

SELUNA PTY LTD

RTO 21122; CRICOS 02254F

Trading as AUSTRALIAN IT & HOSPITALITY INSTITUTE

Student Handbook 2010

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1. INTRODUCTION

This Student Handbook is designed to provide students with relevant information during their studies in Australia. Currently Seluna does not enroll students who are under 18 years of age. Students applying for admission must ensure that they are above 18 years of age before commencement of semester or arrival in Australia (overseas students).

Please also refer to the institute's policies and procedures on www.ausitinst.com

2. MEDICAL AND EMERGENCIES including CRITICAL EMERGENCIES

For Emergencies relating to Fire, Police and Ambulance services please call
Telephone: 000

For serious life threatening emergencies or critical incidents, please contact Piyush Jain on 041439154.

For non-life threatening emergencies, please call the director on 0414391584

If you cannot find a doctor locally you can go to Outpatients of any public hospital.

Choosing a doctor

Your health insurance allows you to consult the doctor of your choice, and it is recommended that you consult a doctor located conveniently to your place of stay. If you cannot find a doctor you might wish to see one with a surgery close to the school. These doctors are listed below.

LIST OF DOCTORS CLOSE TO FOOTSCRAY CAMPUS

The Footscray Clinic

91 Paisley St, Footscray VIC 3011

Telephone (03) 9687 2271

HOSPITAL CLOSE TO FOOTSCRAY

Western Hospital

148 Gordon Street, Footscray, Vic 3011

Tel: (03) 8345 6666

LIST OF DOCTORS CLOSE TO GEELONG CAMPUS

Geelong City Medical Clinic

255 Ryrie St, Geelong

VIC 3220

Tel: (03) 5222 1666

HOSPITAL IN GEELONG

Geelong Hospital
Cnr Ryrie & Bellerine Sts,
Geelong, VIC 3220
(03) 5226 7111

3. ADDRESS AND CONTACT DETAILS

1. Visa Conditions require a student to keep the institute informed of their home address and contact details. Students are advised to inform the institute of any changes within seven days, so that the information on the database is current.

4. ACCESS & EQUITY

The aim of Seluna is to promote full and equal participation of all students and staff and to foster an environment free of discrimination and harassment. Seluna is committed to effecting change that promotes equality of opportunity for all.

Seluna Access and Equity principles

1. All staff and students have a right to equality of opportunity.
2. There is recognition of, respect for and promotion of diversity within our community.
3. There is encouragement of initiatives to effect change.
4. While some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self advocacy (empowerment).
5. Everybody has a right to participate in decisions that affect their lives.

5. ACCOMMODATION

Accommodation will vary according to your needs, budget, and where you wish to live. General information about accommodation options is available on <http://studyinaustralia.gov.au/Sia/en/StudyCosts/Accommodation>

For homestay please visit <http://www.homestaynetwork.org/> who arrange to homestay accommodation on chargeable basis.

6. ADDRESS AND CONTACT DETAILS

Student Visa Conditions require that you **must** advise Seluna of your home address and contact details within seven days of arriving in Australia. If you change your contact details during your stay in Australia, you must also advise Seluna within seven days.

2. It is important that Seluna has your correct details so please if you have a change of address you MUST notify the institute.

7. ASSESSMENT

Students are assessed across a wide range of tasks/activities to ensure reliability and validity of assessment. You will be informed at the commencement of the course what is expected of you in an assessment, and the criteria by which you will be judged. Instructions for assessment tasks/activities are made clear and explicit and you are allowed a reasonable and specified time to complete assessment tasks. You will be informed in advance of when you will be assessed. If you are absent for an assessment, please see your teacher to discuss your options.

6. ARTICULATION

Seluna will provide information and assistance to students seeking to complete further studies at universities or higher education at private organisations and wishing to gain exemptions for subjects completed at other institutes. The previous arrangements which Seluna had with universities will be renegotiated in line with the new training packages, in due course of time. Students are advised to contact the Universities directly and discuss with the Director if further details are required.

7. ATTENDANCE

Student attendance is recorded and monitored for all Seluna courses.

English language students are required to attend a minimum of 80% of scheduled classes. If you do not meet attendance requirements you may be reported for unsatisfactory attendance and your student visa may be cancelled. If you are absent due to illness, you must present a medical certificate when returning to your studies and you should keep a copy for immigration purposes.

8. BANKING

Most banks are open Monday - Thursday from 9.30am - 4.00pm and on Friday from 9.30am - 5.00pm, and closed on Saturdays and Sundays. To open an account, take your passport and student ID card and the money you would like to deposit to the information desk and ask for a savings account. You can change foreign currency into Australian currency at any bank.

