



**HEATON INSTITUTE**  
*of* **TECHNOLOGY**

RTO: 46474 | CRICOS: 04397H

**INTERNATIONAL STUDENT  
HANDBOOK 2026**

**ABN:** 71 163 650 422

**RTO Code:** 46474

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## Message from CEO

Welcome to Heaton Institute OF Technology (HIT).

We are pleased to welcome you to our learning community and thank you for choosing HIT for your studies in Australia.

This International Student Handbook has been developed to provide students with important information regarding studying, living, student support services, academic policies, visa obligations, and student responsibilities.

The handbook is designed to support students throughout their educational journey and should be read carefully before commencement and during your enrolment.

We are committed to providing a safe, supportive, inclusive, and high-quality learning environment that helps students achieve academic success and future career goals.

We wish you every success in your studies.

**Chief Executive Officer / Principal**

Amar Tamang

Heaton Institute of Technology





## 1. Welcome to Heaton Institute OF Technology (HIT)

HIT is committed to delivering quality education and student support services to domestic and international students.

We value diversity, innovation, integrity, and student success. Our goal is to create a professional learning environment where students can gain practical skills, academic knowledge, and industry-relevant experience.

This handbook provides important information regarding:

- Your rights and responsibilities as a student
- Student visa requirements
- Academic policies and procedures
- Student support services
- Campus rules and expectations
- Living and studying in Australia

Students are encouraged to familiarise themselves with all information provided in this handbook.

## 2. About Heaton Institute OF Technology (HIT)

### College Overview

HIT is a Melbourne-based education provider committed to delivering quality training and education programs for domestic and international students.

The institution focuses on practical, industry-relevant learning designed to prepare students for employment opportunities and further education pathways.

HIT aims to create a supportive and inclusive learning environment through qualified trainers, modern facilities, and student-centred services.

The institution currently offers hospitality-focused qualifications including:

- SIT50422 Diploma of Hospitality Management
- SIT40521 Certificate IV in Kitchen Management

The institution aims to deliver practical, industry-focused education through qualified trainers, modern learning resources, and student-centred support services.

### Campus Details

#### **Heaton Institute OF Technology (HIT)**

Level 2, 364-372 Lonsdale Street, Melbourne VIC 3000, Australia

Phone: +61 431 380 567

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Email: [info@hit.edu.au](mailto:info@hit.edu.au)

Website: <https://hit.edu.au>

## Operating Hours

Monday to Friday

9:00 AM – 5:00 PM

## 3. Vision, Mission & Values

### Vision

To become a trusted and innovative education provider that empowers domestic and international students through high-quality education, industry engagement, practical learning experiences, and professional development opportunities.

HIT aims to create graduates who are confident, skilled, globally aware, and prepared to contribute positively to the hospitality and broader service industries.

### Mission

HIT is committed to delivering practical, innovative, and student-focused education that supports academic achievement, employability, career readiness, and lifelong learning.

Our mission is to deliver nationally recognised training that is industry focused and practical, by nurturing learner to develop skills, knowledge and confidence for real world employment ready. We are committed to staff professional growth, support diverse learner needs, continuous improvement and quality assurance and constantly evolving operational excellence.

Our mission is to:

- Deliver high-quality training aligned with industry requirements
  - Provide supportive learning environments for international students
  - Promote diversity, inclusion, and cultural respect
  - Equip students with practical workplace skills and knowledge
  - Support student wellbeing and academic success
  - Encourage ethical behaviour, professionalism, and lifelong learning
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## 5-Core Values

- **Learner-Centered**

We place student at the center of everything we do, style of teaching and learning to focus on individual learner needs

- **Inclusivity**

We foster sense of belonging, fairness approach to all learners regardless of background or ability to learn

- **Integrity**

We operate in ethical, transparent and responsible manner throughout all our activities

- **Continuous Improvement**

We strive to improve in everything we do - systematically monitor, evaluate and improve based on data and feedback

- **Quality & Compliance**

We uphold highest standards of training, assessment, and regulatory compliance

## 4. Important Contact Information

Department	Contact Details
Reception	03 9961 7512
Student Support	03 9961 7482
Academic Department	03 9961 7512
Admissions	03 9961 7482
IT Support	03 9961 7482
Emergency Services	Dial 000

## 5. Campus Facilities & Resources

HIT provides modern facilities and learning resources designed to support student learning, wellbeing, safety, and academic success.

