



**King's Institute of
Management and Technology
(KIMT)**

International Student

**Life in Australia
Orientation Guide**

**Student Handbook
Information for studying with KIMT**



Information contained in this handbook is uncontrolled once printed. The contents of this handbook is subject to change. For the current version of the handbook contact KIMT reception.

Contents

Welcome to KIMT where students achieve their goals	4
Contact Details.....	4
COVID-19 Health advice	6
Living in Brisbane	6
Climate	7
Cost of Living	8
Accommodation Options	8
Festivals.....	8
Food	8
Night life.....	9
The Great Outdoors	9
Getting Around	9
Shopping.....	9
Telephone, Internet and Post.....	10
Emergency Support Services	10
International calls	11
Banking.....	11
Student Services	12
School Aged Dependent Children	12
Airport Pickup.....	12
Guides	15
Education Services for Overseas Students (ESOS) Framework	15
COVID-19.....	17
About KIMT.....	17
Introduction to Australian Vocational Education and Training	18
What is VET?.....	18
What is competency-based training?	19
Entry Requirements and Enrolment Information	20
International Enrolment Policy and Procedure	21
Policy about Students previously enrolled in relevant courses.....	22
Orientation	23
USI – Unique Student Identifier	24
Student Code of Conduct and Rights and Responsibilities	24



KIMT Rights and Responsibilities	24
Student Welfare.....	24
Participant Support, Welfare and Guidance	25
Change of Contact Details	25
Dress Code.....	26
Qualifications Issued	26
KIMT will:.....	26
Training	27
Assessment.....	28
Information Support Services.....	30
Access and Equity	31
Vocational Outcomes.....	31
Legislative Requirements	31
Anti-Cyber Policy.....	32
Anti-Drug Policy	32
Privacy.....	33
Student Privacy Notice	33
Working with Children	35
Fees, Refund and Withdrawal	35
Participant Documentation Policy	36
Transfer of Participant Records if we cease to be an RTO	37
Outline of KIMTs Internal and External Complaints and Appeals Processes	37
Student Deferral or Suspension.....	40
Student Deferral	40
Critical Incidents	40
Monitoring Student Progress	41
Monitoring Student Attendance.....	41
Transfer of Students between Providers	41
Continuous Improvement	42
APPENDIX 2	44
Additional Service Charges.....	44
Declaration of Understanding	45



Welcome to KIMT where students achieve their goals

On behalf of the faculty, administrators and staff of KIMT welcome you to our Institute.

We trust you will find the time learning with us challenging and rewarding.

Our goal is to help our students reinvent their future through equipping you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

This Student Handbook is designed to introduce you to KIMT and provide essential information about our Institute as well as life in Australia.

The foundation of KIMT's success is the uniquely talented and dedicated faculty, administrators and staff who share a commitment to high academic standards, comprehensive opportunities for students and individual attention to student needs. In addition to excellent education and training programs and services, KIMT offers a truly supportive environment and is committed to offering its student experience in Australia.

KIMT has responsibilities related to the standards of courses, their delivery and assessment. In addition, KIMT has responsibilities regarding the welfare of students their educational interests.

As a Student, you also have responsibilities towards the Institute, your colleagues and the Institutes staffs to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a Student to ensure that you have read and understood all policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer or support staff for assistance.

The quality of your experience with KIMT depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.

All of us at KIMT look forward to making your experience with us both enjoyable and rewarding.

Welcome to KIMT

Kind Regards

Chief Executive Officer / Principle Executive Officer

Contact Details

King's Institute of Management and Technology Pty Ltd, trading as
King's Institute of Management and Technology

Institute Address: 74 Annerley Road, WOOLLOONGABBA, QLD Australia 4102

Telephone: +617 3392 2920 Email: info@kimt.edu.au Website: www.kimt.edu.au

RTO Provider Code: 31766 CRICOS Provider Code: 03105M



Life in Australia Orientation



COVID-19 Health advice

To prevent the spread of COVID-19:

- Stay home if you are sick
- If you have any COVID-19 symptoms, no matter how mild, get tested
- Stay 1.5 metres away from other people—think two big steps
- Wash your hands with soap and water, or hand sanitiser
- Leave a location if it is crowded.

In AUSTRALIA if you have any concerns about your health, contact your doctor or contact 13 HEALTH (13 43 25 84).

Living in Brisbane

Brisbane is the capital of Queensland, the second largest and third-most populous state in Australia. Brisbane is located in the south east corner of the state.

Brisbane is Australia's fastest-growing capital with a population of 2.46 million and offers a safe, friendly, multicultural environment.

Brisbane is considered one of the major business hubs in Australia. Many major Australian and international companies have a contact office in Brisbane. Many electronics companies also take advantage of the strategic port and airports by choosing to have distribution hubs in the city.

The inner city is characterised by the Brisbane River, parklands, convention facilities, museums, art galleries, a casino, malls, shopping districts and a host of cosmopolitan restaurants and cafés.

The golden beaches and fun parks of the Gold Coast are just an hour's drive south. The beautiful Sunshine Coast beaches lay a short drive to the north, along with national parks, rainforests and attractions such as Australia Zoo.

Brisbane's reputation as a friendly, modern city makes it a popular tourist destination.

Useful links

Visit Brisbane www.visitbrisbane.com.au

Things to do in Brisbane www.thingstodo.com/au/queensland/

Brisbane City Council www.brisbane.qld.gov.au/

Services Local to the Woolloongabba Campus:

KIMT Woolloongabba campus is in an ideal location on the south side of Brisbane River and it is not far from the city, shopping centres, medical centres, banks and accommodation.

Listed below are some of the various services in the local area.

Shopping:

Princess Plaza (General Shopping) 12 Annerley Rd, Woolloongabba, QLD 4102

Target (Budget general shopping) Cnr. Ipswich Road & Cornwall Street, Buranda, QLD 4102

Myer (Upper market general shopping) 91 Queen St, Brisbane, QLD 4000



Coles (Food supermarket) 795 Stanley St, Woolloongabba, QLD 4102

Woolworths (Food supermarket) Ipswich Road, Buranda, QLD 4102

Banking:

Bank of Queensland 386 Logan Rd, Greenslopes QLD 4120, (07) 3324 5111

Westpac 490 Ipswich Rd, Annerley, QLD 4103, (07) 3249 1588

Commonwealth Bank of Australia 264 Ipswich Road, Buranda QLD 4102, 13 22 21

Medical Centres:

Mater Adult Hospital Raymond Terrace, South Brisbane, QLD 4101, (07) 3163 8111

Mater Hill Family Medical Centre 7/40 Annerley Rd, Woolloongabba, QLD 4102, (07) 3844 3239

Gladstone Road Medical Centre 38 Gladstone Rd, Highgate Hill, QLD 4101

Mater Medical Centre Suite 23, 293 Vulture St, South Brisbane, QLD 4101 (07) 3844 9932

Lanfranchi Dental Surgery 793 Stanley St, Woolloongabba, QLD 4102 (07) 3391 1889

Dr Justine Brock Dentist 24 Gladstone Rd, Highgate Hill, QLD 4101 (07) 3844 6071

Real Estate Agents (Accommodation Services):

Professionals Service Centre 9/63 Annerley Rd, Woolloongabba, QLD 4102, (07) 3846 1800

LJ Hooker 443 Ipswich Road, Annerley, QLD 4103, (07) 3848 7369

The Agency Real Estate 38 Fisher St, East Brisbane, QLD 4169 (07) 3891 3877

Leo Tsimplikas Real Estate 128 Boundary St, West End, QLD 4101 (07) 3844 5909

Legal Assistance:

Hogan Stanton Lawyers Level 1, Central Park 2, 32 Park Rd, Milton, QLD 4064 (07) 3511 7055

Lee PM & Co Solicitors 625 Stanley St, Woolloongabba, QLD 4102 (07) 3435 4200

John Drakos Solicitors Suite 1, 80 Ipswich Rd, Woolloongabba, QLD 4102 (07) 3392 2000

Climate

Seasons

Summer (December to February)	Queensland summers are generally long and very warm, with temperatures ranging from 21°C to 36°C, with occasional hot spells of over 38°C. Humidity in summer ranges from 60% to 85%.
Autumn (March to May)	Pleasantly warm weather conditions with occasional cooler nights.
Winter (June to August)	Brisbane has a short and mild winter. Winter temperature ranges from 12°C to 21°C, with the overnight temperature sometimes dropping below 12°C.
Spring (September to November)	Spring in Brisbane offers a pleasant mild temperature, with occasionally unpredictable cold, wet and windy days.