9. CERTIFICATES & STATEMENTS OF ATTAINMENT

This section applies to Vocational students only.

Seluna will issue AQTF Qualifications for Vocational programs upon request after the successful completion of the course or Statements of Attainment for partial

completion.

Seluna will ensure all Qualifications and Statements of Attainment that are issued by Seluna are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed training packages, qualifications, competency standards or units specified in accredited courses.

Please allow 20 working days for certificates to be issued.

Please note: Certificates for graduating students will be issued 6 weeks after the last date of the term.

10. CHEATING AND PLAGIARISM

Assessments and tests are considered the most important aspect of the student's development throughout the course and any form of plagiarism or cheating will be considered a most serious violation of Seluna's rules. Therefore this situation is viewed formally with serious regard to uphold a high standard and to apply consequences for any deviation of this intent.

11. CHEMISTS

Most chemists are open from 9.00am - 5.30pm. If you need a chemist urgently ask at Seluna Reception to find out if there is a local chemist that is open after hours.

12. CLASSROOM BEHAVIOUR

Seluna requires behaviour in the classroom to be conducive to an effective learning environment. It is expected that class participants show consideration and respect for all classmates and teachers.

13. CODE OF CONDUCT

All students enrolled in programs or using the services of Seluna are required to maintain appropriate standards of conduct at all times.

Where behaviour is deemed to be improper or inappropriate, Seluna will take action in accordance to Seluna's Student Disciplinary Policy.

14. COMPASSIONATE & COMPELLING CIRCUMSTANCES

In cases where you need to establish compassionate and compelling circumstances you must provide proof of these circumstances. The evidence will be reviewed and a decision made at the discretion of Seluna.

Definition

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- i. serious medical condition or injury
- ii. bereavement or serious illness of close family members such as spouse, siblings, parents or grandparents.
- iii. major political upheaval or natural disaster in the home country requiring his/her immediate travel
- iv. a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student has been a witness to a crime and this has impacted on the student.

15. COMPLAINTS & APPEALS

Seluna endeavours to create a positive learning environment for students, one in which each student has the opportunity to achieve his or her personal best. Part of the maintenance of that positive environment is a fair and open complaints and appeals procedure made available to all students.

Student issues may be voiced by directly contacting the training staff or Student Welfare officer, named at the end of the handbook. Students can ask for the form and submit their complaint or appeal in writing.

16. COMPUTERS

All students are permitted access to the computers.

The Seluna computer policy requires students not to access pornographic sites, streaming video sites and not to damage the computers. Any breach in this policy will result in revoking the offending student's computer access.

17. CONSULATES

These are listed in the A-K White Pages telephone book. You may also search the internet using www.whitepages.com.au

18. COPYRIGHT

Seluna adheres to Copyright Requirements placed on Educational Institutions under the Copyright Act 1968. Students should be aware that copying of course materials, text books or journals is an infringement of copyright laws.

19. COURSE ENQUIRIES

All award courses at Seluna are accredited by the state registering authority. Course options are discussed with the admissions staff upon enrolment. If you wish to change your current course, please make an appointment to see the Student Welfare Officer, named at the end of the handbook.

20. COURSE PROGRESS

Seluna is required by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 to monitor student course progress. Course progress is monitored regularly and student support is offered to students who are not progressing satisfactorily. If you do not satisfactorily meet course requirements for two consecutive semesters/study periods then you may be reported to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS. This action will automatically alert the Department of Immigration And Citizenship (DIAC) and may result in your student visa being cancelled.

21. CREDIT TRANSFER & RPL

Credit Transfer

Granting of credit for units already completed in partial or full completion of a qualification.

Recognition of Prior Learning (RPL)

RPL is an assessment of your non-formal and informal learning to determine to what extent you have attained the learning outcomes and/or units of competency in partial completion of a qualification. Formal non-accredited training, work experience and life experience can all be considered as part of an RPL assessment.

You need to bring your results, transcripts and syllabus description from your past studies or a letter from your employer and fill in the RPL form.

22. CRITICAL INCIDENTS

The welfare of students at Seluna is very important. As a result we have in place a Critical Incident policy to manage incidents and a copy is on the website.

23. DEFERRAL SUSPENSION & CANCELLATION

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Seluna or by you. When deferral, suspension or cancellation of enrolment is initiated by Seluna, a student has the right to appeal the decision.

Definitions

Deferral – postponement of commencement of course.

Suspension - temporary postponement of enrolment during course.

Cancellation – cessation of enrolment in course.

24. DISCIPLINARY PROCEDURES

These procedures are designed to ensure fairness and objectivity. The primary purpose is to provide students with the opportunity to correct or modify their behaviour..