Students are encouraged to utilise all available facilities and services throughout their studies.

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## Campus Facilities

The campus includes:

- Modern classrooms with audio-visual equipment
- Computer laboratories with internet access
- Wireless internet (Wi-Fi) access
- Student common areas
- Kitchen and hospitality training facilities where applicable
- Printing and photocopying facilities
- Student administration and support offices
- Learning management systems and digital learning platforms

## Student Learning Environment

HIT aims to maintain a professional and inclusive learning environment where students from diverse cultural backgrounds feel respected, supported, and safe.

Students are expected to:

- Respect college property and facilities
- Maintain cleanliness and professionalism
- Use facilities responsibly
- Follow all safety instructions

## Learning Resources

Students are provided with learning materials and access to online systems required for study.

## 6. Living and studying in Australia

Australia is recognised internationally as a welcoming, multicultural, and high-quality education destination.

Studying in Melbourne provides students with opportunities to experience world-class education, cultural diversity, professional networking opportunities, and vibrant city life.

HIT supports international students in adjusting to life in Australia and encourages students to familiarise themselves with Australian laws, customs, workplace expectations, and community standards.

## Accommodation

Students are responsible for arranging suitable accommodation during their studies.

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Accommodation options may include:

- Shared accommodation
- Homestay arrangements
- Rental apartments
- Student accommodation providers

Students should carefully review accommodation agreements before signing contracts.

## Cost of Living

Living expenses in Australia may include:

- Accommodation and rent
- Food and groceries
- Public transportation
- Utilities and internet
- Study materials
- Overseas Student Health Cover (OSHC)
- Personal expenses

Students are encouraged to budget carefully and ensure adequate financial preparation before commencing studies.

## Working in Australia

International students may work in Australia subject to visa conditions.

Students should understand:

- Workplace rights and responsibilities
- Minimum wage requirements
- Tax obligations
- Work hour limitations under visa conditions

Further information is available through the Fair Work Ombudsman.

## Safety and Emergency Services

Australia is generally considered a safe country; however, students should always remain aware of personal safety.

Important emergency contacts include:

- Police, Fire, Ambulance: 000
  - Police Assistance Line: 131 444
  - Lifeline: 13 11 14
-



## Cultural Diversity

Australia is a multicultural society that values diversity, inclusion, equality, and respect.

Students are expected to respect people from all backgrounds and cultures.

Additional information is available on the HIT Living in Australia page.

Studying in Australia provides students with opportunities to gain internationally recognised qualifications and experience multicultural environments.

Students should familiarise themselves with:

- Australian laws
- Public transport systems
- Banking services
- Accommodation options
- Healthcare services
- Workplace rights
- Cultural expectations

## Cost of Living

Students should ensure they have adequate financial capacity to cover:

- Accommodation
- Food and groceries
- Transportation
- Utilities
- Study materials
- Overseas Student Health Cover (OSHC)
- Personal expenses

## 7. Education System in Australia

Australia's education system is regulated to ensure high-quality standards and student protections.

Vocational Education and Training (VET) focuses on practical and industry-relevant learning outcomes.

Students may receive:

- Qualifications
  - Statements of Attainment
-



- Certificates upon successful completion

## 8. ESOS Framework & Student Rights

The Education Services for Overseas Students (ESOS) framework protects the rights of international students studying in Australia. ([hit.edu.au](http://hit.edu.au))

The framework ensures:

- Quality education standards
- Accurate and transparent information
- Tuition protection
- Student support and welfare
- Complaints and appeals access

Students can access further information through the Australian Government international education website.

## 9. Student Visa Requirements

International students must comply with student visa conditions.

