



— Est. 1992 —

**International College of Hotel Management**  
A D E L A I D E    –    A U S T R A L I A

## **New Student e-Booklet July 2015**



**For Experience. For Excellence. For You.**





— Est. 1992 —

**International College of Hotel Management**

**A D E L A I D E – A U S T R A L I A**

## **e-Booklet Contents:**

1. Getting Ready
2. Arrival
3. On-Campus Accommodation & Campus Map
4. Commencement Week
5. Uniforms
6. Australia & Adelaide
7. Forms

## **2015 July Intake Important Dates:**

11 - 12 Jul	Check into accommodation
13 – 17 Jul	Commencement week/classes begin
31 Jul	Commencement Ceremony
12 - 20 Sep	Mid-semester holidays
13 Nov	End of course ceremony
16 - 20 Nov	SWOT week
23 Nov – 4 Dec	Final exam period
7-11 Dec	Administration week
11 Dec	Semester concludes
13 Dec (12 pm)	Check out from Regency International House

# CONGRATULATIONS!

**You're now a student of ICHM. You've read the ICHM Prospectus so you know something about the excitement and challenges you can expect from life on campus. This New Student Information e-Booklet contains everything you need to know to prepare you for the adventure ahead. Over the next few years your 'home' city is Adelaide in South Australia, and you'll find information about it in the e-Booklet (see section 6), including links to websites. We've asked some of our students on campus (the experts) about what they needed to know, from getting ready for ICHM through to arrival and settling in. You'll notice some of their thoughts throughout. It's important that you read each part of the e-Booklet carefully, tick the items on the 'Pre-Departure Checklist' (at the back) and fill in and email to us the 'New Student Arrival Form' (also at the back).**

***Let's get started!***





# 1 GETTING READY

## First things first!

Make sure you've emailed us your **Student Arrival Form**. This must be completed and sent to us beforehand so that we can have your Regency International House (RIH) accommodation ready and/or meet you at Adelaide Airport or the bus or train station (see section 2: Arrival). The form can be downloaded at [www.ichm.edu.au](http://www.ichm.edu.au) or you'll find it at the back of this eBooklet. If you haven't already done so, fill in the form and email it to Keryl Swan at [kswan@ichm.edu.au](mailto:kswan@ichm.edu.au)

### INFORMATION

**International Students**, you won't get far without your passport, visa and tickets, so have them somewhere handy and safe when travelling. It might be an idea to make copies of your passport details, insurance policy, any visas and credit card numbers. Carry one copy in a separate place to the originals and leave a copy with someone at home.



### FINANCES

There are a number of financial arrangements you need to have in place before leaving for ICHM.

You will need:

- A credit or debit card.
- The means to pay your **AUD\$500 bond** on arrival at RIH. (**payable by credit card, EFT POS, cheque or cash**) Of course, this bond is refunded once your on-campus study for each semester is completed, provided you incur no expenses. (see section 3: On-campus Accommodation; for more information about the RIH bond.)
- You will have to purchase text books for Year 1 (approximately \$800)
- Cash in Australian dollars to cover general expenses in the first week. We recommend between AUD\$60 and AUD\$120.

**Do not bring large amounts of cash with you.**

## PACKING

You should plan on bringing one or two cases — no more.

We take all new students to the local shopping centre on the weekend of arrival, so any personal items and bed linen you may have forgotten or decided not to bring with you can be bought then.

## Clothes

You need to bring clothes to wear to class in the first week, casual clothes and a stylish 'dress-up' outfit for the Course Commencement Ceremony, a major social event on the ICHM calendar.

### Classroom attire

Professional hoteliers look smart, and because we regard you as an aspiring professional you will be expected to look the part from day one. Black (or dark) and whites are needed for the first week—you may be able to make do with your current uniform or items in your wardrobe because you won't be wearing them for long.

For class you are expected to wear:

#### Male

Black, or dark grey trousers;  
White business shirt;  
Tie;  
Black socks;  
Black shoes.

#### Female

Black, or dark grey skirt or pants;  
White business shirt;  
Black socks;  
Black or navy shoes;

You will be measured and fitted for your uniform during commencement (see section 4: Commencement and section 5: Uniforms).

#### Neckties

All students need to know how to tie a necktie. To learn (and practise) go to:  
[www.tieguide.com/windsor.htm](http://www.tieguide.com/windsor.htm)

## Casual clothes

Bring enough casual clothes for you to feel comfortable for those times when you are not in uniform, and keep in mind the time of year. As well as needing to be relaxed in and around RIH, you will be going out on weekends so bring items appropriate for clubs and restaurants and, of

course, going to the beach. It can be cool at night even in mid-summer, so make sure you have enough warm clothing, such as a jacket, cardigan or jumper.

### On-campus sports

Tennis, basketball, table tennis, snooker, volleyball, student-staff sports matches.

### Off-campus activities

Golf, cricket, indoor rock climbing, bush walking, sailing, fishing, horse-riding, ice-skating, ten-pin bowling, scuba diving, swimming, gym, paintball skirmishes . . . and more.

### General leisure activities

Barbecues, shopping trips, cinema, karaoke nights, food and wine festivals, beaches and parties.

### Course Commencement Ceremony

The Course Commencement Ceremony is held at a hotel in the city, this is a formal event where students and lecturers get together to celebrate students' achievements.