Clothing

There is no formal dress code for students whilst on campus. Most students dress informally – jeans, skirts or trousers with t-shirts, casual shirts or blouses are acceptable for most occasions.

Students should bring at least one set of more formal clothes, a sports jacket or suit and tie for men and appropriate dress for women, for functions such as official dinners or graduation ceremonies. For festive occasions students may wish to bring national dress and accessories.

Shorts are often worn during the summer months, as are sandals or running shoes. For winter, students should make sure they have warm clothes such as jumpers, sweatshirts, sweaters, warm socks and closed shoes, jackets or tracksuits. While heavy coats are not necessary, students from tropical climates sometimes find the winters very cold and may need hats and gloves.

Cost of Living

The cost of living in Brisbane really depends on your lifestyle. As a guide, you will need approximately AUD \$19,000.00 for living expenses for one year (covering accommodation, transport and food but not entertainment or a car).

Accommodation Options

Brisbane has a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. For student accommodation needs KIMT recommends Global Experience and Homestay. Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer from KIMT. For students who have not decided where they would like to live in Brisbane, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival, while you make more definite arrangements. Airport pickup can be arranged with accommodation. Two Homestay Providers:

- Brisbane Educational Consultants & Brokers (BECAB) and
- Homestay Brisbane

Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

Global Experience: <http://www.becab.com.au/>

Homestay Brisbane: <http://www.homestay.com/australia/brisbane>

Festivals

There is nothing that Brisbane community enjoy more than a good festival. Every year the Brisbane Festival is held, running for a month over summer. It includes theatre, shows, operas, concerts, exhibitions and plenty more.

Food

Brisbane's dining scene offers something for all tastes and budgets, with the city's multicultural flavour reflected in its cuisine. Students can access a range of dining options, from cheap eateries and farmer's markets through to reasonably priced cafes and pubs.

For a range of dining options via cuisine type or location, see Visit Brisbane website.



<http://www.visitbrisbane.com.au/Things-to-do/Eat-and-Drink>

Night life

As a large multicultural city, Brisbane prides itself on nightlife unparalleled in Australia. Whether clubbing, pubbing or raving is your scene, we have it all. Popular nightspots include those located around the city centre or in Fortitude Valley.

The Great Outdoors

Of course, Brisbane is known for its beaches, river and gardens as well as its great theme parks on the Gold Coast. A cheap way to explore what Brisbane and the Gold Coast have to offer is to buy a train ticket and explore. Many attractions offer discounted tickets and 'two for one' offers. Keep an eye out and snap up a bargain.

Brisbane has a number of parks within the city as well as National parks within 30 minutes' drive of the central business district (CBD).

Getting Around

Brisbane is well serviced by public transport. Ferries service various parts of the river with larger City Cats providing express services with the smaller City Ferries providing more stops. Buses and trains provide a cheap and reliable method for getting around Brisbane and the suburbs. For more details see: <http://jp.translink.com.au/>

Occasionally you may wish a more personal service; Brisbane's Taxis are fast and efficient.

King's Institute is situated in Woolloongabba that is close to Park Road railway station (600m or ten minutes' walk). Mater Hill Bus Way is also very close to King's Institute.

Driving in Australia

To drive in Brisbane and other Australian States and Territories students must apply for an international licence in their own country before leaving for Australia. For more information go to the Queensland <https://www.tmr.qld.gov.au/>

Website Link for driving in Australia: <https://www.studiesinaustralia.com/Blog/about-australia/driving-in-australia-as-an-international-student>

Public Transport Concession

A 50% concession fare is available for tertiary and post-secondary students on all TransLink public transport services.

Students in South East Queensland can now apply online

(<https://gocard.translink.com.au/webtix/>) for tertiary concession fares to be activated on their go card.

For more information, visit www.translink.com.au/tertiary or call 13 1230

Shopping

As a bargain hunting student, you'll be spoilt for choice, with shops ranging from chic boutiques to some of the world's most beautiful and colourful markets that are renowned for their diversity and sheer size. Some of the better markets include those located at the Brisbane Powerhouse, the Valley markets, South Bank Lifestyle Markets or the Riverside Markets.



For shopping fanatics, the city centre itself, with the Brisbane Arcade, Winter Garden Mall, MacArthur Central and Myer Centre.

Telephone, Internet and Post

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. Students can opt for a post-paid or pre-paid mobile phone.

To post a letter overseas the cost is between AUD \$1.10 and AUD \$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

Emergency Support Services

Police, Fire, Ambulance 000

Poisons Information Centre (24 hours) 13 1126

Telephone Interpreter Service (TIS) 13-1450

Hospitals/ Medical Centres

Princess Alexandra Hospital – (07) 3176 2111

Mater Hospital Brisbane – (07) 3163 8111

Royal Brisbane and Women's Hospital - (07) 3646 8111

Healthscope Medical Centres – (07) 3828 6300

Immigrant Services

Migrant Women's Emergency Support Service (07) 3846 3490

Qld Bureau of Ethnic Affairs (07) 3224 2772

Legal Matters/Discrimination

Caxton Legal Centre Inc. (07) 3214 6333

Commonwealth/State Ombudsman 1300 362 072

Legal Aid Queensland 1300 651 188

South West Brisbane Community Legal Service Inc. (07) 3372 7677

Tenant's Union of Qld/Tenancy Advice (07) 3882 9447

Women's Legal Service (07) 3392 0644

Emergency Help/Crisis Relief

Crisis Relief (07) 3235 9999

Child Abuse (24 hours) 1800 177 135

Kids Helpline 1800 551 800

Life Line (24 hours) Brisbane Crisis Line (24Hours) 13 1114

Care Line (24 Hours) 1800 242 636

Sexual Assault Helpline 1800 010 120

Addiction Problems



Alcohol & Drug Information Service (24 Hours) 1800 177 833

Gamblers Anonymous (24 hours) (07) 3356 0117

International calls

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open.

A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours.

Many shops in Australia will not accept cheques but most will take credit cards.

An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

Taxation

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not need to have a Tax File Number (TFN) if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to a newsagent and asking for an application form. Follow the instructions on the form and you will be issued with a Tax File Number. Keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank. The Australian Tax Office provides information on taxation and superannuation issues. Further information:

Australian Tax Office

Telephone (Free): 13 28 61 Website: <http://www.ato.gov.au/>

Working while you study

International students travelling on student visas may need to work during their study. If they have to, they could work up to 20 hours per week during study period. Please note that students should not rely on work to support them while studying in Australia.

Work commitments should not interfere with their study requirements.

Students should contact the Australian Taxation Office and obtain a Tax File Number prior to commencing employment.

Culture Shock

Culture shock is the term used to describe the anxiety and feelings felt when people operate in an entirely different cultural or social environment. Adjusting to life in Australia and its cultural differences can be harder than expected. It's normal to experience some feelings of confusion when settling into a new life in Australia. KIMT can provide referral to external counsellors for those international students who need extra support dealing with any issues or problems.



Social Activities and Customs

Australians welcome international visitors and there are some customs in Australia that may be different to life back home. The following points are to help students feel more comfortable upon arrival in Australia:

- Men and women are equal in society. As are people from all levels of wealth, authority and occupation.
- Australian Culture is friendly and relaxed.
- Punctuality is important. It can be considered rude to arrive late.
- Australians are free to follow the religion they choose. There are mostly Christians and also Buddhists, Moslems and Jews are found in Australia.
- Smoking is not permitted in public places unless signed.

If students are unsure about any Australian social activities or custom, they should ask someone or observe the behaviour of others.