Students are required to:

- Maintain satisfactory attendance
- Maintain satisfactory course progress
- Maintain valid Overseas Student Health Cover (OSHC)
- Keep contact details updated
- Remain enrolled in a registered course
- Comply with Australian laws

Failure to comply with visa requirements may impact visa status. ([hit.edu.au](http://hit.edu.au))

## 10. Orientation Program

All students must attend orientation prior to course commencement.

Orientation provides important information regarding:

- Campus facilities
  - Student support services
  - Academic expectations
-



- Student visa obligations
- Emergency procedures
- Learning management systems
- Assessments and attendance

## 11. Student Support Services

HIT is committed to providing appropriate support services to help students successfully adjust to study and life in Australia.

Support services are available to assist students academically, personally, and professionally throughout their studies.

### Academic Support

Academic support services may include:

- Study skills assistance
- Assessment guidance
- Additional academic consultations
- Language, literacy, and numeracy support
- Learning resources assistance
- Classroom support

### Welfare and Wellbeing Support

Student welfare support may include:

- Adjustment to life in Australia
- Stress management support
- Referral to counselling services
- Mental health referral services
- Personal wellbeing support
- Emergency assistance referrals

### Career Support

Students may access career-related support including:

- Resume preparation guidance
  - Interview preparation
  - Employment advice
  - Industry expectations and workplace preparation
-



## IT Support

Students experiencing technical difficulties with online systems, learning platforms, or student portals may contact IT support services.

## External Referral Services

Where required, HIT may refer students to external professional services including:

- Medical services
- Legal services
- Counselling providers
- Accommodation services
- Financial support organisations

Students are encouraged to seek assistance early whenever support is required.

# 12. Enrolment Information

## Entry Requirements

Students may be required to meet:

- Academic entry requirements
- English language requirements
- Visa requirements
- Age requirements
- Genuine Temporary Entrant (GTE) requirements where applicable

Students should refer to the official Entry Requirements page on the HIT website for detailed admission criteria and supporting documentation requirements.

## Unique Student Identifier (USI)

Students studying nationally recognised training in Australia are required to obtain a Unique Student Identifier (USI).

# 13. Course Progress & Attendance

HIT monitors student course progress in accordance with the ESOS Act and National Code requirements.

International students are required to maintain satisfactory academic progress throughout their enrolment.

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## Monitoring Course Progress

Student academic progress is monitored during each study period.

Students identified as being at risk of unsatisfactory progress may receive:

- Academic warning notifications
- Intervention meetings
- Additional academic support
- Study skills assistance
- Language, literacy and numeracy support
- Academic counselling

## Unsatisfactory Course Progress

Students may be identified as making unsatisfactory course progress where they:

- Fail to successfully complete required assessments
- Fail multiple units within a study period
- Do not participate adequately in training and assessment activities
- Fail to demonstrate competency requirements

## Intervention Strategy

Students identified as at risk will be placed on an intervention strategy which may include:

- Individual learning plans
- Additional trainer support
- Study monitoring
- Scheduled progress meetings
- Referral to student support services

## Intention to Report

Where students continue to fail to meet satisfactory course progress requirements after intervention, HIT may issue an Intention to Report notice.

Students will have access to the complaints and appeals process before any reporting is finalised.

## Attendance

Students are expected to attend all scheduled classes and actively participate in learning activities.

Poor attendance may negatively affect:

- Academic performance
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- Learning outcomes
  - Visa compliance obligations

## 14. Assessment & Academic Requirements

Students are required to complete all assessments according to course requirements.

### Assessment Types

Assessment methods may include:

- Written assessments
- Practical demonstrations
- Presentations
- Projects
- Examinations
- Workplace assessments

### Reassessment

Students assessed as Not Yet Competent (NYC) may be eligible for reassessment opportunities according to college policies. ([hit.edu.au](http://hit.edu.au))

### Late Submission

Students requesting extensions should contact trainers before assessment due dates.

## 15. Student Code of Conduct

HIT expects all students to maintain professional, respectful, ethical, and responsible behaviour at all times.

Students are representatives of the institution and are expected to contribute positively to the learning environment.