Bring a formal outfit—something that would be appropriate to wear to a cocktail party or formal dinner. See below:



ICHM Course Commencement Ceremony January 2015

**From one student to another:**

*Throw yourself into the lifestyle that ICHM provides, because it allows you to experience (in small doses) what hospitality will be like in the future. Throw yourself into every class and every aspect of college both academic and social, because these are the moments when you learn and that you remember. Your careers start the moment you begin classes in first year, but so do the best times of your life if you make the most of it. So get involved, ask as many questions as possible and enjoy every moment. Every student on campus is happy to answer questions or offer support, so just ask anyone for help and most likely any problem will get sorted. Time to get excited!*

**Shoes**

You should regard your shoes as an investment—in comfort and durability. You will be wearing them all day in classrooms, including during Food & Beverage Service training, and for some long shifts in the public training restaurant.

When you are on your internship in a hotel your employer will look at your shoes, so your decision about your purchase should be made as to what would be acceptable in the workplace.

**In the classroom**, shoes should be black, leather or leather-look and be of a conservative style. It is extremely important that shoes are enclosed and have soles that won't slip on wet floors. Female students should avoid large bows or buckles. Stiletto heels and platforms are also not acceptable, except for Course Commencement and nights out to dinner or clubbing. Then, there are no limits.

**Shoes acceptable for female students:****In the classroom****Shoes acceptable for male students:****In the classroom:**

**When working in the kitchen or restaurant**, it is important to protect your feet as you will be working with hot items.

Black fully enclosed leather or leather-look, non-slip protective shoes with heels **less than** 3cm high is recommended for these subjects.

**Hint:** If men choose correctly, shoes may be worn for both classroom and kitchen.

**In the kitchen/restaurant for males and females**

**Clogs and runners are not acceptable. Also avoid heavy safety shoes.**

**STUDENTS RECOMMEND****Females**

*Two pairs of black leather shoes: one with heels and the other flats. Think businesswomen for heels, and we've found that those recommended for airhostesses are the most comfortable. Flats must be 5 cm to 8 cm (2 inches to 3 inches) from the tip of your foot to protect you from any broken glasses or hot food when plates get dropped.*

**Males**

*Make sure they are comfortable black leather shoes that you can wear all day.*



## Hair

Generally the hotel industry has a conservative attitude to hair and hairstyles. Therefore, the same applies when you are at ICHM so give it some thought when you're getting ready.

### Women

Short → you can wear it down as long as it is off your face.

Long → if your hair is shoulder length or longer you should wear it up in a conservative fashion, such as a ponytail or bun. The hair tie must be of a similar in colour to your hair. Black Ribbons with a maximum width of 20cm and maximum length of 50cm may be worn.



### Men

Think conservative, so hair must be above collar in length. You are expected to be clean-shaven, so no stubble. An exception is made on cultural grounds, and these need to be discussed with the college.

Unnatural colours, highlights and lots of hair product are not acceptable in class or when you are on internship.



### Headwear

If you come from a culture that requires you to cover your head with a scarf or turban, naturally that is acceptable. However, the college must be informed prior to your arrival.

### Hair after hours

When you are not in uniform in RIH you can do anything you want with your hair. And when you're heading for a night out there are plenty of hairdressers locally if you're looking for added glamour.

## Weather

Please remember to pack for the weather.

### *January intake*

You will arrive in Adelaide mid-summer when the temperature varies from around 25°C to 45°C. This can be quite a shock if you are coming from the US or Europe.

### *July intake*

You will arrive in Adelaide mid-winter when the temperature at night can be as low as 3°C and around 15°C during the day.

Go to [www.bom.gov.au](http://www.bom.gov.au) for more information on Adelaide's weather.

## Items you might need

Lots of students decide to buy some or all of the items listed below on the weekend they get here, rather than fill a suitcase (or two). Then, you can discuss with your flatmates as to who is buying what.

You will need to bring/buy:

- A single-bed size quilt cover (also known as a duvet cover or doona cover)
- Single-bed size sheets (x 2)
- Pillowcases (x 2)
- Bath towels (x 2)
- Bath mats (x 2)
- Towels (x 2)
- Facial towels (x 2)
- Alarm clock (important for morning kitchen sessions).

You will most likely need to take your bed linen with you on your internships as well.

Discuss the items below with your flat mates:

- Tea towels (x 2)
- Sponges (x 2)
- Laundry powder
- Dishwashing liquid.

RIH will be your home away from home for the next six months. Is there anything else you can think of that will help you feel more at home, without overloading you?

Your laptop and/or iPad come immediately to mind, and you might like speakers to plug into your desktop or laptop to pump out your music. This may mean you'll need a power board or two.

You might also like to bring some photographs for your pin board—and don't worry, your display will grow once the fun begins and the cameras come out. Other items you might like to think about are trinkets for bookshelves, colourful fabric, a favourite vase and books.

But remember, no more than two cases, so you may prefer to stamp your design style once you've settled in.

Don't forget: what you don't bring you can buy! A free bus will take you to the local shopping centre on the weekend of your arrival.

## Stationery

Folders and workbooks will be provided to you at Commencement Week (and have been paid for in your fees), but you'll find a pencil case and A4 book with dividers useful when you start. Fill your pencil case with the usual items, such as pens, pencils, ruler, eraser, pencil sharpener, highlighter—and anything else you can think of along those lines.