Student Services

Student Visas

International students need to obtain a student visa before coming to Australia. After enrolment has been confirmed, KIMT will provide students with a Letter of Offer / Written Agreement. Once payment and a signed acceptance of enrolment is received a Confirmation of Enrolment (CoE) is provided to obtain a student visa. Information about how to apply for a student visa is available from the Australian Department of Home Affairs (ADHA) website www.homeaffairs.gov.au

Overseas Student Health Cover (OSHC)

Student Visa Holders are required as a condition of their visa granted to maintain private health insurance for the duration of their visa. Overseas Student Health Cover (OSHC) can be arranged for you by KIMT and the cost will be added to your invoice.

If travelling on a different visa, we recommend purchasing travel or private medical insurance. Brisbane has State Government hospitals and many private hospitals. Specialist care is available ranging from dental and optical to general practitioners.

School Aged Dependent Children

Students are advised that any school aged dependents accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

Airport Pickup

A KIMT representative can pick you up from the airport on your initial arrival in Brisbane. Student must arrange airport pick with Reception 7 days prior to arriving in Brisbane.

Airport pick up will cost \$150 which is to be paid at the time of organising.

Orientation

Our orientation program provides students with important and valuable information and assistance. KIMT facilitates to all Students on their first day of attendance an orientation program to ensure a smooth, successful transition into your study journey. Refer to your student handbook for further information





Student Handbook

Information for studying with KIMT



Guides

KIMT is bound by the Education Services for Overseas Students Act (ESOS Act 2000) and National Code of Practice for Registered Authorities and Providers of Education and Training to provide Overseas Students 2018 with:

- Integrity and accuracy of marketing materials and recruitment services by qualified, competent, and informed staff
- Competent, informed and reputable representation by appointed agents (The National Code)
- The provision to prospective students of a full range of information relating to academic programs, English language proficiency and qualifications and/or work experience requirements for program entry, facilities, resources, teaching and assessment methods, learning resources, fees, refund arrangements, and student support services
- The provision of orientation and timely international student contact by qualified, competent staff.
- Ensuring qualified teaching staff deliver and assess education complaints with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), and vocational education and training (VET) Quality Framework
- The maintenance of detailed and accurate student records in relation to admission, enrolment, academic performance, attendance, complaints, appeals and refunds
- The provision of student support services including counselling and advisory services by qualified, competent staff
- The handling of complaints, academic appeals and refunds in a timely manner.

Education Services for Overseas Students (ESOS) Framework

KIMT is committed to providing you with quality education and protecting your rights. The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study.

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code of Practice for Registered Authorities and Providers of Education and Training 2018.

Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>.

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including location – match the information on CRICOS.

Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider or your provider's agent



- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course
- Your right to know:
 - How to use your provider's student support services
 - Who the contact officer is for overseas students
 - If you can apply for course credit
 - When your enrolment can be deferred, suspended or cancelled
 - What your provider's requirements are for satisfactory progress in the courses you study
 - If attendance will be monitored for those courses
 - What will happen if you change providers
 - How to use your provider's complaints and appeals process.

Your Responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa condition
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy.

Contact details

For information about	Who to contact	How
Policies and procedures that affect you	Administration Staff	74 Annerley Road, Woolloongabba, QLD Australia 4120 Phone: +617 3392 2920 Email: info@kimt.edu.au Website: www.kimt.edu.au
Your ESOS rights and responsibilities	Department of Education, Employment and Workplace Relations	ESOS Helpline: +61 2 6240 5069 Website: www.aei.gov.au Email: esosmailbox@dewr.gov.au
Visa information	Department of Home Affairs	Website: https://immi.homeaffairs.gov.au/ Phone 131 881 in Australia Contact the DHA office in your country



COVID-19

Health advice

To prevent the spread of COVID-19:

- Stay home if you are sick
- If you have any COVID-19 symptoms, no matter how mild, get tested
- Stay 1.5 metres away from other people—think two big steps
- Wash your hands with soap and water, or hand sanitiser
- Leave a location if it is crowded.

In AUSTRALIA If you have any concerns about your health, contact your doctor or contact 13 HEALTH (13 43 25 84).

COVID -19 and KIMT

KIMT maintains a safe environment to minimise risks of contracting COVID-19.

KIMT has in place relevant COVID-19 plans and strategies as per Local and Federal Government requirements.

About KIMT

KIMT was established in 2010 and is a privately own RTO. KIMT is both a nationally accredited Registered Training Organisation (RTO) and a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) organisation. KIMT is also a registered English Language Intensive Courses for Overseas Students (ELOCOS) provider.

KIMT is registered under the Australian Skills Quality Authority (ASQA) system and holds licence to issue, deliver nationally accredited training programs and qualifications.

Refer to the website for more information about KIMT – www.kimt.edu.au

Our commitment to you

KIMT is committed to integrating Access and Equity principles within all our services that we provide to our students. All staff recognise the rights of students and provide information, advice and support that is consistent with this Code of Practice and our scope of registration as a nationally recognise training organisation.

KIMT has an overall aim to support in achieving your personal, learning and career goals in a harmonious, productive and fair environment that recognises the right of every student to pursue and achieve their learning outcomes equally.

KIMT is committed to providing best practice in learning, training and assessment through industry endorsed and accredited Vocational Education and Training.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.



If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints or grievance to your Trainer or the Manager or complete our Complaints and Appeals form available from the Office by emailing info@kimt.edu.au (*Please see Complaints and Appeals policy within this handbook for further information*).

Where needed, the KIMT can recommend welfare and guidance services to students who may require it.

KIMT provides an appeals and grievance procedure and opportunities for reassessment.

KIMT encourages feedback and evaluation from its stakeholders.

KIMT maintains accurate, confidential and secure training and financial records.

Our trainers and assessors are experts in their fields, sharing their vast experience with honesty, professionalism and deliver the highest standard of service

Our Guarantee to you

We are committed to providing a pleasant, friendly environment for the duration of your course of study. Further, on receipt of payments from you, we guarantee you our full support for the whole duration of your course of study through to your completion.

You're Commitment

Once application is accepted and you are successfully enrolled as a student of KIMT, the student must make a commitment to achieve outcomes both in practical and theory mode in accordance with the standard of competencies required by KIMT and the Government. KIMT is committed to training students to the highest possible standard during their training period and seeks the student's co-operation in this endeavor.

We cannot guarantee students will complete their course if they do not attend or complete assessments showing their competence to the qualification as required.

Course Information

On successful completion of all units of competency for a course, you will be issued with a qualification. If you do not successfully complete the entire course of study, you will be issued with a Statement of Attainment for each unit successfully completed as competent.

The qualification or Statement of Attainment is issued as per AQF guidelines and is Nationally endorsed and recognised. The qualification document you will receive is correctly termed as a Testamur and the Record of Results (which lists the units on the qualification)

Course Information

Website link: <https://training.gov.au/Organisation/Details/31766>

Refer to the website for more information about courses – www.kimt.edu.au

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.



National Recognition

The qualification and Statement of Attainment issued by KIMT must be automatically recognised by all RTOs across Australia. In turn, KIMT recognises the qualifications issued by RTOs in all other states and territories. This allows people to move around Australia from different employers and being confident that their qualifications will be equally recognised.

Course Credit can apply if you already have achieved qualifications at another RTO.

Refer to KIMT website policy section for further information – www.kimt.edu

What is competency-based training?

Competency based training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages.

Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

Training Packages

Training Packages represent the national industry benchmarks for VET training. They set out the competencies to be achieved.

Link to KIMTs training packages on scope: <https://training.gov.au/Organisation/Details/31766>

Recognition of Prior Learning (RPL)

Students having a significant amount of training and/or work experience within the field that is relevant to a course may be eligible for Recognition of Prior Learning (RPL). Students must complete an application form for RPL and attach supporting evidence as required. This evidence must be clearly identifiable and support the applicant's case for Recognition of Prior Learning by addressing the relationship of evidence with each Unit of Competency.

Application for RPL includes a fee of \$200AUD per unit of competency.

Refer to KIMT's policy section - website www.kimt.edu.au

Our Institute Facilities

KIMT maintains an authentic environment that is checked and maintained to ensure effective and efficient operation. You have access to necessary instructional and assessment facilities, materials and equipment.

- Each student is responsible for the maintenance and cleanliness of their classrooms, equipment and work areas.
- All students are required to participate equally in cleaning duties.
- All KIMTs resources, equipment and supplies are to be treated with care and respect.
- Damage to any facilities should be reported to your Trainer/Assessor immediately.
- Student kits/textbooks are to be brought to each lesson as instructed by your Trainer/Assessor.
- Workplace, Health and Safety Procedures are to be followed always during your study.