25. DRIVING IN AUSTRALIA

If you are on a Student Visa, please enquire with the following state licensing body in Victoria.

Melbourne: Vic Roads <http://www.vicroads.vic.gov.au/Home/>

26. ELECTRONIC EQUIPMENT

The use of electronic equipment, such as mobile phones, ipods and MP3 players is not permitted in the classroom by students or staff. Please note the following:

1. A lap top computer is permissible provided it is relevant to the class.
2. The use of a dictionary by students in class is permitted.
3. Under no circumstance may a student connect their laptop, personal digital assistant (pda), smartphone (such as an iPhone), or any other electronic device, to the Seluna server for any reason whatsoever, including for use of the Internet.

27. EXCURSIONS

Excursions are organised to complement the learning outcomes of the curriculum and they are considered to be of great value. Costs for excursions vary and will be advised by your teacher.

28. EXTENSION OF COURSE DURATION

Inline with student visa requirements you must complete your course within the specified duration. Only in exceptional and limited circumstances may the course duration be extended.

29. FEES AND CHARGES

Seluna charges a range of fees and charges for programs and courses in relation to market demand. For information on individual course fees please refer to the Seluna website and your letter of offer.

Student fees are payable 1 week before the start of the term unless, under special circumstances, a payment plan is agreed in writing between the student and the institute.

If student fees are not received in time, a warning letter will be issued and this may ultimately lead to cancellation of enrolment, reporting on PRISMS and passing on the details to a debt collection agency.

Start dates for the terms are listed on the institute noticeboard and also given to students with their handbooks.

30. GRIEVANCE HANDLING AND RESOLUTION

Seluna endeavours to create a positive learning environment for students, one in which each student has the opportunity to achieve his or her personal best. Part of the maintenance of that positive environment is a fair and open grievance handling and resolution procedure made available to all students. Student issues may be voiced by contacting the Student Welfare Officer, named at the end of the handbook.

31. LANGUAGE, LITERACY AND NUMERACY SUPPORT

Provision for the assessment of individual language, literacy and numeracy (LL & N) needs is made before commencement of all classes and monitored by teaching staff on an on-going basis.

32. LIBRARY

Please contact your trainer to find out more about borrowing books and using the library resources.

Don't forget that there are local libraries in most Australian residential areas or check out a city library. The Geelong city library is close to the Geelong campus and the Footscray library is opposite the institute in Footscray.

33. OCCUPATIONAL HEALTH & SAFETY

Seluna OHS Policy Statement

Seluna understands and accepts its legal responsibility for safety, occupational health, welfare and rehabilitation. In fulfilling this responsibility the organisation and its management has a duty to provide and maintain an environment that is safe for employees, students, contractors and visitors.

Personal protective equipment is compulsory in kitchen and at Horticulture work site.

Employees, contractors and students are not expected to conduct work or place themselves in situations which they reasonably consider to be unsafe.

34. OVERSEAS STUDENT HEALTH COVER

Medibank Private and AHM are two organisations that provides this service to students.

You are required to be covered by the OSHC from the day you arrive in Australia, until the end date of your visa.

Seluna has arrangements with AHM for processing of student OSHC.

35. POST OFFICE

Post Offices are open Monday - Friday from 9.00am - 5.00pm. You can buy stamps, money orders, and aerograms to send overseas, send telegrams and buy padded bags or cardboard boxes to send parcels. You may also pay some utility bills at the post office.

36. PRIVACY OF STUDENT INFORMATION

Seluna is committed to protecting an individual's right to privacy. The purpose of the Privacy policy is to outline the obligation of all Seluna employees in relation to the collection, storage, accuracy, use, disclosure and retention of "personal information", which enables an individual to be identified. For further information please refer to institute's Student Privacy Policy

37. RECORD STORAGE & SECURITY MANAGEMENT

Seluna is committed to creating, using and keeping full and accurate records of its administrative, academic and financial activities by protecting the integrity, authenticity and currency of all records. These records can be in any format including electronic documents, hard copy files, e-mails, spreadsheets, legal contracts and agreements.

All student records pertaining to academic, financial and administrative requirements are recorded and stored on a web-based Student Management System (Jobready). Student records located on Jobready are kept and stored for a period of no less than 30 years.

38. REFUNDS

In order to obtain a refund you should first read the institute's Student Refund Policy on website www.ausitinst.com to establish if you are eligible.

Applying for a Refund

To apply for a refund, please submit a Refund Application Form with all supporting documents.