## Food

If you have any special dietary requirements while you are living at RIH our Accommodation Manager Irene Nannes will need to know, you can email her at: [irene.nannes@tafesa.edu.au](mailto:irene.nannes@tafesa.edu.au)

**International Students** we do not recommend you bring any kind of food into Australia because of the Customs laws.

**IN PARTICULAR, DO NOT BRING IN ANY FRESH OR UNPROCESSED FOOD.**



If you do decide to bring packaged food, make sure you declare it on your arrival form. If you don't, it could take you longer to get through Customs, you may have to pay to keep your food or it may be confiscated.

For more information about what you can or can't bring into Australia, go to [www.customs.gov.au](http://www.customs.gov.au)

## Mobile phones

Overseas students have learnt from experience that decisions around mobile phones are best made once they're on campus. Then they can ask around or speak to the Student Council representative who will point them in the right direction.

Mobile phones comparisons can be found at <http://youcompare.com.au/mobilephones>

## Laptops

Laptops and iPads are optional, and can be taken into class in most circumstances. However, it is best to seek the advice from the relevant lecturer first.

## Power Adaptors

All your electrical appliances, eg Note books, music players, hairdryers etc. may need an adaptor for electrical power points in Australia.

Note: Australia operates with type I plugs as shown below.



Australia's electricity voltage is 240 volts AC.

If you are bringing 110-volt electrical appliances, it is advisable to bring a small 110-volt transformer and a plug conversion kit with you.

If you forget to bring adaptors with you, you will be able to buy them at any Australian airport as well as the local shopping centre on the weekend of your arrival.

For more adaptor advice, go to <http://www.etmgroup.com.au/Files/links/adapterguidebrochure.pdf>



## 2 ARRIVAL

### STUDENT ARRIVAL FORM

All students must complete the Student Arrival Form whether using the pick-up service or not. The form also ensures your RIH accommodation is ready. You can find this at the back of this eBooklet

### PICK UP

ICHM's free pick-up service on arrival is available **only** to students who are staying in the "On-Campus" accommodation. Please note you will need to provide us with advance notice of your arrival details via the Student Arrival Form (found at the back of this eBooklet) to use this service.

The service is available for students arriving at:

- Adelaide Airport (domestic and international)
- Adelaide Central Bus Station (country SA and interstate buses)
- Adelaide Interstate Rail Terminal (located at Keswick).

You will be sent a confirmation by email once we've received your form.

If your travel arrangements change, please resubmit the form with your new details, and advise us in the comments section that this is a change to the details sent previously. You can do this up to 48 hours before your departure.

You need to arrive in Adelaide not later than **11-12 July 2015.**

Let RIH know by phone:

- if your travel plans change after the last day for submitting the form (that is, less than 48 hours before departure)
- if your arrival details change once you are in transit.

RIH telephone (24 hours)

Local: 8348 4000

National: 08 8348 4000

International: +61 8 8348 4000

**If you do not advise us of changes to travel plans, you will be responsible for getting to RIH and the cost of the taxi.**

## Who will meet you?

You will be met by Ms Keryl Swan.

Keryl will hold a sign with your name and the ICHM logo on it.

## Adelaide Airport

If you are arriving on an **international flight**, Keryl will meet you in the international arrivals area as you exit from immigration with your luggage. She will be in front of the Hudsons Coffee shop seated area if you make your way to the shop.

If you are arriving on a **domestic flight**, Keryl will meet you downstairs at the bottom of the escalators on your way to the baggage collection carousels.

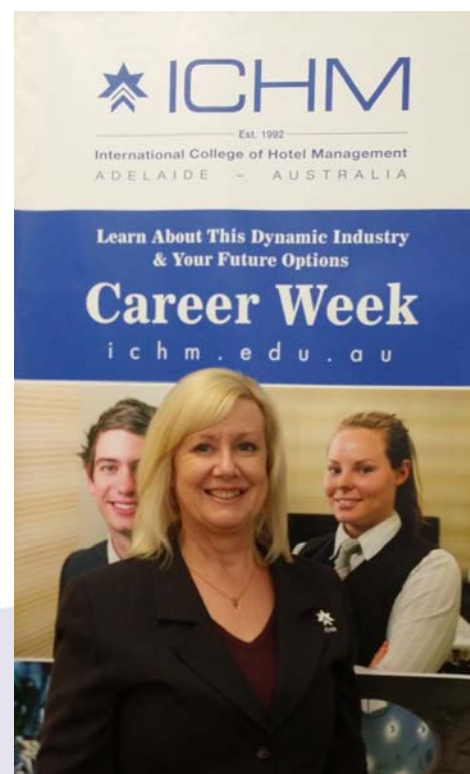
## Train station

After you have collected your luggage (usually at one end of the platform next to the terminal building), make your way to the terminal building. There is a café inside and Keryl will meet you near the doorway to the café.

If you can't find Keryl, either call her on her mobile/cell phone or go to the counter inside the terminal building and ask the staff to help you. They will make an announcement over the loudspeaker to help you find Keryl or Keryl will find you.

## Bus station

Keryl will meet you in the waiting room inside the bus terminal.



**If you can't find Keryl or your travel plans change while you are in transit**  
(for example, your flight is delayed), please **contact Keryl** on her mobile/cell phone  
**in Australia: 0417 875 176 from Overseas: +61 417 875 176**

If for some reason you cannot contact Keryl, you can call RIH as there is someone there at all times (or you can leave a message).

Regency International House telephone (24 hours)

Local: 8348 4000

National: 08 8348 4000

International: +61 8 8348 4000

(If you leave a message, speak slowly and clearly and repeat important details, such as your phone number).

