



BUFFET

BUFFET

Notice
Freezer

STUDENT ORIENTATION



PAX
INSTITUTE OF EDUCATION
CRICOS: 03152D, RTO: 22207

**WELCOME
TO YOUR
STUDENT
JOURNEY
AT PAX!**

Our Team

Chief Executive Officer: Timple Jain

Administration Manager: Eliana Galvis

Admissions Officer: Joban Singh

Academic Student Support:

- Camilo Calderon
- Jugraj Singh
- Nithima Boonkaew

Reception Student Support: Lucia Blanco

IT Officer: Siva Kumar.

OUR HOSPITALITY COURSES

**SIT30821 - Certificate III in
Commercial Cookery**

**SIT40521 - Certificate IV in
Kitchen Management**

**SIT50422 - Diploma of
Hospitality Management**

**SIT60322 - Advanced Diploma
of Hospitality Management**



**OUR
AUTOMOTIVE
COURSES**

**AUR30620 - Certificate III in
Light Vehicle Mechanical
Technology**

**AUR40216 - Certificate IV in
Automotive Mechanical
Diagnosis**



PAX
INSTITUTE OF EDUCATION
CRICOS: 03152D, RTO: 22207

15 years

of experience

We are committed to providing the best possible vocational education for our students by developing the knowledge, attitudes, and skills essential for life-long learning



PAX
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WHERE PAX IS LOCATED?

PAX Campus Location

Level 16, 190 Queen Street, Melbourne, VIC 3000

Hospitality Kitchen Location

5456 Latrobe Street, Melbourne, VIC 3000

Automotive Workshop Location

363379 Mount Alexander Road, Ascot Vale, VIC 3032

WHERE TO GO WITH QUERIES

General Enquiries -Main Reception

Phone: +61 3 9041 3466

Email: info@pax.edu.au 24

Hours Emergency Contact

Chief Executive Officer/PEO – Timple J ain

Phone: +61 3 9041 3466 Mob: 0434 053 115

Email: timple.j@pax.edu.au





Campus Facilities

Campus Facilities

- Free WIFI on the campus
- Student's area
- Well-equipped classrooms

Student Services

- Academic Support
- Additional English Support
- Course Progress and attendance

Note: Your feedback is important to us and assists us in continuously improving our services. You can provide your feedback using the QR code displayed around the campus or via the form available from our website. You will be given an Orientation Feedback Survey at the end of this Orientation Session





TERMS AND TIMETABLES

You will receive an electronic copy of the timetable on the Intake date.

- ✓ **Each Term:** Study period = 10 weeks.
- ✓ **Mid Term:** Study period (1st Term) = 5.
- ✓ **Term Holidays:** 3 weeks after every 10 study weeks.
- ✓ **Special intakes** will have customized timetables and term weeks.



TERMS AND SPECIAL TIMETABLES

- ✓ **Credit Transfer students** will have customized Timetables
- ✓ **Academic Calendar:** The Academic Calendar with Term breaks is available on the website www.pax.edu.au and is also on the Student Notice Boards and at the Reception.



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TERM CALENDAR 2024

Term 1 – 2024	8-Jan-24	17-Mar-24	18-03-2024 to 07-04-2024 (3 weeks)
Term 2 – 2024	8-Apr-24	16-Jun-24	17-06-2024 to 07-07-2024 (3 weeks)
Term 3 - 2024	8-Jul-24	15-Sep-24	16-09-2024 to 06-10-2024 (3 weeks)
Term 4 - 2024	7-Oct-24	15-Dec-24	16-12-2024 to 05-01-2025 (3 weeks)