Please respect all areas of the Institute, do not leave rubbish laying around.

Smoking is not permitted in the Institute. If you do smoke, we request you wash hands and use a breath freshener before returning to class and working with or on other students or clients.



A first aid kit is located at Administration and in the Kitchen. KIMT does not take any responsibility for your personal belongings.

As part of continuous Improvement Procedures, you will be asked to provide feedback about your time at KIMT. Feedback will be sought via various means and times whilst you are studying and after graduation to ensure your success in the Industry. The information gained is invaluable as a guide for the Institute to better maintain course quality and relevance in delivery.

Informal feedback to your Trainer/Assessor is always welcome.

Refer to KIMT website for further information – www.kimt.edu.au

Campus Location:

King's Institute of Management and Technology (KIMT)

Institute Address: 74 Annerley Road, WOOLLOONGABBA, QLD Australia 4102

Telephone: +617 3392 2920 Email: info@kimt.edu.au Website: www.kimt.edu.au

KIMT Commercial Cookery Campus Location

Current commercial kitchen site is being updated and students will be advised of the location prior to the time of doing practical activities.

Entry Requirements and Enrolment Information

KIMT recruit's students in a responsible and ethical manner and provides information prior to enrolment that enables students to make an informed decision about studying with us.

KIMT Entry Requirements

IELTS 5.5 or its equivalent, Completion of Year 12 or equivalent

KIMT Student Age Requirement

Students must be 18 years or older at the time of enrolment to enroll in KIMT courses

Enrolment Process Brief

Refer to KIMT International Enrolment Policy and Procedure for more in details – www.kimt.edu.au

Academic Requirements

To gain entry to this course, applicants should have successfully completed home country equivalent qualification to:

- Australian Year 11 or higher for entry to Certificate III and IV level course
- Australian Year 12 or higher for entry to Diploma and Advanced Diploma level course



English Language Requirement

All International Students applying for courses at **KIMT** must have a minimum English Language proficiency level of one of the below:

You should qualify in ANYONE (1) of the following:

- IELTS overall band of 5.5 or equivalent;
- TOEFL iBT test score band of 46 equivalent or above;
- PTE Academic band score 42 equivalent or above;
- Cambridge English Advanced (CAE) test score band of 47 equivalent or above;
- OET score band Pass equivalent or above;
- Successful completion of Senior Secondary certificate of education in Australia conducted in medium of English;
- Completion of a full time Certificate III level course or above in Australia;
- English as the first language;
- Satisfactory completion of the EAL course or ELICOS course at the appropriate level; OR
- Any other form of assessment or test that satisfies the Institution.

Domestic Students

- Minimum education of Year 11 to Certificate courses and Year 12 for Diploma and Advanced Diploma. Relevant work experience will be acknowledged and taken into consideration.
- Proficient literacy and numeracy skills.
- A satisfactory outcome of interview with authorized **KIMT** Staff or representative.
- Mature age students with relevant experience are welcome to apply.

International Enrolment Policy and Procedure

Policy

Student recruitment is carried out in an ethical manner in accordance with Access and Equity principles, and the National Code, Rules and Regulations. Access to a course is open to all applicants' subject to meeting the required criteria.

This statement is printed on the enrolment form.

In collecting personal information, KIMT will comply with the requirements of the Australian Privacy Principles set out in the Privacy Act 1988.

All International Agents are approved by KIMT and reviewed annually.

Procedure

(Agent/ Student Part A)

Marketing sends application to Agent or Agent where applicable has current enrolment application on hand.

Agent has student complete and sends completed forms back to Marketing

Marketing accepts the complete application and documentation

(Agent / Student Part B)



Application is sent through to the Administration Officer for enrolment application and file processing/ completion

Offer letter is sent through to Agent cc Marketing. Offer letters may be sent (electronically) directly to the potential student and includes Marketing being cc in the email, where applicable.

Agent receives offer letter has student sign the written agreement and Initial tuition payment is made.

In the event there is no agent involved the student signs the written agreement and returns to KIMT along with the initial tuition payment.

(Part C)

Payment can be made directly to the KIMT accounts

Payments are received, confirmed and or authorised

Administration officer or Marketing sends through CoE/ student applies for Visa

Electronic Confirmation of Enrolment (ECoE) are created for overseas students on a student visa and for students intending to study their courses at KIMT.

The student is notified of the Orientation and start date. Student attends Orientation and completes relevant enrolment documentation any additional information is collected and completed. Students are issued with a copy of all signed documentation and International Student Handbook this day.

Required documents

You must provide the following documents for administration

- Certified copy of your passport
- Visa
- Unique Student Identifier (USI)
- Year 10/12 or higher certificate
- Proof of English (if English is not your first language)
- Overseas Student Health Cover (OSHC)

Policy about Students previously enrolled in relevant courses

The Institute will only enroll an overseas student who has completed another relevant course if the Institute is satisfied that:

- a) The student has completed six months of the principle course
 - b) Demonstrated a commitment to studies in that previous course; and
 - c) Had a good attendance record for that course; and
 - d) Had paid all the fees required for that course.
1. At application, students who have previously enrolled in relevant courses must authorise the Institute to obtain official records and other information about commitment to study, attendance and fee payment history from relevant educational institutions attended by the student.

Only if the student has good reports in each of these areas will the PEO approve admission to the course.



2. Regarding an International student who has not completed a previous course, enrolment will only be considered if the student can produce a letter of release from the previously registered provider attesting to the three matters stated above.
3. Enrolled students with KIMT, who want to change to a course provided by another Registered Provider, please refer to the Institute Student Transfer Policy for International Students for detailed information on how to apply.

Courses are delivered in English

All delivery, assessment and instruction are carried out in English. The type of English used is academic and is relevant to business, hospitality and community services, with a high component of technical English and subject specific jargon.

During the enrolment process, student orientation or during classes, any student with a potential English problem – either spoken or written will be referred to the Academic Manager who will discuss with the student their options for enrolling in a suitable English course. The student can decide to enroll in the KIMT General English class or another provider of English classes.

The students COE will need to be adjusted to reflect any additional course enrolment.

Orientation

Our orientation program provides students with important and valuable information and assistance. All KIMT facilitates to all Students on their first day of attendance an orientation program to ensure a smooth, successful transition into your study journey. At this time, you will be given a formal tour of the Institute and detailed explanations of the following:

- Details of all relevant staff of KIMT
- Explanation of the student's rights and responsibilities as per the Student Handbook
- KIMT policies and procedures including complaints and appeals process
- Training and assessment procedures
- KIMT code of practice
- KIMT Dress Code
- Student support services available to assist in the transition into life as a student at KIMT
- Emergency and health services
- The course structure, timetable, class hours and holidays
- Run through academic and attendance requirements
- Our intervention strategy should a student fall behind in study
- Our critical incident policy
- Facilities and resources
- An opportunity to ask questions will be given

Required Documents

You must provide the following documents for administration:

- Certified copy of your passport
- Visa
- Unique Student Identifier (USI)
- Year 10 or higher certificate



- Proof of English (If English is not our first language)
- Medical insurance membership (OSHC)

Most of your questions will be answered at this time, however, always feel free to ask about anything you are unsure of.

You will be required to complete an Orientation Checklist and Declaration of Understanding at the end of the orientation noting that you have read and understood and agree to the conditions detailed in the International Student Handbook (see last page of this handbook for the declaration).

USI – Unique Student Identifier

Any student undertaking nationally recognized training delivered by a registered training organisation (RTO) must have a Unique Student Identifier (USI).

More information is available at: usi.gov.au and will be discussed during the interview/orientation process.

A USI account will contain all your nationally recognised training records and results.

A valid USI, verified by KIMT, will be required to be able to issue a statement of attainment or qualification to a student undertaking nationally recognised training.