**Don't forget to fill in the Student Arrival Form and send it back to**  
**[kswan@ichm.edu.au](mailto:kswan@ichm.edu.au)**  
**You will find it at the back of this eBooklet.**



### 3 ON-CAMPUS ACCOMMODATION

Regency International House (RIH) is ICHM's home away from home on campus accommodation complex. It can house 180 students and all Year 1 students and new students in Years 2, 3 and 4 are given priority. Student Welfare Manager Toni Schammer can help other students find suitable off-campus accommodation. If your internship is in Adelaide you live off campus in rental accommodation.

Features include:

- Secure accommodation
- Staff on duty 24 hours a day, seven days a week
- Spacious villa-style apartments with 186 single bedrooms
- Three buffet-style meals per day (religious and dietary needs are accommodated on request)
- Free laundry facilities (washers and dryers)
- Computers in bedrooms
- Free internet downloads 10 Gb per month (additional can be purchased)
- Common room, cable television, pool table and table tennis
- Private lawn areas
- Ample free car parking
- Easy access to sporting facilities: tennis and basketball.

*A safe and comfortable haven for students is the aim for RIH. Our students and their parents need to know they'll be looked after.*

Irene Ninnes, Accommodation Manager

#### What to expect when you walk into RIH

##### A student's perspective

*"You'll be greeted by two or three friendly reception staff who you will get to know very well, especially when you need a question answered or should you ever accidentally lock yourself out. On arrival, they will ask you to sign some forms after which they'll show you to your apartment, which you'll share with three other students. They'll explain some safety aspects and rules for campus life, and then leave you to explore your new room and get to know your roommates."*



##### What's in your apartment?

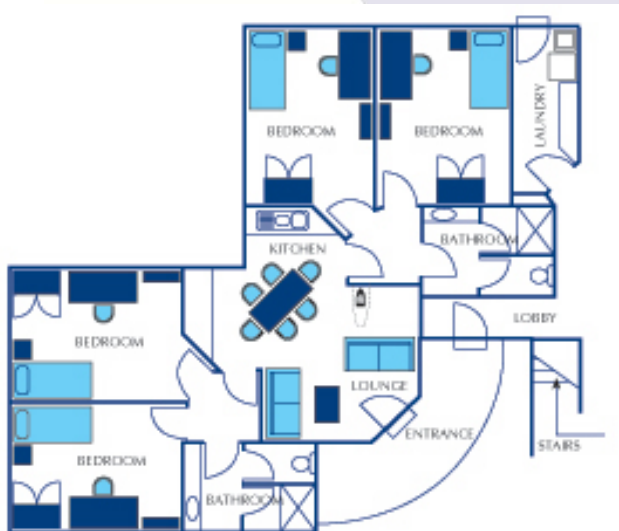
- 1 dining room table
- 6 dining room chairs
- 2 couches
- 1 microwave
- 1 kettle
- General cutlery
- Air conditioner
- Storage cupboards
- Sink and drying rack

### What's in your bedroom?

- Single bed
- Bedside table with three drawers, one of which locks for security
- Washing basket
- Cupboard with two hanging bars and a shelf at the top
- Large desk with three drawers
- Bookshelf
- Large pin board
- Desktop computer with internet
- Wall heater
- Drying rack
- Phone that has an intercom system to all the rooms in RIH, and you are able to make outgoing calls if you pay in advance

### What's in your bathroom?

- Shower
- Lavatory (toilet paper is provided each week)
- Sink
- Long bench



*You may arrive earlier, or depart later, but **you will be responsible for any additional costs at \$AUD65.00 a night for room and meals.***

### Security Bond

**All** students in residence need to pay a refundable **AUD\$500 bond** for accommodation (to be used for any necessary repairs and/or damage to your room, units or contents including the computer).

This amount must be **paid separately** to your fees and needs to be paid directly to RIH Reception upon your arrival, either in cash, by credit card, by electronic fund transfer or cheque in AUD\$.

### What is supplied

Meals—three meals per day, seven days per week, in the Student Dining Hall.

**Your school fees cover all meals and accommodation for the period commencing Saturday, 11 July 2015 to 12pm Sunday, 13 December 2015.**

Free washing machines and dryers are located in the laundry (you provide your own washing powder/liquid).

Each apartment contains four single bedrooms, two bathrooms and a shared kitchenette/dining/lounge area.

