

You must maintain health insurance for you and your family members while in Australia. Health insurance can be provided by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

### **Students Under 18 Years of Age**

If you are under 18 years of age you must have written approval to change your accommodation, support and general welfare arrangements. If your parents approved your accommodation, support and general welfare arrangements, you must have your parent's written approval to change these arrangements.

If your education provider approved your accommodation, support and general welfare arrangements, you must have the education provider's written approval provider to change these arrangements.

### **Providing your home address**

You must advise your education provider of your home address within seven days of arriving in Australia. If you change your address during your stay in Australia, you must advise your education provider within seven days.

## ***Personal Information***

The information provided by the student to the school may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

Students have access to their personal records on request. Students may make an appointment with the Admissions Manager, Directors or Head of Department (academic) to view their files. All students will have access to their records by requesting in writing or booked appointment within 21 days.

## ***Photocopies and Copying***

Photocopies of student work and selected printed materials (subject to copyright laws) are available from the reception.

Please note that all photocopying will be charged for at the following rates:

<b>Black &amp; White only</b>		
<b>A4</b>	<b>one side</b>	<b>20 c</b>
	<b>double sided</b>	<b>30 c</b>
<b>A3</b>	<b>one side</b>	<b>30 c</b>
	<b>double sided</b>	<b>40 c</b>

Singe sheet copies or copies up to 5 sheets will be available immediately, however copy runs in excess of 5 sheets may need to be booked in advance and collected within 24 hours. **All copy charges must be paid for at the time of request.**

## ***Plagiarism***

The School views with the greatest concern the action of a student who acts dishonestly or improperly in connection with his or her academic work. Deliberate plagiarism is regarded as a serious act of academic misconduct.

### **Plagiarism is defined as:**

- Word for word copying of sentences or whole paragraphs from one or more sources (the work or data of other persons) or presenting of substantial extracts from books, articles, theses, other unpublished work such as working papers, seminar and conference papers, internal reports, computer software, lecture notes or tapes without clearly indicating their origin.
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgment in the form of reference to the original work.
- Submitting another student's work in whole or in part as your own work.
- Use of another person's ideas, work or research data without acknowledgment.
- Submitting work which has been written by someone else on your behalf.

### **Penalties**

- A student found guilty of deliberate plagiarism by the Head of Department be deemed not competent for the work submitted.
- Where it is suspected that the case has involved deliberate plagiarism, the Lecturer concerned shall consult with the Head of Department.
- If it is believed that deliberate plagiarism has occurred a formal inquiry will be conducted by the Head of Department - the student will be invited to attend the inquiry.

### **Student Responsibility**

- It is the responsibility of all students to safeguard against plagiarism their written work and assignments, their computer discs and their notes. Students should not under any circumstances give other students access to assessment work or notes and students who intentionally do so may be penalised in the same way that students found guilty of plagiarism are penalised.
- Any student who has reason to believe that his or her work has been plagiarised or copied should immediately report the matter to their relevant Head of Department.

Note: The required referencing system for all work is the Harvard Referencing System.

### ***Progression***

Students will not be permitted to advance to the next Semester unless all units/subjects of competency have been achieved from the preceding Semester. The School will allow a student three attempts (original assessment and two further opportunities) to provide adequate evidence of competency for each unit/subject.

Where you are unable to progress because of lack of competency being demonstrated you will be required to re-enrol in a subsequent semester.

### ***Promotional Material***

If you choose to retract your permission to publish your name and any of your images captures in ASTHM promotional material, you are required to provide this retraction in writing to the Australian School of Tourism and Hotel Management. Please note this retraction will only take effect with the next print run for that publication.

### ***Queries***

Should students have any queries, these should be addressed to the appropriate staff member:

Admissions Department

Enrolment  
Attendance  
Financial  
Student Visa  
Overseas Student Health Cover

Academic (in this order)

1. Lecturer  
2. Head of Department

### ***Re-Assessments / Verbals***

Students will not be permitted to advance to the next Semester unless all units/subjects of competency have been achieved from the preceding Semester. The School will allow a student three attempts (original assessment and two further opportunities) to provide adequate evidence of competency for each unit/subject.

Re-assessment dates are published in the Student Introductory Guide as well as sign posted around the school notice boards and are available online at [www.asthm.com.au/news/dates.htm](http://www.asthm.com.au/news/dates.htm). Once the feedback from any one assessment item has been provided to you, it is your responsibility to ensure that you arrange wherever necessary to complete those units/subjects requiring re-assessments on the next available re-assessment date.