It is free and easy for you to create your own USI online. You can create your own USI at the USI website www.usi.gov.au. If you create your own USI, you should provide your USI to KIMT as soon as possible so that you're USI can be verified and records updated.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates

PLEASE ALSO NOTE: Any USI provided to use by a participant will need to be verified as being accurate. To achieve this, our staff will visit the USI website www.usi.gov.au

If the USI is; not provided, is identified as not being correct, or “rejected” we are not permitted to issue a Statement of Attainment or a Certificate.

Student Code of Conduct and Rights and Responsibilities

KIMT Rights and Responsibilities

KIMT and Student have several codes of conduct, as well as rights and responsibilities which need to be followed.

Refer to KIMT website – www.kimt.edu.au

Student Welfare

The welfare of the students at KIMT is taken very seriously. If you are having problems that are of an academic nature, please discuss this with your Trainer first or the Academic Manager.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

If you are having problems that are of a personal nature that could hinder completion of your studies, or you need to talk to someone for any assistance, please see the Manager, who will be accommodating to help you in confidence. If you would prefer to consult a professional counsellor for assistance, we may be able to refer you.

Refer to the section: Life in Australia Orientation for various contact details



Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programs.

If you are experiencing any difficulties with your studies, we would recommend that you see your trainer or another member of KIMTs staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with KIMTs Campus/Academic Managers who will assist you as best as they can and if your needs exceed our support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

Interpreting Services: TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:

National: Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

Social Support

Where social or personal circumstances may affect a learner's learning experience, KIMT will support the learner where possible, including referral to the following organisations:

Centrelink	131 021
Mission Australia Helpline	1300 886 999
Salvation Army Care Line	13 72 58
Life Line	131 114
Men's Line Australia	1300 789 978
Kids Helpline	1800 55 1800
Alcoholics Anonymous	1300 222 222
Alcohol and Drug Information Service	1300 85 85 84
Pregnancy Helpline	1300 139 313
Drug-Arm	1300 656 800
Interpreting Service	131 450
State-wide Sexual Assault Helpline	1800 010 120
Youth Emergency Service (Accommodation)	1800 800 531

Change of Contact Details

All students are to notify KIMT of any changes in their contact details that change from their enrolment application. We advise that you do this as soon as possible so your details can be updated.

It is requested requirement that this be done within 7 days of the change.



Refer to KIMT website www.kimt.edu.au for form or complete in person at administration

Dress Code

On campus the following applies:

At KIMT all students require a professional standard of dress always.

No denim, cargos, tracksuit bottoms, shorts, singlet's, short skirts, tights, skimpy or revealing clothing is to be worn

Personal hygiene is to be maintained

Closed in shoes with adequate support must be worn. **No** high heels, sneakers, ugg boots or ballet flats. Closed in shoes are a Workplace, Health and Safety requirement. This also means no thongs or sandals.

Accessories and jewelry must be kept to a minimum as per Health and Safety regulations

During workplace, practical simulation or at the commercial kitchen the following applies:

Dress code is to be as per the course requirements and the above guidelines, refer to further details in your course information.

The following is the minimum standard guide

All work areas require closed in shoes to be worn.

Hospitality – chef uniform dress code

Business – business professional – smart casual

Aged Care – as per industry standards – long trousers, short sleeve shirt or short sleeve T-Shirt with a collar

Students Note: if you do not wear your full chef uniform when attending the commercial kitchen, you will not be able to enter the class or complete the practical activities. This is a workplace health and safety requirement.

If you do not follow your course dress code, you may be refused attendance due to not compliance with work health and safety or industry requirements.

Qualifications Issued

In accordance with the AQF Qualifications Issuance Policy, KIMT adheres to for the issue of:

- AQF testamurs
- AQF record of results
- AQF Statements of Attainment

To receive a Testamur and record of results, a student must have:

- Completed all core modules and all specified electives related to the course enrolled
- All assessments must be completed, and a competent decision reached
- All course fees are to be paid in full
- A valid USI has been provided

KIMT will:

Retain records of VET qualifications and statement of attainments issued for a period of 30 years

Provide reports of records of qualifications issued to the VET regulator on a regular basis as determined by the VET regulator



Issuing of Certificates

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number.

KIMT will issue Certificates / Statement of Attainments within 30 days and may be issued via:

- In Person
- Electronically
- By mail

Re issuance: *Students seeking the re issue of a Qualification and Transcript refer to APPENDIX 2*

Students deemed Not Competent on completion of training and assessment:

If the scheduled timetable of the training course comes to an end and the student is deemed Not Yet Competent in a unit of competence, there will be a fee of \$250.00 per unit of competency to re sit the assessment.

Training

Training is provide in a blended format which includes onsite at KIMT and via Online. KIMTs Commercial Kitchen is external to the Institute and is where students will be required to attend if enrolled in the any of the Hospitality courses.

KIMT will train you in each unit of competency for which you are to be deemed competent.

Students will need to have access to computer/internet/ tablet/ phone to access their online sessions.

The training and delivery will consist of one or a combination of the following methods:

- Theory lessons – Training manuals, and a range of written assessments – online and face to face.
- Practical lessons – Commence with an introduction to the lesson, practical demonstration by the Trainer/Assessor and students will work on each other.
- A range of activities such as but not limited to: Case Studies, Role Play, Projects and making presentations
- Practical sessions are in simulated workplace environments at the Institute unless otherwise indicated in your assessment tools which may require work placement (Aged Care) or attending the Commercial Kitchen (Hospitality)

The Trainer/Assessor will recognise:

- The cultural diversity of all students
- Ensure equal treatment of all students
- The learning needs of some students, and adjust the delivery to accommodate these
- Provide flexible delivery when necessary and or required.

Training Support

All prospective students are asked on the enrolment form to inform of their English language level and identify any special needs or requirements they may have regarding the learning and assessment process.

This will enable the Trainer/Assessor and Managers to accommodate and make any necessary adjustments to the learning, delivery and training process.



Where difficulties present as an issue in Language, Literacy or Numeracy, the Trainer/Assessor will make every effort to ensure that the student is adequately supported to enable them to complete the course.

Some examples of support maybe but not limited to:

Language

- Information is provided in smaller amounts with examples given
- Trainer/Assessor speak clearly, concisely and not too quickly
- Clear instructions are given in a logical sequence
- Multiple practical examples are given
- Students are encouraged to ask questions to ensure a firm understanding

Literacy

- Essential writing tasks are provided to students
- group exercises are used to ensure the writing responsibility rests with more than one person
- Ensure documents are written in plain English
- Upon request, some assessments may also be conducted orally where applicable

Numeracy

- Students may be asked to identify what works for them, what the exact problems are and how they might solve it
- Students are shown how to do the calculations through step by step instructions
- Assist students to work out what calculations are required to complete the specific task
- Enable the use of calculators where necessary

Support System

Students who may find they are experiencing difficulties in their study, are encouraged you to contact their Trainer/Assessor or Academic Manager.

Some problems may be:

- Difficulty with the English language and grammar (English may be a second language)
- Missing out on lessons or classes
- Not completely understanding the process required in a lesson
- Finding a subject more difficult than the others

Assessment

KIMT conducts assessments in accordance with AQF and the standards for Registered Training Organisations (RTOs) 2015. Assessment is competency based, meaning it assess your application of Knowledge and skills to the performance criteria and the required skills and knowledge outlined in the units of competency in the enrolled qualification

Assessments may be carried out in one or more of but not limited to the following methods:

- Written knowledge
- Observation assessment including time frames for the assessment
- Making oral presentations
- Participating in group discussions
- Working in teams
- Job ready simulations
- Developing a portfolio of work
- Assignments



Assessment procedures will be fair, to ensure students are not disadvantaged. Where appropriate, reasonable adjustments are applied by KIMT to consider the individual learners needs.

KIMT informs the student about the assessment process and provides the student with the opportunity to appeal the result of the assessment and be reassessed if necessary. If the student is still not able to achieve a satisfactory outcome, they may be referred to the Academic Manager for further support and training options prior to being offered a further attempt to achieve a positive result

Assessment is to be flexible to the individual learner by:

- Reflecting the learner's needs
- Assessing competencies held by the learner
- Drawing from a range of assessment methods using those that are appropriate to the context, the unit of competency and associated assessment requirements and the individual.

Students will be required to complete a range of assessment tasks to be deemed competent in a unit. Each task will require a satisfactory outcome, only then will the Unit be assessed as Competent.