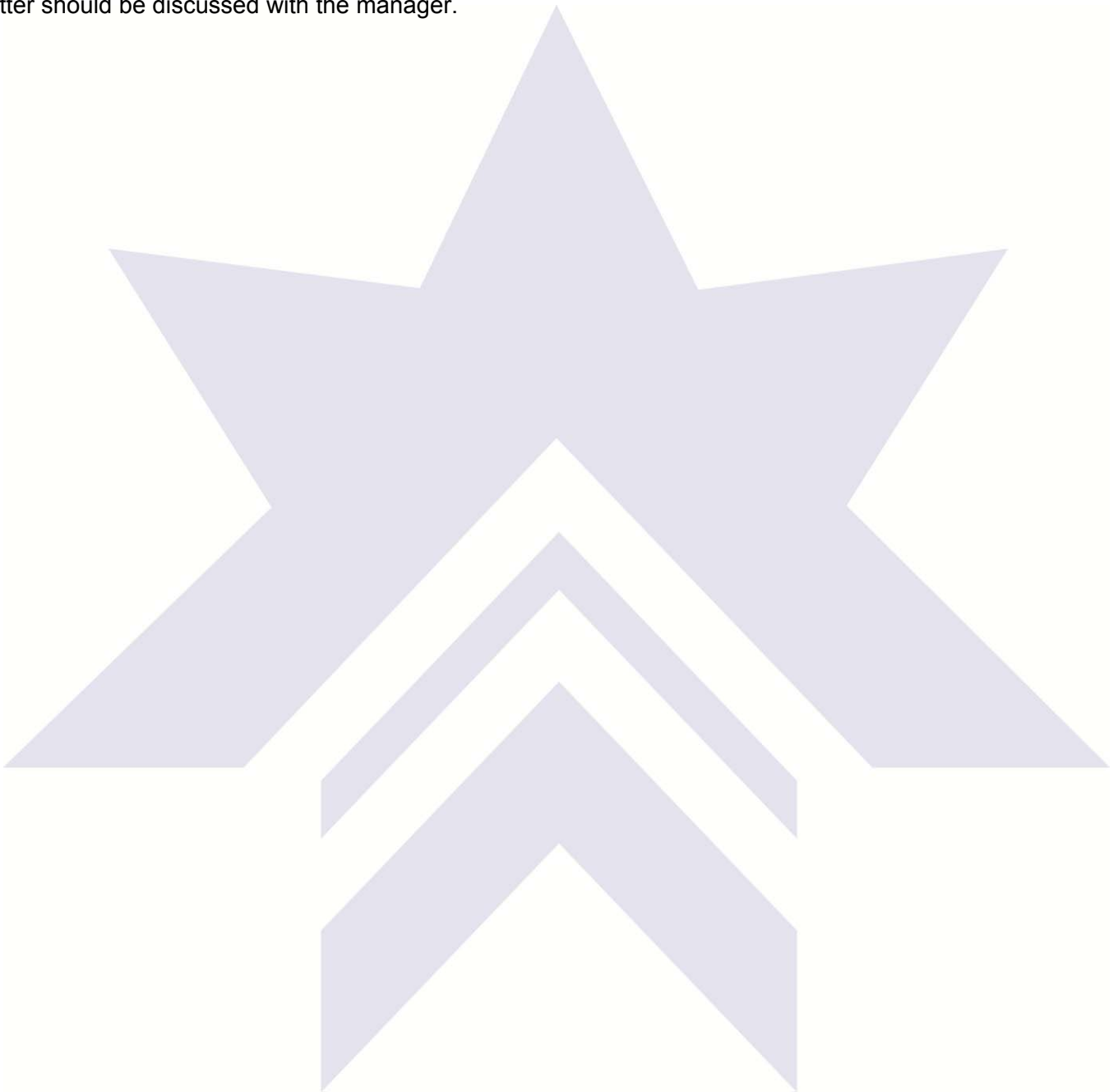
The kitchenette contains a small fridge, microwave and kettle.

Please note that students are not permitted to bring their own electrical food appliances, such as toasters and toasted sandwich makers to the apartments. For student safety, all apartments contain smoke detectors (fire alarms) which are hardwired to the Fire Service. Should a smoke detector be set off, the fire department automatically sends a fire engine to RIH. In the event of a false alarm, RIH will be billed approximately AUD\$400 to cover the cost of responding to the alarm. RIH in turn forwards this bill to the student responsible.

"On campus the social life is great; 185 rooms equals 185 friends."

**Room allocation**

Students are allocated rooms with thought given to factors such as culture, gender and age. Generally, new students have no say in their room allocation; however, if there is a genuine barrier to developing friendly and productive relationships then the matter should be discussed with the manager.





## 4 Commencement

Before we give you information about ICHM's formal Commencement week, there are some useful things to know about the college.

### A student's perspective

#### What to expect in the first week?

- Lectures from ICHM and RIH staff on the next six months and the details of what's going to be happening
- Getting to know your Year level, Year 2s, 3s and 4s
- Getting used to your surroundings
- Surprises
- FUN!!!!!!!

Please note that Commencement Week is different for each year level, so make sure you read the information relevant to your year level.

However **ALL NEW ICHM** students will meet at ICHM Campus on:

**Monday 13 July 2015**  
**9.30 am**

A variety of information sessions, excursions and activities are planned over the first few weeks of the program to help you get to know your fellow students and to ensure you have the knowledge you need to be successful in your studies.

During Commencement Week, we will:

- Familiarise you with the college and its facilities
- Review your timetable and discuss subject details
- Explain the college rules, regulations and procedures
- Fit uniforms
- Introduce ICHM lecturing and administration staff
- Arrange medical cover and banking for overseas students
- Conduct team-building activities

Attendance at Commencement Week is compulsory as it provides you with information you

need and help you settle in better in readiness for your classes.

### Proof of age card

Many of our students go clubbing with friends on the weekend, but you must be 18 years of age or older. You don't want to lose your Passport in the process, so most apply for a proof of age card.

You need to fill out a form, and supply evidence (a minimum of three documents) to verify your identity, age, signature and residential address.

You might want to get on to this quickly, as it takes about a month for your proof of age card to arrive in the mail. Go to:

<http://sa.gov.au/tags/application>

## OTHER MATTERS YOU NEED TO KNOW ABOUT

### Medical Insurance

Australian students are covered under the government funded Medicare (and some will have additional private health cover).

Medical cover for overseas students will be taken

out by ICHM with Australian Health Management Group through Overseas Student Health Cover.

This will cover you for the length of your Student Visa.