### **Re-assessment policy**

Once you have been notified of your unit/subject outcome and you have been deemed NS (Not Satisfactory) you need to be re-assessed in the unit/subject to achieve competency. You are required to book the next available published re-assessment date (providing the re-assessment date is no less than 15 days from the marking date shown on the Feedback for Assessment sheet). Each published re-assessment date is officially deemed as a re-assessment opportunity.

The first and the second re-assessment for a particular unit/subject attracts an administration and marking fee of \$50.00 per unit/subject.

1) The published re-assessment date (following the 15 day period) will be counted as your first re-assessment opportunity and a fee of \$50.00 applies for the first re-assessment.

2) Following the first opportunity the next published re-assessment date will be counted as your second re-assessment opportunity and a fee of \$50.00 also applies for the second re-assessment.

It is in your interest and is your responsibility to ensure your assessments are up to date to avoid incurring the costs shown above.

Following these two re-assessment opportunities you may be required to re-enroll into the unit/subject and be re-trained prior to any further assessment. This decision will be at the discretion of your Head of Department.

### **Re-Assessment Booking Procedure**

All re-assessments may be booked at Reception.

You need to display your original Feedback of Assessment Sheet for each re-assessment booking to the receptionist.

### **Knowledge Based Test Re-Assessment**

It is the student's responsibility to register and pay (where necessary) for re-assessments no later than one week prior to the re-assessment date. Please ensure that you have researched the material entirely prior to undertaking a Knowledge Based Test Re-Assessment.

### **Practical Demonstration/Case Study/Observation Re-Assessment**

It is the student's responsibility to plan and organise all practical demonstration, case studies and observation re-assessments directly with your subject lecturer. Once the student and lecturer have agreed on a date and time, the lecturer is required to complete the "Re-assessment Request Authority" showing the agreed date and time and signed by the lecturer. This signed request authority must then be brought to reception to formally book the re-assessment. The request authority is then booked in accordance with the process outlined above.

The re-assessment cover sheet is printed by reception and provided to the head of department for preparation of the assessment task and once completed is provided to the assessing lecturer in time for the assessment task on the agreed / approved date.

The process is to ensure all of the required facilities are available and any required products have been ordered for your demonstration.

It is the student's responsibility to register and pay (where necessary) for re-assessments no later than one week prior to the published re-assessment date.

Please note: All practical cookery re-assessments will be conducted in the following term break except for Buffet and Advanced Buffet re-assessment where they will be scheduled mid-way through the following term. These exact dates will be published and displayed in advance around the school and on the website.

### **Project/Portfolio Re-Submission**

It is the student's responsibility to register and pay (where necessary) for re-assessments no later than one week prior to the re-assessment date. Please submit your Project/Portfolio on the re-assessment date to Reception.

### **Verbals**

Verbals must be completed within 15 days of the marking date shown on the Feedback for Assessment sheet. **IT IS THE RESPONSIBILITY OF THE STUDENT** to contact the lecturer and arrange a suitable time to conduct the verbal.

Verbals not completed within the 15 day period will automatically be deemed a re-assessment. The re-assessment procedure as outlined above will apply.

## ***Reference Centre***

The Reference Centre may be used by staff and enrolled students only and has been established to provide all students with access to up to date texts, journals, industry magazines, videos, on-line Internet access and CD's. The materials are provided for you to

read and make reference to in your research and study and should be maintained in good order. It is to be used as a Reference Centre - this delineates that no materials or resources that belong to the Reference Centre may be taken out on loan.

Reference Centre Rules:

- No food or drinks are to be taken into the Reference Centre
- No person shall mark, deface or damage any book or resource in the Reference Centre. The Fine imposed for such conduct shall be the amount that the Managing Director may see as reasonably fit to make good the loss, damage or any other expense to the School caused by that person.
- Talking shall be kept to a minimum and at a low level within the designated times, showing respect for other users of the Centre.
- Students must leave all personal items such as bags, in the area provided outside the Reference Centre.
  
- It will be considered a serious breach of academic behavior if any student removes or attempts to remove any item from the Resource Centre. Any student found to be in possession of a Resource Centre item outside of the Resource Centre may have their enrolment at the School immediately cancelled.