Abilities are assessed against the units on a can-do basis.

Observation assessment may include but are not limited to:

- Direct observation of a given task
- All observation assessments require a Satisfactory outcome
- The inability to demonstrate Satisfactory means the student has not met the performance criteria of the assessment
- Provide the student with feedback and guidance on what they will need to do before the assessment process is attempted again
- Assessments may be attempted a maximum of 3 times
- Should the student still not achieve the Satisfactory outcome after the third attempt, they may be required to complete the Unit again

Assignment and Assessments are given with a suitable completion date allocated

Reasonable adjustment is allowing room for the assessment to be carried out in different circumstances without compromising the integrity of the assessment

Engagement with Industry KIMT consult with current industry associations and sectors about current assessment requirements relevant to workplaces

Regulatory requirements that relating to specific units of competence will be incorporated to ensure students are well prepared for work experience and or work placement (where applicable to their course)

KIMT engage with industry in the ongoing validation of our assessment tools and process

Assessment Attempts and Resubmissions

Students have up to three attempts to complete assessment tasks satisfactorily. If after the third attempt, the student has not completed the task satisfactorily, the assessor must make alternative arrangements for assessment.

Depending on the task, this may include:

- Resubmitting incorrect answers to questions (such as short answer questions and case studies)
- Resubmitting part or all of a project, depending on how the error impacts on the total outcome of the task
- Redoing a role play after being provided with appropriate feedback about their original performance



- Being observed a second (or third time) undertaking any tasks/activities that were not satisfactorily completed the first time, after being provided with appropriate feedback.
- Students should be provided with an appropriate time frame in which to resubmit their work, for example students may:
 - Be given up to 30 days in which to resubmit incorrect responses to written tasks, projects and so on
 - Be provided with feedback on the day about their performance in a role play and then redo the task during the next task
 - Need to redo workplace tasks during the same workplace visit or a follow-up observation may be required – you should discuss arrangements with the student's supervisor (where necessary) to agree on a suitable time and date for reassessment.
 - Assessors should refer to their RTO's policy and procedures regarding training and assessment for further information.

Information Support Services

Training and Assessment

Flexible learning and assessment procedure

Our training and assessment procedures are flexible and are designed to consider the student needs.

We will ensure that

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package material.

This means that the training and assessment you receive from us is done in accordance of the VET Quality Framework and any qualifications you achieve with us will be recognised anywhere in Australia.

Student Training Records

KIMT has in place a policy and procedure for the collection, storage and protection all the training records of individual students.

- Whilst a person is a student at KIMT, all information relating to their attendance, course progress and assessment outcomes is kept in individual files
- Students may have access to their training records at any time. If you wish to see your progress, ask the Academic Manager
- Upon completion of your course, your assessment outcomes and qualification issued is recorded in the computer system and kept on file
- The issuance of your qualification can take up to 4 weeks from completion of your course
- Copies of records are kept for a period of 30 years
- All records are scanned to hard drives, and backed up on hard drive monthly and stored
- All qualifications will be withheld if an outstanding debt remains unpaid by a student or a USI has not been verified

Access to individual training records must meet Commonwealth and State Privacy legislation and will be limited to:



- Individual students may access their records on request.
- Records are kept confidential and require written permission by the student prior to release of any information in their records.
- Access by officers from ASQA, State Training or their representatives may have access for activities required under the Standards for RTOs.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

- All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to KIMT's CEO.

Vocational Outcomes

While the training offered by KIMT will aid Students in acquiring new skills and knowledge, KIMT makes no guarantees or offers any assurances on the vocational benefits that this training may bring.

KIMT does not guarantee or offer any advice on what roles or positions may become available to a student through completion of this training.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.qld.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- ELICOS Standards 2018
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980



- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Workplace Surveillance Act 2005
- Australian Crime Commission Act 2002 (Cth)

Other Commonwealth acts worth being familiar with

- Disability Standards for Education 2005
- Competition and Consumer Act 2010
- Electronic Transitions Act 1999
- Fair Work Act 2009
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986

QLD State-Based Legislation

- Anti-discrimination Act (1991)
- Workers Compensation Regulation 2005
- Workers' Compensation and Rehabilitation and Other Legislation Amendment Act 2015
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Copyright Act 1968
- Child Protection Act 1999.

Refer to KIMT website for information about legislations – www.kimt.edu.au

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.qld.gov.au>.

Anti-Cyber Policy

KIMT does not condone the use of the Internet to publish information regarding KIMT for Education or fellow students. Our Harassment Anti-Discrimination policy forbids harassment and victimization of any form. This includes participating in online chat / Facebook where students may discuss or make derogatory comments about other students of the college. Students have the right to inform management of any harassment or discrimination and management have the responsibility to take immediate and appropriate action to address it.

The rights of all individuals will be respected, and confidentiality maintained. Please do not ask your Trainer/Assessor to be 'friends' on Facebook.

Anti-Drug Policy

Under the Work Health and Safety Act 2011, KIMT has an obligation to provide a safe working environment for all staff and students. KIMT is committed to an environment free of drug and substance abuse and has a strong Anti-Drug stance.

Policy Statement



Students illegal drug use or misuse of legally sanctioned drugs, substances or alcohol, puts themselves and others at KIMT at an 'unacceptable risk'.

Therefore, all staff and students of KIMT are expected to be familiar with and abide by the principles of this policy.

- No student or staff member of KIMT may use, possess, deal, supply, manufacture or receive illegal drugs or possess anything in connection with the use of a dangerous drug or misuse legally sanctioned drugs or substances, whether at KIMT, at an event associated with KIMT, where the wellbeing of staff or students (physical, emotional or otherwise) or the reputation of KIMT could be detrimentally affected.
- Anyone who is in breach of the policy could be assessed as an unacceptable risk to KIMT, and their continuing enrolment at KIMT will be placed in jeopardy. This is addition to any legal penalty that may apply.
- Support and commitment to this policy is a condition of enrolment and employment at KIMT.

Procedures

- Any information, allegation or suspicion of drug misuse must be reported to the CEO or the Manager
- The Manager will investigate the matter to establish whether there is any substance in the information / allegation and to decide the appropriate outcome
- After investigation, students who are suspected as being involved, are requested to attend the Institute to discuss the involvement and likely outcomes
- Any person found with any illegal substance will be reported immediately to the police and asked to leave the premises.
- Any student who attends KIMT and, the Trainer/Assessor observes that they may be under the influence of illicit drugs, may using their professional judgment, ask the student to leave the classroom to meet with the manager before leaving the Institute. Their attendance will be suspended for 1 week.
- Any student given a suspension, must meet with the Manager and state cause as to why they should be given permission to resume studies.

Privacy

KIMT takes the privacy of our students very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the Standards for RTOs we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

Refer to KIMT website policy section – www.kimt.edu.au

Student Privacy Notice

Why KIMT collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you choose to not provide your personal information in full KIMT by law will not be able to process your enrolment.



How KIMT use your personal information

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

How KIMT disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

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

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

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

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

The NCVER does not intend to disclose your personal information to any overseas recipients.

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

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

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

Surveys

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

Contact information

At any time, you may contact KIMT to:



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

Telephone: +61 7 3392 2920

Email: admin@kimt.edu.au

Working with Children

We will comply with all Federal and State working with Children legislation such as the QLD Child Protection Act 1999.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/>

Further information on the Working with Children's Check is available from KIMT CEO, but this effectively means that we will need to have all staff who meet people under the age of 18, such as assessors, administration staff or clerical staff must be cleared as not being a risk to the health and safety of minors.

This is done through a submission to the appropriate government agency <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/applications/payment>, and until the response is received, we cannot allow the person being reviewed to conduct or interact with the minors unsupervised.

National Police Clearance

A National Police Certificate (NPC) is required for some workplaces.

Students enrolled in the Community Services Courses – Aged Care will require to have the National Police Certificate before commencing their work placement as part of their course.

Fees, Refund and Withdrawal

A plain English explanation of what happens in the event of a course not being delivered, including the role of the Australian Government Tuition Protection Service (TPS).

In the case of provider default, **KIMT** will fulfil its obligation under the ESOS Act and Tuition Protection Service (TPS).