39. SHOPS

Most shops are open from 9.00am - 5.30pm on Monday to Wednesday, and from 9.00am - 9.00pm Thursday or Friday (late night shopping), from 9.00am - 5.00pm on Saturday and Sunday (in most large shopping complexes). Milk bars (similar to convenience stores) are usually open late and you can buy most foods here. Pubs are open from 10.00am - 12.00pm. Pubs often ask you to prove that you are over 18 years of age, so be prepared with appropriate identification – your Student ID Card may not be adequate.

40. SMOKING

Seluna is a non-smoking environment and therefore smoking is not permitted anywhere in the building including corridors, classrooms, lifts, stairwells, ground floor foyer, or the front steps of the buildings.

41. STUDENT ID CARDS

Once you have enrolled, you are entitled to receive your student ID Card which will be issued during the first two weeks of class.

42. STUDENT SERVICES

Student Services staff are available for confidential assistance in any of the following areas.

- ❖ General Advice * – general or personal, emergency assistance, support and referrals
- ❖ Cultural Adjustment
- ❖ Homestay and Caregiver services
- ❖ Study Assistance
- ❖ External Counseling services -like drug and alcohol abuse, domestic violence etc – some services are provided by maribyrnong council and these are generally are on chargeable basis. Please visit <http://www.maribyrnong.vic.gov.au/>

Feel free to meet the Student Welfare Officer, named at the end of the handbook, who will be able to assist.

Where external services are required, students should be aware that although the institute does not charge any fees or commissions, students will be required to pay for services they actually use.

* please note that formal counseling will be arranged through external agencies and student will be required to pay as they go for this service

43. SUGGESTIONS AND FEEDBACK

Feedback questionnaires are distributed regularly and all students have the opportunity to complete this questionnaire and have their say.

44. TIMETABLES

Timetables are subject to change but normally not during a term. Please check the notice boards at your campus for current timetable information.

45. TRANSPORT

Melbourne

It's easy to travel on Melbourne's extensive transport Network. One ticket can give you flexible travel between trains, trams and buses. Please check the fares and travel guide information for zones and prices, available in the Resource Centre. For more information visit: www.metlinkmelbourne.com.au

Geelong

It's easy to travel in Geelong which is a compact city. Please check the details at <http://www.geelongcity.vic.gov.au/ct/services/services/article/8cbceb910533419.aspx> for buses and trains to Lara/Melbourne.

Taxi Services

You may find it helpful to put the following taxi phone numbers in your mobile phone:

MELBOURNE	
North Suburban	13 11 19
Yellow Cab	13 22 27
Silvertop	13 10 08
GEELONG	
Geelong Radio	
Cabs	13 1008

46. VISA AND IMMIGRATION

It is your responsibility to be aware of and abide by your student visa conditions. You can access information on the immigration website at www.immi.gov.au or visit your

closest DIAC office:

Melbourne CBD

Ground Floor, Casselden Place, 2 Lonsdale Street, Melbourne VIC 3000

Counter hours:

Mon-Fri 0900-1600 (Wed 0900-1330)

Postal address:

GPO Box 241
Melbourne VIC 3001

General facsimile: (03) 9235 3300

Dandenong

51 Princes Highway
Dandenong VIC 3175

Counter hours:

Mon-Fri 0900-1600 (Wed 0900-1330)

Postal address:

Private Mail Bag 5001
Dandenong VIC 3175

General facsimile: (03) 9794 3100

Students who require documentation from Seluna for appointments at DIAC offices must contact institute with their request at least 2 weeks prior to the appointment in order for documents to be processed in time.

Students need to make an appointment with Student Welfare Officer, named at the end of the handbook, to process any documents required for a visa extension.

Migration advice is not given by Seluna staff. We recommend you seek professional advice from a migration lawyer.

47. WORKING IN AUSTRALIA

Working in Australia

All international students on a student visa in Australia are, currently (27/01/2010) legally permitted to work for up to 20 hours per week. Please check DIAC website for any changes.

Tax File Number

Your employer will probably ask you for a **Tax File Number,(TFN)** and you will need to apply for it at the Australian Taxation Office (ATO) www.ato.gov.au

It is important that you provide your tax file number to your employer, so that you are insured under **WorkCover**.

48. LEGAL AID

If you need legal advice from a solicitor you can go to LIV's online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes consultation for free. After that you will have to pay

Victoria Legal Aid's (VLA) offices and Legal Information Service are open between 8.45 am and 5.15 pm Monday to Friday (except public holidays).

Their website is <http://www.legalaid.vic.gov.au/index.htm> and contact numbers
(03) 9269 0120 Melbourne
1800 677 402 Rural areas

49. STUDENT WELFARE OFFICER

Student Welfare Officer: Mr. Shashank Yaderey Tel: 0398696205