For an explanation of what is covered go to:

<http://www.ahm.com.au/oshc/>

During Commencement week the Student Welfare Manager Toni Schammer will finalise application details with you if you have not completed them prior to arrival.

ICHM cannot be responsible for your medical cover if this process is not completed.

## Banking

It is not safe to carry large sums of money or to keep cash in your room, so we suggest you open a bank account as soon as you can.

If you do not already have a bank account, there is time allocated in Commencement Week to open one at a local bank. Toni Schammer will help you with this process.

To open an account with an Australian financial institution you are required to provide proof of identity. This is assessed on a points system, with applicants needing to provide 100 points of identification.

If you have been in Australia for less than six weeks, your passport is sufficient identification and will be considered equal to 100 points.

If you have been in Australia for more than six weeks use the following as a guide:

- 70 points—Birth certificate or Passport or Citizenship certificate
- 40 points—ICHM Photo Identification Card or International Driver's Licence (with photo)
- 25 points—Master Card or Visa Card issued from a bank.

Always make sure you understand the conditions of any account before you open one.

Remember to ask about any special Student Account the bank is offering, which may have the

benefit of cutting bank fees. However, all accounts of any kind are subject to government fees.

Phone and internet banking are widely used in Australia and reduce bank fees charged on your account.

Most students open an account that has access to an ATM via a card, and most supermarkets and shopping centres have facilities to purchase goods with your ATM card, known as EFTPOS.

## Overseas Student Visas and Recognition of Prior Learning—RPL (Credit Transfer)

Overseas student visas are issued to students of ICHM for the duration of the course in which they are enrolled.

ICHM's Recognition of Prior Learning Policy can be found at <http://www.ichm.edu.au>

It enables students to apply for status for previous work experience, studies and language knowledge, which could result in a student completing the relevant qualification(s) in less than the required timeframe.

Please note that should an overseas student decide to accept such status and shorten their study time, ICHM is obliged to inform Immigration and cancel a visa upon completion of all course requirements.

It is therefore important for all overseas students to consider if they would prefer to shorten their course (thus shortening the length of their visa) or to undertake the full timeframe in Australia.

## Austudy/Abstudy Australian students only

ICHM's course is officially approved for Austudy/Abstudy.

You should contact your nearest Austudy/Abstudy office for information on how to apply: <http://www.centrelink.gov.au>

## Computers and Internet Access

All students are provided with high-speed broadband access to the Regency campus network and to the internet to support their studies.

There are a number of rights and responsibilities that go along with using computers on campus and students must abide by certain conditions of use.

When accessing the network for the first time, you will have to agree to abide by these conditions so please read them carefully.

Please note that internet access in Australia may not be the same as you are used to in your home country. We endeavour to provide the best possible publicly available internet access within reasonable cost limits; however, students from other countries sometimes tell us that internet speeds, download and upload limits and charges in Australia are quite different.

### Computer Suites

There is a computer suite next to the dining room at RIH, and computers are also available in the Learning Resource Centre.

### Wireless Internet Access

Wireless internet access is provided in the dining and common rooms at RIH.

If you have your own laptop, you are welcome to bring it with you, but you will need it configured for access, which will be done during your first week.

Use of the wireless internet access is linked to your personal internet account whether you use your own laptop or a desktop computer in your bedroom.

Students who live off campus (not in RIH) can pay to have access to the wireless RIH network on their own laptop. If you choose this option you will need to bring your laptop into RIH to have it configured.

### Computers in Bedrooms

Students in RIH will be provided with a computer in their bedroom and direct access to the internet. On arrival you will be given a User Declaration Form to sign detailing conditions of use. You will then be given a username and passwords to gain immediate access.

Computers in student bedrooms are provided to support academic study and reasonable personal use.

### Internet Limits

The standard usage is 10GB per month. However, you can buy additional capacity for downloading

content from the internet; you can buy an additional 30GB for AUD\$50, which must be used in the calendar month it is purchased. The offer can be purchased at RIH reception.

### Email

As part of Commencement Week, you will be provided with a personal email address and instructed on how to access the on-campus network.

Students are expected to access their emails daily (preferably twice daily) and respond to messages and queries within 24 hours. Students living off campus may redirect their email, but all messages whether to off-campus students or those in RIH will be deemed to have been received 24 hours after they were sent.

### Telephones

All personal mobile/cell phone accounts remain your responsibility.

### Bedroom Telephones

All bedrooms have a telephone for internal calls.

If you want to make and receive external calls, RIH Reception will arrange payment of telephone credit on arrival and through the semester.

### Public Telephones

There are two pay phones at RIH, one in Reception and the other in Lipman Hall. The change to make a call is available at RIH reception.

### Telephone Cards

You can use prepaid cards for international calls, which can be purchased locally at supermarkets or shopping centres.

### Mail

All incoming student correspondence should be addressed to:

Regency International House  
(Student Name)  
163 Days Road  
Regency Park SA 5010  
Australia

All students have their own mailboxes located in Lipman Hall. Incoming mail is deposited on a daily basis, larger items are held at reception for collection.



## Text Books

Cost of text books is not included in your invoices. The cost of Year 1 books is around \$800.

ICHM will provide details of a preferred supplier for online or face to face purchase. Negotiations with the supplier will ensure all ICHM Prescribed Text will be made available.

ICHM will provide transport leaving from RIH on a specified day and time during commencement week to enable students to travel to and from our preferred supplier to purchase their prescribed text..

If students are sourcing a Prescribed Text outside the preferred supplier it is their responsibility to ensure it is the edition being used by ICHM.