In the case of student default, the amount to be refunded by the **KIMT** is calculated according to the Calculation of Fees and Refunds Table.

KIMT will only pay a refund to the student.

Student unsatisfied with refund or the processes for claiming a refund have rights to make complaints and seek appeals of decisions internally and externally according to **KIMT** Complaints and Appeal Policy, Procedures and Process.

This written agreements between **KIMT** and a student, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

KIMT must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.



Refer to KIMT Refund Policy on website www.edu.au

Participant Documentation Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area.

Our electronic records are stored in our computer system which is protected by password and backed up to the cloud.

The CEO is responsible to conducting a backup of our computer systems to a Cloud based backup system.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

Participant records will be stored in our Excel spreadsheets, which will be converted to PDF annually and archived.

Issued qualifications will be generated in MS Word and stored in our system as PDF versions stored by the name of the participant and cross referenced against identifying metrics such as date of birth or USI should these need to be reproduced.

If we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We are required to submit statistical data on our participants to the AVETMISS standard, we will use the free software package NCVER Data Entry Tool to upload our results for AVETMISS reporting.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the Standards for RTOs such as:

- trainers and assessors, to access and update the records of the participants whom they are working with,
- Management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement copy of their Certificate.

We are required to ensure that we issue our certificates and/or statements of attainment to a participant within thirty days (30 days) where the participant has:

- Completed the course
- Been found competent in that unit(s) of competency
- Met their financial obligations to us



- Provided their USI

Transfer of Participant Records if we cease to be an RTO

If KIMT cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

Outline of KIMTs Internal and External Complaints and Appeals Processes

KIMT manages and responds to allegations involving the conduct of KIMT, its trainers, assessors, or other staff, and a student of KIMT. KIMT responds to any complaint or appeal the students make regarding their dealings with the KIMT and the KIMT's education agents.

Students can request (appeal) for a review of decisions, including assessment decisions, made by KIMT.

Students can discuss their issues informally with any member of the KIMT Student Support Team.

KIMT staff will endeavor to resolve any disputes, informal/formal complaints or appeals raised regarding students dealing with KIMT or the KIMT's education agents amicably and at an early stage.

Students can access KIMT's complaint and appeal process to lodge a formal complaint or appeal if a matter cannot be resolved informally.

Students unsatisfied with the informal process can lodge a formal complaint or appeal internally using the KIMT's Complaints and Appeals Form.

Students can access Complaints and Appeals Form from the KIMT campus reception. Student can easily access free and comprehensive information about KIMT's Complaints and Appeals policy, procedures, processes and forms from the KIMT website (web address) at any time.

Students should complete Complaints and Appeals Form and attach all the supporting documents and information the students have to support their complaint or appeal. Student must submit the filled in form to Student Support Officer in person at the KIMT Campus Reception.

There is no charge for KIMT students to lodge a formal complaint or appeal internally.

Once the completed KIMT Complaints and Appeals Form is received by KIMT, 'Campus Manager' or a delegate will send a written acknowledgement to the complainant/ appellant within as soon as practicable from the receipt of the completed form.

KIMT staff will commence assessment of all formal complaints or appeals within 10 working days of it being made in accordance with the KIMT's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable.

KIMT staff will record, acknowledge, and deal with complaints and appeal in a fair and effective manner.

KIMT staff will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner. Complainant or appellant will not be discriminated or victimised.

KIMT staff will provide students an opportunity to formally present their case at no cost. KIMT students can be accompanied and assisted by a support person (e.g., a family member, or a friend who is not currently an KIMT student) at any relevant meetings.

KIMT staff will notify providing students a written statement of the outcome of the internal complaint or appeal, including detailed reasons for the outcome as soon as practicable.

Student not satisfied with the internal complaint resolution process or the outcome can access KIMT's internal appeals process within 20 working days from the notification date.



KIMT staff will keep a written and/or electronic record of the complaint or appeal, including a statement of the outcome and reasons for the outcome, according to KIMT Record Management Policy and Procedures. Written record of the complaint or appeal and further action required will be maintained in the KIMT Complaints and Appeals Logbook.

Where KIMT considers more than 60 calendar days are required to process and finalise the complaint or appeal, KIMT Staff will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant or appellant on the progress of the matter.

If a student is not satisfied with the outcome of the KIMT's internal complaints handling and appeals process, KIMT staff will advise the student within 10 working days of concluding the internal review of the student's right to access an external complaints handling and appeals process at minimal or no cost to the student.

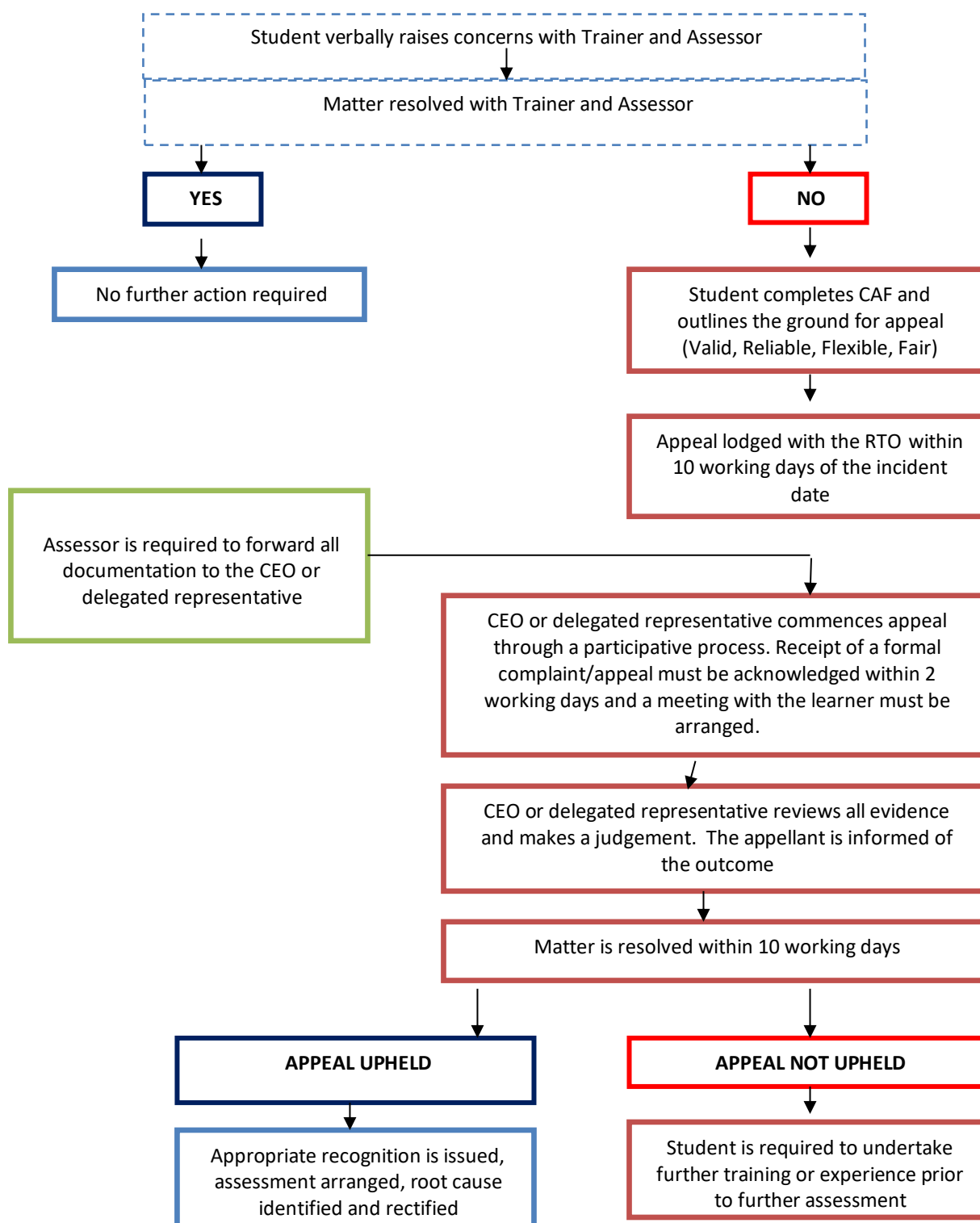
KIMT staff will provide the students with the contact details of the appropriate external complaints handling and external appeals body.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, KIMT must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the students of that action.