### Students Must:

- Respect trainers, staff members, fellow students, and visitors
  - Behave honestly, ethically, and professionally
  - Follow all policies, procedures, and lawful directions
  - Respect cultural diversity and inclusion
  - Participate actively in learning activities
  - Maintain academic integrity
  - Use facilities and resources responsibly
  - Dress appropriately for practical training activities where applicable
-



## Classroom Expectations

Students are expected to:

- Arrive to class on time
- Participate respectfully during learning activities
- Avoid disruptive behaviour
- Turn mobile devices to silent mode during classes
- Follow trainer instructions
- Complete assessments honestly

## Anti-Bullying and Harassment

HIT does not tolerate:

- Bullying
- Harassment
- Discrimination
- Sexual harassment
- Threatening behaviour
- Victimisation

Any student engaging in unacceptable behaviour may face disciplinary action.

## Unacceptable Behaviour Includes:

- Violence or threatening behaviour
- Property damage
- Possession or use of illegal substances
- Smoking in prohibited areas
- Academic misconduct
- Offensive language or behaviour
- Misuse of technology systems
- Disruptive classroom behaviour

## 16. Academic Integrity & Misconduct

Academic integrity is fundamental to maintaining the quality, credibility, and integrity of qualifications issued by HIT.

Students are expected to complete all assessments honestly and independently unless collaboration is specifically authorised.

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## Academic Misconduct Includes:

- Plagiarism
- Cheating during assessments
- Copying another student's work
- Collusion
- Fabrication or falsification of information
- Contract cheating
- Unauthorised use of artificial intelligence tools
- Submitting work completed by another person

## Artificial Intelligence (AI) Usage

Students may only use AI tools where permitted by trainers and assessment requirements.

Unauthorised use of AI-generated content may be considered academic misconduct.

Students are responsible for ensuring all submitted work reflects their own understanding and competency.

## Consequences

Academic misconduct may result in:

- Resubmission requirements
- Assessment penalties
- Suspension
- Cancellation of enrolment

# 17. Workplace Health & Safety (WHS)

HIT is committed to providing a safe learning environment.

Students must:

- Follow safety instructions
- Report hazards immediately
- Use equipment safely
- Follow emergency procedures

## Emergency Procedures

In emergencies students should:

- Follow staff instructions
  - Proceed to evacuation assembly points
-



- Contact emergency services when required

Emergency Number: 000

## 18. Critical Incident & Emergency Procedures

HIT is committed to responding effectively to critical incidents involving students, staff, and visitors.

### Definition of Critical Incident

A critical incident may include:

- Serious injury or illness
- Death of a student or staff member
- Missing student
- Mental health emergency
- Violent or threatening behaviour
- Natural disasters
- Fire or evacuation emergencies
- Any traumatic event affecting student wellbeing

### Critical Incident Response

In the event of a critical incident, HIT will:

- Ensure immediate safety and emergency response
- Contact emergency services where required
- Notify appropriate staff members
- Provide student welfare and support assistance
- Arrange counselling or referral services if required
- Maintain communication with relevant parties
- Document and review the incident

### Emergency Contact

Emergency Services: Dial 000

Students should immediately notify college staff during emergencies.

## 19. Technology & Internet Usage

Students are expected to use technology resources responsibly.

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## Students Must Not:

- Access inappropriate content
- Download illegal material
- Share passwords
- Disrupt college systems
- Use systems for unlawful activities

The college reserves the right to monitor system usage.

## 20. Complaints & Appeals Process

HIT is committed to resolving student complaints and appeals fairly, professionally, confidentially, and without Victimisation.

Students have the right to access complaints and appeals processes at no cost or minimal cost.

### Informal Complaint Resolution

Students are encouraged to first attempt informal resolution by discussing concerns with relevant staff members.

### Formal Complaints

If the matter is not resolved informally, students may lodge a formal written complaint.

The complaint process includes:

1. Submission of written complaint
2. Acknowledgement of complaint
3. Investigation process
4. Written outcome provided to the student
5. Opportunity for appeal if required

### Appeals Process

Students may appeal decisions relating to:

- Academic outcomes
  - Course progress
  - Refund decisions
  - Suspension or cancellation
  - Administrative decisions
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## External Appeals

Where internal processes are exhausted, students may access external appeal services.