## ***Referencing***

The Australian School of Tourism and Hotel Management follows the Harvard referencing system. In tertiary studies, being able to reference properly is a primary skill, so the sooner learned; the easier it will be for you.

You must correctly refer to (either in the form of a quote or an indirect in-text reference) the textbook, the book of readings, journal articles, web page and any other source document. You must always add a list of these references to the end of your assignment according to correct Harvard style.

All computers at the School have special software installed; Learning Assistance (LA). Please refer to this for further information on how to reference your written work correctly and in accordance with acceptable academic standards.

## ***Refund Policy***

- (a) The Application Fee and Accommodation Booking Fees are non refundable
- (b) Any notification of withdrawal or variation to the contract must be in writing.
- (c) If the applicant applies for, but is unable to obtain a student visa through no fault of their own, all course fees paid will be refunded in full, less \$230 for administrative charges. Written confirmation from the Australian High Commission of visa refusal is required to be submitted to ASTHM prior to the refund of any fees.
- (d) A semester is deemed to be either the duration of the course or 20 weeks (tuition only), whichever is the lesser.
  
- (e) In the event that the applicant withdraws from a course the refund policy will apply as follows:
  - i) Notification more than 10 weeks before the commencement date, course fees paid will be refunded in full less \$470 for administrative expenses.
  - ii) Notification more than 4 weeks and up to 10 weeks before commencement date, 70% of a semester's fees paid will be refunded.
  
  - iii) Notification 4 weeks or less before commencement date, 40% of a semester's fees paid less \$470 for administrative expenses will be refunded.
  - iv) Notification after commencement date and during the first four weeks, 30% of a semester's fees paid less \$470 for administrative expenses will be refunded.
  - v) Notification after the 4th week, no refund will be paid and any outstanding fees for the semester will be payable to ASTHM on demand.
  - f) If ASTHM withdraws an offer, fails to provide the program offered or terminates an education service:
    - i) Before the commencement date, all course fees paid will be refunded in full unless the offer had been based on incorrect information from the applicant, in which case an administrative charge of \$230 is non refundable.
    - ii) After the commencement date, a refund, pro rata, of the unearned portion of the semester's fees paid will be refunded.
  - g) If ASTHM withdraws an applicant from an education service because the applicant has seriously breached the international student visa conditions or the Rules of ASTHM, no refund of the semester's fees paid will be given.
  - h) The Grievance Resolution policy of ASTHM does not circumscribe the applicant's right to pursue other legal remedies.
  - i) Any fees, costs or disbursements incurred in debt recovery for unpaid course fees will be the cost of the applicant or the applicants guarantor.

## ***Safety and Security***

The School places a high priority on the safety and security of all staff, students and visitors and will ensure that safety and security procedures are adhered to at all times.

## ***Social Program***

Students enrolled at ASTHM are encouraged to participate in the extensive Social Program. The Social Program is planned by Eurocentres (our English Language School) and is published on the website each month.

All social activities are also displayed on the Notice Board in the common area. It is important to note that bookings are essential if you intend participating in events organised and managed by external operators.

## ***Student Identification Card***

Each student is issued with a Student ID Card within the first week of commencement. Please see the Admissions Department in order that a digital photograph may be taken for the ID Card. Your ID Card must be kept with you and presented on request.

## ***Student Lockers***

Lockers are provided for Commercial Cookery Male Students. All care is taken for the safety of personal items, however, the school takes no responsibility for any loss or damage to the contents of any lockers. Students are advised to supply their own locks should they choose to use this service. Students are instructed not to store valuables in lockers at any time. Please Note: Students are instructed that all lockers may only be used on a daily basis.

Management reserves the right to cut open any locks that remain locked for greater than two days at any one time.

## ***Student Support***

Our comprehensive Student Support provides a range of high quality support, information and referral services to facilitate the academic and personal development of the students as independent, self-directing adult learners. The Support also encompasses the Designated Student Advisor, International Student Advisor, Traineeship Support, Language Support Service and Academic Support. The services are free and confidential and available to students, in areas such as:

- student welfare
- counselling (see Counseling/Pastoral Care Services)



- grievance (see Grievance Procedure)
- equity
- academic support
- liaison with external agencies and sponsoring bodies
- English language assistance
- career and employment information

Clients may introduce themselves or be identified by academic staff or teaching staff. The client may at any time nominate a representative to attend with them or take their place at any stage of the support process.