Please note any books purchased from an external supplier are subject to the supplier's returns policy and not the responsibility of ICHM.

Second hand books are sometimes available from students who have completed subjects. ICHM does not manage this process as it is a transaction between students. Before purchasing a second hand book you must ensure that it is the edition being used by ICHM in the coming semester.

## 5 UNIFORMS

### YEARS 1–4

To meet with industry expectations, you will be expected to maintain a very high standard of personal appearance and adhere to ICHM's uniform regulations (see below).

You will be professionally measured and fitted for all components of your uniform during Commencement Week, when a time will be scheduled. The full cost of your uniform is included in your fees. Usually your uniform will be allocated at the end of the first week.

Note that shoes, socks and pantyhose are not included in your uniform allocation so either bring these with you or buy them on the expedition to the local shopping centre on the weekend of your arrival.

Bring and/or buy enough so that you are not wearing the same pair every day.

You will be expected to wear your uniform (as issued) at all times while on campus or attending off-campus college activities. Generally, this applies, at a minimum, to the hours of 8:00 am to 6:00 pm Monday to Friday when college is in session. Lecturers may exclude students from class activities if an inappropriate or incomplete uniform is worn, the hairstyle is inappropriate or, in the case of males, if unshaven.

The full management uniform must be worn when in public and/or while conducting interviews or research in connection with study at ICHM. Partial uniforms (shirt or jumper only, for instance) may not be worn under any circumstances.

### Management Uniform

<b>Male</b>	<b>Female</b>
<b>Included in your Uniform Pack:</b> Charcoal jacket Charcoal waistcoat Charcoal trousers (x 2) Business shirts (x 5) Long sleeved ICHM jumper ICHM name badge ICHM tie Belt <b>To be provided by yourself:</b> Black socks (no 'anklets') Black shoes	<b>Included in your Uniform Pack:</b> Charcoal jacket Charcoal waistcoat Charcoal skirt* Charcoal trousers Business shirts (x 4) Long sleeved ICHM jumper ICHM name badge ICHM tie <b>To be provided by yourself:</b> Sheer black or skin tone pantyhose Black court shoes (no open or pointed toes or high heels) Black 'scrunchie', head band or hair clip (optional)

## Food and Beverage Uniform (also used for Housekeeping practical classes)

<b>Male</b>	<b>Female</b>
<b>Included in your Uniform Pack:</b> Charcoal trousers and black belt Charcoal waistcoat Business shirt ICHM name badge ICHM tie <b>To be provided by yourself:</b> Black socks (no “anklets”) Black shoes	<b>Included in your Uniform Pack:</b> Charcoal skirt/pants* Charcoal waistcoat Business shirt ICHM name badge ICHM tie <b>To be provided by yourself:</b> Black socks (no “anklets”) Sheer black or Skin tone pantyhose Black court shoes (no open or pointed toes or high heels) Black ‘scrunchie’, head band or hair clip (optional)

## Cookery Uniform

<b>All Students both Male &amp; Female</b>
<b>Included in your Uniform Pack:</b> ICHM Chef's jacket and white buttons Black and white checkered trousers Dark, navy blue neckerchief White knee length apron ICHM name badge Hairnet and traditional white Chefs hat (permitted religious head covering must also be white) <b>To be provided by yourself:</b> Black, fully enclosed, non-slip protective shoes with heels under 3 cm (no training or running shoes) Black full length socks

\* *Alterations to shorten skirts are not permitted unless arranged through ICHM Administration*

Adjustments to uniform may be made at the discretion of individual lecturers (due to physical/practical aspects of class activity) and by the Vice Principal (due to climate conditions).

You are responsible for the care and maintenance of your uniform on a day-to-day basis. Your shoes must be highly polished and pantyhose/socks free of holes.

There may be times when you would like to take food you have prepared during Kitchen Operations with you. If so, you must have your own food-grade container that is re-sealable, hygienic and washable and clearly labelled with your name and group number. All food will be checked before it can leave the kitchen, and you must store it correctly.



## Personal appearance

As well as wearing the specified uniform, you must meet the personal presentation standards set out below.

### Female

**Hair** (see section 1)

**Hands** Clean, manicured nails and hands. Clear nail polish only

**Face** Discreet make-up

**Uniform** Neatly pressed, clean and well presented

**Jewellery** Wedding and/or engagement rings only. Small earrings only (diameter no greater than 1cm)

**Scents** Avoid heavy perfumes or deodorants, light fragrance only

### Male

**Hair** (see section 1)

**Hands** Clean, well-manicured nails. Clean hands

**Uniform** Neatly pressed, clean and well presented

**Jewellery** Wedding and/or engagement rings only

**Earrings** The wearing of earrings while in uniform or during college functions are not permitted

**Scents** Avoid highly perfumed aftershave lotions or deodorants



## 6 ABOUT AUSTRALIA

Australia is the sixth largest country in the world. It's about the same size as the 48 mainland states of the USA and 50 per cent larger than Europe, but has the lowest population density in the world—only two people per square km.

Australia's coastline stretches almost 50,000 km and is linked by over 10,000 beaches, more than any other country in the world. More than 85% of Australians live within 50 km of the coast.

Since 1945 more than six million people from across the world have come to Australia to live. Today, more than 20% of Australians are foreign born and more than 40% are of mixed cultural origin. After English, the most popular languages spoken are Italian, Greek, Cantonese and Arabic; overall 226 languages are spoken in homes.