Students may contact the Overseas Students Ombudsman for external complaints assistance.

Website: <https://www.ombudsman.gov.au>

Students will not be disadvantaged for accessing complaints or appeals processes.

## 21. Fees & Refund Policy

Students are responsible for payment of all fees and charges associated with their course.

### Fees and Charges

Fees may include:

- Tuition fees
- Enrolment fees
- Material fees
- Administration charges
- Reassessment fees
- Other applicable charges

Students will receive a written agreement outlining all fees payable before enrolment.

### Payment Requirements

Students are required to:

- Pay fees according to the agreed payment schedule
- Maintain up-to-date payment arrangements
- Meet financial obligations throughout enrolment

Failure to pay fees may result in:

- Suspension of enrolment
- Cancellation of enrolment
- Restriction of academic services

### Refund Policy

Refunds are managed according to the HIT Refund Policy.

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Refund situations may include:

- Visa refusal
- Provider default
- Student withdrawal
- Compassionate or compelling circumstances

Refund requests must be submitted in writing.

Approved refunds will generally be processed within applicable legislative timeframes.

Students may access the complaints and appeals process regarding refund decisions.

## 22. Deferral, Suspension & Cancellation

Students may apply to defer or temporarily suspend studies under compassionate or compelling circumstances.

Examples may include:

- Serious illness or injury
- Bereavement
- Major personal hardship
- Traumatic experiences

### Student-Initiated Requests

Students requesting deferral or suspension must:

- Submit requests in writing
- Provide supporting evidence where required
- Await formal approval before ceasing studies

### Provider-Initiated Suspension or Cancellation

HIT may suspend or cancel enrolment where students:

- Breach the Student Code of Conduct
- Fail to pay fees
- Fail to maintain satisfactory course progress
- Provide fraudulent documentation
- Breach visa requirements

### Appeals Rights

Students have the right to appeal decisions relating to suspension or cancellation before any reporting actions are finalised.

Students will be informed in writing regarding all decisions affecting enrolment.

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## 23. Transfer Between Providers

International students wishing to transfer to another registered provider must comply with applicable National Code requirements.

### Transfer Restrictions

Students are generally restricted from transferring to another provider within the first six months of their principal course unless approved under relevant legislative requirements.

### Transfer Requests

Students requesting release must:

- Submit a written request
- Provide supporting documentation
- Demonstrate valid reasons for transfer

### Grounds for Refusal

Transfer requests may be refused where:

- Transfer may disadvantage student progression
- Outstanding fees remain unpaid
- Student support interventions are in place
- Transfer is not considered in the student's best interests

### Appeals

Students may access the complaints and appeals process regarding transfer decisions.

## 24. Privacy & Confidentiality

HIT is committed to protecting the privacy and confidentiality of student personal information.

Information collected by HIT may include:

- Personal identification details
  - Academic records
  - Contact information
  - Visa-related information
  - Assessment outcomes
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## Use of Information

Student information may be used for:

- Administration and enrolment purposes
- Academic management
- Government reporting obligations
- Student support services
- Compliance with legislative requirements

Information may be disclosed to government agencies where required by law.

HIT manages personal information in accordance with Australian Privacy Principles.

## 25. Student Feedback & Continuous Improvement

Student feedback is important in improving the quality of education and services.

Students may provide feedback through:

- Surveys
- Student meetings
- Feedback forms
- Complaints and suggestions

## 26. Important External Contacts

Service	Contact Details
Emergency Services	000
Police Assistance	131 444
Lifeline Australia	13 11 14
Fair Work Ombudsman	<a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
Study Australia	<a href="http://www.studyaustralia.gov.au">www.studyaustralia.gov.au</a>

## 27. Forms & Appendices

### Student Forms

- Internation Student Enrolment Form / Student Enrolment Form
  - Application for Leave Form
  - Certificate Issue Request Form
  - Refund Application Form
  - Deferral, Suspension, Withdrawal and Cancellation Form
-



- Course Entry Interview Form
  - Credit Transfer Application Form
  - Appeal Form
  - Course Variation Form
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