The School is committed to facilitating equity and access for all students, but particularly for those from the six priority groups:

- Aboriginal and Torres Strait Islanders
- people with disabilities
- people from non-English speaking backgrounds
- people from rural and isolated areas
- people from low socioeconomic backgrounds
- women in non-traditional fields

A major focus of the School is the provision of individual and small group tutorial assistance in:

- study skills
- written and spoken English
- introductory computer operations
- examination techniques
- time and stress management
- assignment presentation and formal writing skills
- preparation of curriculum vitae
- employment applications

In consultation with academic staff, the School staff facilitate the provision of tutorial support in specific subject areas.

The Designated Student Advisor and the International Student Advisor are readily available for pastoral care and personal counselling and information of a religious nature (see Counselling/Pastoral Care Services).

ASTHM has emphasised that all staff have responsibilities in the area of equity. Students are advised of equity, anti-discrimination and anti-harassment policies; they should contact the Designated Student Advisor for additional information, or if they have any concerns or grievances. An Committee, chaired by the Director, provides a forum for general equity concerns of all members of the School.

The Designated Student Advisor is the first point of contact for student queries regarding a broad range of matters pertaining to the social, financial, personal and academic well-being of all students.

The School is able to assist Australian students with Youth Allowance and AUSTUDY/ABSTUDY inquiries, financial advice, and applications for loans for needy students. Overseas students should contact the School for information on visa extensions,

passport renewals, travel requirements, overseas student health cover and related matters. The School will assist students in locating suitable accommodation and in accessing medical services, legal advice and therapeutic counselling.

In addition, the School liaises with various community agencies that play an active role in assisting students in social, educational and financial matters and provide supportive networks for international students and their families.

The Traineeship Support Officer is available for assistance in all matters related to Traineeship.

The English Language Support Service is available for assistance with oral and written communication, presentation of assignments, preparation of curriculum vitae and employment applications.

The Academic Support Officers are available for assistance with study skills, mathematics, introductory computer operations, examination techniques, presentation of projects and formal writing skills, preparation of curriculum vitae and employment applications.

Members of the Student Support may be contacted as follows:

**Designated Student Advisors**

Lise Williams, Phone 9322 3202  
Frances Chambers, Phone 9322 3202

**International Student Advisors**

Dianne Leslie, Phone 9322 3202  
Lise Williams, Phone 9322 3202

**Traineeship Support**

Nicole Taylor, Phone 9322 3202

**Language Support Service**

Frances Chambers, Phone 9322 3202

**Academic Support Officers**

Hospitality and Tourism Studies - Abhijit Ghosh, Phone 9322 3202  
Cookery and Patisserie - Max Tangemann, Phone 9322 3202

## ***Student Uniform***

Students are required to wear the correct School uniform during school hours/teaching times. The uniform (listed below) is selected to allow students to be "a part of the industry" and can be used by students during the practical bar, food and beverage sessions and throughout work placements.

Students are expected to maintain and wear their Uniform in a manner appropriate to individuals aspiring to achieve a career within the Hospitality and Tourism industry. Students should maintain a high standard of personal hygiene and presentation at all times.

**Male Uniform**

Single Breasted Navy Jacket  
 Pleated Navy Trousers  
 Long Sleeved White Business Shirt  
 School Neck tie  
 Black Polished Shoes  
 Black Socks  
 Name Badge

**Female Uniform**

Single Breasted Jacket  
 Knee Length Navy Classic Straight Skirt  
 Tailored Soft Pleat Navy Pants  
 (1 May - 30 September only)  
 Long Sleeved White Classic Blouse  
 Printed Scarf  
 Hair Scrunchie (optional)  
 Black Court Style Shoes (no sandals)  
 Skin tone Stockings  
 Name Badge

A navy woven pullover or cardigan can be worn during the winter months and may be purchased from our uniform supplier, Neat n' Trim. Other colours and leather style jackets are not acceptable. Should students require alterations to uniforms these must be completed before term commences.

In addition to ASTHM uniforms Hospitality students should also have for week five black trousers or skirt, white business shirt and black bow tie to satisfy the requirements of individual internship placements.

Your name badge must be worn on the left side of your uniform. The badge will be ordered on your behalf prior to course commencement and will be issued to you at the start of term. Students who are found not complying with the dress standards of the Australian School of Tourism and Hotel Management will be given a warning to improve their appearance and if further non-compliance occurs, the student will be asked to leave and return to the school once the required amendments have been made. The yellow/red card system is in place.