Refer to KIMT website policies for further details – www.kimt.edu.au



COMPLAINTS AND APPEALS PROCESS





Student Deferral or Suspension

Student Deferral

Students unable to attend for a period, may lodge and Application to Defer Studies for approval by the Campus Manager.

Students may apply for deferment in compassionate or compelling circumstance or where there is a delay in granting of student visa from DHA.

Student suspension

Students who would like to suspend their studies must first speak to a staff member in the Student Administration to gain an application form and to ensure they understand:-

- the implications of suspension on the student enrolment and
- the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.

An 'Application to Defer, Suspend or Cancel enrolment Form' must be completed which will need to be approved by the Director of Studies/Student administrator. This application must include in detail the 'compassionate or compelling circumstances.

Where a suspension of enrolment is granted, the KIMT will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student will be required to re-apply once the initial suspension period has expired.

Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa status.

All documents related to the student's suspension are kept on the student's file and the decision to suspend the enrolment as a result of the student's request reported via Provider Registration and International Students Management System (PRISMS).

The student has 20 working days to access the KIMT's Complaints and Appeals process if they are not satisfied with the KIMT's assessment of their application.

Student's Cancellation

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel enrolment Form' and submit to the Student Administrations Department.

Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a valid letter of offer from an alternative provider. This is required under Standard 7 of the National Code 2018. Please refer to Transfer between Register provider Policy and Procedures.

All documents related to the student's cancellation are kept on the students file and the decision to cancel the enrolment as a result of the student's request is reported via Provider Registration and International Students Management System (PRISMS).

Refer to KIMT website policies for further information www.kimt.edu.au

Critical Incidents

There is a need to have a clearly articulated procedure that is widely known so that when a staff member becomes aware of a critical situation involving a student(s), they can alert the necessary person(s). This will



minimise the risk of independent action and assist in ensuring that each case is managed effectively and compassionately. It will also protect the institution from conflict or ill will with those involved, including the family of the student, and emergency services. The response needs to be timely and professional, and also as personal and sincere as possible.

Critical incidents include but not limited to arrest; being the victim of crime; death; emergency medical evacuation; hospitalisation; mental illness; sexual assault; and reporting of missing persons who are students. The incident may vary in terms of the scale of the emergency and the level of media interest. Some international students may have special needs because they will not have close family available to offer support and the KIMT would want to try to assist in these cases. This procedure addresses issues from the perspective of student's resident in Australia.

Refer to KIMTs website for further information www.kimt.edu.au

Monitoring Student Progress

KIMT has selected to implement the Department of Education – Department of Immigration and Board Protection approved course progress policy and procedures. It is noted that because KIMT has selected to implement the above Departmental Policy there is a reduced obligation on it to monitor student attendance, however KIMT still applies a Monitoring Attendance Policy.

KIMT has established arrangements to monitor the progress of each student. Monitoring course progress occurs on two levels. These are:

Assessing satisfactory course progress. This is the process of formally assessing each student's progress at the end of each compulsory study period.

Identifying students at risk of not meeting course progress requirements. This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

KIMT has obligations to report students who fail to achieve course progress.

Refer to KIMT website policies for more information www.kimt.edu.au

Monitoring Student Attendance

KIMT has selected to implement the Department of Education – Department of Immigration and Board Protection approved course progress policy and procedures. Noting this, KIMT apply the following in order to monitor student attendance.

KIMT monitors the attendance of all students in all courses. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at KIMT Training is 20 hours. This ensures that students meet their mandatory attendance requirements of 20 hours a week.

Refer to KIMT website policies for more information www.kimt.edu.au

Transfer of Students between Providers

Students wishing to transfer into KIMT or out of KIMT a procedure applies.

For this procedure to be completed, the applicant must provide a copy of their Student Visa and COE number from previous provider to search for student's personal details into PRISMS. A process of investigation and review is conducted before the student is advised of their application.



The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. KIMT will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to the study plan as detailed in their application.

Refer to KIMT website policy for further information www.kimt.edu.au

Continuous Improvement

KIMT is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and procedures we apply to achieve systematic and sustained improvement.

Refer to KIMT website policy for further information www.kimt.edu.au



APPENDIX 1

International Student Course Information

Website link: <https://training.gov.au/Organisation/Details/31766>

Qualification Information	Entry Requirements Refer to course information for further details
Business	
BSB51918 Diploma of Leadership and Management CRICOS Course Code: 098773M	IELTS 5.5 or its equivalent, completion of year 12 or equivalent
BSB61015 Advanced Diploma of Leadership and Management CRICOS Course Code: 089301G	IELTS 5.5 or its equivalent, completion of year 12 or equivalent
Aged Care	
CHC33015 Certificate III in Individual Support CRICOS Course Code: 090764K	IELTS 5.5 or its equivalent, completion of year 12 or equivalent
CHC43015 Certificate IV in Ageing Support CRICOS Course Code: 090765J	IELTS 5.5 or its equivalent, completion of year 12 or equivalent
Hospitality	
SIT30816 Certificate III in Commercial Cookery CRICOS Course Code: 093149J	IELTS 5.5 or its equivalent, completion of year 12 or equivalent
SIT40516 Certificate IV in Commercial Cookery CRICOS Course Code: 093148K	IELTS 5.5 or its equivalent, completion of year 12 or equivalent
SIT50416 Diploma of Hospitality Management CRICOS Course Code: 091059E	IELTS 5.5 or its equivalent, completion of year 12 or equivalent
Non AQF Award	
General English (Starter to Advanced) CRICOS Course Code: 091567G	No English level required



APPENDIX 2

Additional Service Charges

Service	Charge
Replacement student ID card	\$20
Replacement Certificate/Statement of Attainment	\$100 if within 5 years
Replacement Certificate/Statement of Attainment	\$250 if 5 to 15 years
Replacement Certificate/Statement of Attainment	\$500 if 15 to 30 years
Application to vary application: <ul style="list-style-type: none"> Change of Course Change of Start date 	\$100
Printing	\$0.08c per page
Late Assessment fee	\$100 per assessment
Fourth attempt to gain competence in assessment task	\$250 per unit of competency
Re-learning a unit	\$500 per unit
Late course fees Note: <i>If fees are overdue, students CoE/s may be cancelled as a breach of visa conditions</i>	\$10 per day late payment fine
Recognition of Prior Learning Note: <i>Only available prior to course start date</i>	\$250 per unit plus \$350 enrolment fee (Non-Refundable) \$275 per unit tuition fee for any gap training
Cancellation prior to commencement of course Note: <i>The fee covers the processing of refund and does not apply to visa rejection cases</i>	\$150
Cancellation after course commencement	\$350
Missing the kitchen/ Practical class	\$150
Re-enrolling the kitchen class	\$150



Extension of course	
For 3 months	\$3000
For 6 months	\$5000
Airport pickup	
Organised with Reception 7 days before arrival in Brisbane	\$150

All amounts are in Australian dollars (AUD) and payable at Reception

Declaration of Understanding

Students are required to read and sign this document to acknowledge that the following points have been completed and understand information or have sort an explanation of anything that was not clearly understood.

DECLARATION OF UNDERSTANDING

- In signing below, I acknowledge that I have read and understood the contents of the Student Handbook; in particular, my rights and responsibilities as a student of KIMT and agree to abide by all responsibilities. I understand the implications should I breach the responsibilities.
- I understand that during my study processes that I will be required to attended face to face and online classes to complete my course.
- I have accessed KIMTs website www.kimt.edu.au and read the information including policies and procedures as referenced in this Student Handbook.
- In signing below, I give permission that any Image of me taken while at KIMT can be used by the KIMT in Marketing material.
- In signing below, I give permission for KIMT staff member/s to ring for an ambulance in the event of a medical emergency where I require an Ambulance and that I fully understand that I will bear the cost of this service and do not hold KIMT or its staff/ trainers/assessors responsible for any costs incurred.

Student Given Name: _____

Student Surname: _____

Student Signature: _____

Date: ____/____/____



NOTE: *This page will be kept in a student record file and will be once again covered during the orientation day.*