Australia ranks highly in many international comparisons of national performance, such as quality of life, health, education, economic freedom, and the protection of civil liberties and political rights

For more information go to: <http://www.australia.com/>



## SOUTH AUSTRALIA & ADELAIDE

South Australia enjoys Mediterranean climate with cool wet winters and hot dry summers. The average summer temperature is 29 degrees Celsius, although each year brings one or two hot periods (generally with low humidity). The average winter temperature is a mild 15 degrees Celsius.

Adelaide, the capital city of South Australia, jealously guards its reputation as Australia's arts capital, boasting a multitude of festivals, a vibrant live music scene, galleries, theatre and architecture. Arts events include the Adelaide Festival, Adelaide Fringe and WOMADelaide and sports' fans love the Santos Tour Down Under and Clipsal 500 V8 car race.

With a population of slightly more than one million, Adelaide is the '20 minute city'. The airport is only 7 km from the city, and the hills and major beaches are less than half an hour away by car.

The state is home to world famous wine-growing regions and Kangaroo Island is the jewel in the state's tourism crown. The island is just two hours' drive and a short ferry ride south of Adelaide, and boasts pristine beaches and some unique wildlife.

<http://www.about-australia.com/facts/south-australia/>

<http://www.southaustralia.com/regions/adelaide-city.aspx>

*A very easy place to make friends, and living in Adelaide is so easy! It's clean, fresh and sunny*

*There is everything I need here—nightclubs, karaoke, great food and good value for study (not as expensive as Sydney)*

*Adelaide is the fifth most liveable city in the world, according to Global Liveability Survey 2014 results.*

## ICHM Contacts

### ICHM Campus, Admissions & Administration

K Block  
137 Days Road  
Regency Park SA 5010  
Australia  
Telephone: Intl: 61 8 8228 3636  
within Australia: (08) 8228 3636  
Free within Australia: 1800 246 875  
Facsimile: Intl: 61 8 8348 4293 within Australia (08)  
8348 4293

### Regency International House

163 Days Road  
Regency Park SA 5010  
Australia  
Telephone: International: 61 8 8348 4000  
within Australia: (08) 8348 4000  
Facsimile: International: 61 8 8348 4009  
within Australia: (08) 8348 4009  
Email: [Irene.Ninnes@tafesa.edu.au](mailto:Irene.Ninnes@tafesa.edu.au)  
(Located around 20 minutes from the airport and city by taxi)

### International College of Hotel Management (Head Office)

124 Hutt Street  
Adelaide SA 5000  
Australia  
Telephone: International: 61 8 8228 3612  
Free within Australia: 1800 246 875



## PRE-DEPARTURE CHECKLIST

**Complete this around two weeks before departure to make sure you have everything ready.**

- ☐ Passport
- ☐ Visa documents
- ☐ Tickets
- ☐ Student Arrival Form sent
- ☐ Credit or debit card
- ☐ RIH accommodation bond (AUD\$500)
- ☐ Approximately \$800 for text books
- ☐ AUD\$ to cover general expenses
- ☐ Clothes for class
- ☐ Clothes for relaxing, sport and fun
- ☐ Course Commencement Ceremony outfit
- ☐ Shoes—daywear
- ☐ Shoes—sport, casual, dress
- ☐ Socks (including black)
- ☐ Underwear
- ☐ Pantyhose
- ☐ Sporting gear (such as golf clubs)
- ☐ Personal products (if not buying on arrival)
- ☐ Linen (if not buying on arrival)
- ☐ Quilt cover (duvet cover or doona cover)
- ☐ Pillow-cases
- ☐ Towels
- ☐ Stationery
- ☐ Special dietary requirements (notified if applicable)
- ☐ Other (optional)
- ☐ Mobile/cell phone, laptop, iPad, camera, photos





## Student Arrival Form

**Please Email back this form to [kswan@ichm.edu.au](mailto:kswan@ichm.edu.au) even if you do not require ground transfer service to the 'On-Campus' Accommodation. You may arrive earlier, or depart later, but you will be responsible for any additional costs at \$AUD65.00 a night for room and meals.**

<b>Name &amp; contact details</b>	
Family name	
Given names	
Preferred name	
Mobile/cell phone	
Telephone (home)	
Email	
<b>Regency International House</b>	
Check-in date/time	
	(no later than 12 July 2015)
<b>Free ground transfer service</b>	
On arrival in Adelaide:	
Yes—I would like to be met	
No—I have made other transport arrangements and DO NOT need to be met	
<b>Please provide arrival details even if YOU DO NOT need to be met:</b>	
Date and time of arrival	
I am travelling by:	
Plane/train or bus	
Flight/train/bus number	
From which city?	
<b>Comments</b>	

# ichm.edu.au



facebook.com/ICHMAUSTRALIA

## ICHM Campus Admissions & Administration Office

**Street Address:**

137 Days Road,  
Regency Park  
SA 5010 SA

**Postal Address:**

ICHM Admissions Office  
PO Box 125, Kilkenny  
5009 Australia

**Tel:** (+61 8) 8228 3636

**Freecall (Aust. only):** 1800 246 875

**Email:** [admissions@ichm.edu.au](mailto:admissions@ichm.edu.au)

## Regency International House (ICHM Student Accommodation)

**Street Address/ Postal Address:**

163 Days Road,  
Regency Park  
SA 5010 Australia

**Tel:** (61 8) 8348 4000

**Fax:** (61 8) 8348 4009