All staff members of the Australian School of Tourism and Hotel Management have the authority to enforce the compliance of student attire.

**Second Uniforms**

From time to time second hand uniforms are available from ex-students - please see Admissions Department for details or monitor the student notice board.

**Additional Cookery Requirements****Chefs Uniform**

Chefs Jacket Classic White  
 Chefs Pants Classic Check  
 Chefs Neckerchief White  
 Chefs Apron White 3/4 Length  
 Chefs Hat, Box White  
 White Buttons  
 Safety Boots black  
 Black Socks  
 Name Badge

## **Apprentice Requirements**

Apprentices are required to wear the full Chefs uniform to class each week regardless of mode of training - theory or practical session. Casual wear is not acceptable for class. The uniform standards listed below must be adhered to and apprentices are expected to maintain a high standard of personal hygiene and presentation at all times.

<b>Chefs Uniform</b>	Chefs Jacket Classic White
	Chefs Pants Classic Check
	Chefs Neckerchief White
	Chefs Apron White 3/4 Length
	Chefs Hat, Box White
	White Buttons
	Safety Boots black
	Black Socks

Apprentice are also required to purchase a Commercial Knife Set and the Course Reference Text Book details of which may be obtained from the Admissions Department.

## ***Suggestions***

We welcome your feedback and wherever possible try to incorporate student comments and suggestions into the continuous improvement of the School. Suggestions for improvement of the school can be made by e-mail to

*[suggestions@asthm.com.au](mailto:suggestions@asthm.com.au)*

Please note, that only suggestions with full student name will be taken into consideration.

## ***Termination***

The School reserves the right to dismiss any student whose performance or conduct are not of the high standards required by the School.

## ***Text Books***

For most of the courses offered at ASTHM your text books are included in your course fees and will be supplied at each semester commencement. There are however some course fees which do not include the provision of text books and in these cases you will be required to purchase the required text books. This will be notified to you at the time of enrolment.

Futura Training text resources for Cookery and Patisserie courses are only available from the school.

For all other text resources, the Co-op Bookshop of the University of WA is our preferred and recommended text book supplier. Required and recommended text books will be available directly at the Co-op Bookshop in Crawley, The Guild Village, Hackett Entry 2, Hackett Drive, Crawley WA 6009.

You may wish to purchase a lifetime membership for a fee of \$20, which entitles you to discounted pricing everyday at all Co-op branches/stands. This fee is refundable if you choose to relinquish your membership after 2 years.

The Co-op Bookshop is the largest provider of educational, professional and lifelong learning resources in Australia. They offer text books for all courses as well as academic, professional and general books, software, calculators, greeting cards and more. Co-op also offers comprehensive searching and ordering facilities online at [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au).

## ***Timetable***

The school timetable is based on an academic year of two semesters, each divided into two terms. Specific Semester timetables will be presented to each student at Orientation.

Students should note that timetables may vary from Semester to Semester and individual timetables are available during the week prior to the commencement of a new Semester.

Please read your timetable carefully. The School does not accept responsibility for you attending wrong subjects or classes.

## ***Variation***

The School reserves the right to the following variations:

- To vary class timetables
- To vary a course contract
- To amend semester commencement/term dates
- To vary the advertised lecturing personnel
- Cancel a course

## ***Work Placement / Internship Units***

You are required to collect evidence from the work placement related to a unit or subject contained within your course in order for your trainer/assessor to deem you competent.

All courses require you to complete an Intern Ship Unit with up to 200 hours work/employment to be demonstrated. The internships may be completed throughout Semesters 2, 3 and 4 for Hospitality, Tourism and Event and Semesters 3, 4 and 5 for Commercial Cookery.

Students who do not complete 600 hours of internship prior to commencing the Degree will be required to enroll into one (1) or more Intern Study Units. The cost of each Unit is equivalent to each of the Units contained within the degree.

### **Additional Requirements for Cookery**

Students in Commercial Cookery semester 1 and 2 are required to complete two (2) portfolio's while on unpaid or paid work placement. This portfolio has no required number of hours attached and is designed to check for "true" competency.

Work placement starts at week 6 of semester 1 and is ongoing for semester 1 and 2 and beyond, if competency have not been achieved at the end of semester 2.

# PERTH HOSPITALITY PROFESSIONALS PTY LTD

t/a Australian School of Tourism and Hotel Management and Eurocentres Perth

## Organisation Chart