ACADEMIC CALENDAR 2024

REGULAR INTAKES	MID – TERM INTAKES
MONDAY 10 July 2023	MONDAY 14 August 2023
MONDAY 9 October 2023	MONDAY 13 November 2023
MONDAY 8 January 2024	MONDAY 12 February 2024
MONDAY 8 April 2024	MONDAY 13 May 2024
MONDAY 8 July 2024	MONDAY 12 August 2024
MONDAY 7 October 2024	MONDAY 11 November 2024
MONDAY 6 January 2025	MONDAY 10 February 2025
MONDAY 7 April 2025	MONDAY 12 May 2025
MONDAY 7 July 2025	MONDAY 11 August 2025
MONDAY 6 October 2025	MONDAY 10 November 2025
MONDAY 5 January 2026	MONDAY 9 February 2026
TUESDAY 7 April 2026	MONDAY 11 May 2026
MONDAY 6 July 2026	MONDAY 10 August 2026
MONDAY 5 October 2026	MONDAY 9 November 2026

TERMS	TERM START	TERM END	TERM BREAK START AND END
Term 3 - 2023	10-Jul-23	17-Sep-23	18-09-2023 to 08-10-2023 (3 weeks)
Term 4 - 2023	9-Oct-23	17-Dec-23	18-12-2023 to 07-01-2024 (3 weeks)
Term 1 – 2024	8-Jan-24	17-Mar-24	18-03-2024 to 07-04-2024 (3 weeks)
Term 2 – 2024	8-Apr-24	16-Jun-24	17-06-2024 to 07-07-2024 (3 weeks)
Term 3 - 2024	8-Jul-24	15-Sep-24	16-09-2024 to 06-10-2024 (3 weeks)
Term 4 - 2024	7-Oct-24	15-Dec-24	16-12-2024 to 05-01-2025 (3 weeks)
Term 1 – 2025	6-Jan-25	16-Mar-25	17-03-2025 to 06-04-2025 (3 weeks)
Term 2 – 2025	7-Apr-25	15-Jun-25	16-06-2025 to 06-07-2025 (3 weeks)
Term 3 - 2025	7-Jul-25	14-Sep-25	15-09-2025 to 05-10-2025 (3 weeks)
Term 4 - 2025	6-Oct-25	14-Dec-25	15-12-2025 to 04-01-2026 (3 weeks)
Term 1 – 2026	5-Jan-26	15-Mar-26	16-03-2026 to 05-04-2026 (3 weeks)
Term 2 – 2026	7-Apr-26	14-Jun-26	15-06-2026 to 05-07-2026 (3 weeks)
Term 3 - 2026	6-Jul-26	13-Sep-26	14-09-2026 to 04-10-2026 (3 weeks)
Term 4 - 2026	5-Oct-26	13-Dec-26	14-12-2026 to 03/01/2027 (3 weeks)



YOUR RESPONSIBILITIES AS AN INTERNATIONAL STUDENT ON A STUDENT VISA IN AUSTRALIA

- ✓ Comply with your student visa conditions;
- ✓ Ensure you have and continue to maintain your Overseas Student Health.
- ✓ Cover (OSHC) for as long as you stay in Australia on a student visa;
- ✓ Meet the terms of your written agreement with PAX;
- ✓ Maintain satisfactory course progress and attendance (Every Term).





YOUR RESPONSIBILITIES AS AN INTERNATIONAL STUDENT ON A STUDENT VISA IN AUSTRALIA

Working While Studying

- ✓ You are limited to 48 hours of work per fortnight and unlimited during your Term Breaks.



YOUR RESPONSIBILITIES AS AN INTERNATIONAL STUDENT ON A STUDENT VISA IN AUSTRALIA

Update your contact details

- ✓ Your Visa condition requires you to inform PAX about a change in your contact details (Address, Phone No, Email) within 7 days.

Unique Student Identifier (USI).

- ✓ Since January 2015, all students in Australia are required to have a USI.
- ✓ If you do not have a USI, Create one and provide it to PAX.
- ✓ No Certificates or Statement of Attainments will be issued without a valid USI.

POLICIES AND PROCEDURES

All the PAX Policies and Procedures related to your Student Journey at PAX are available in details at PAX website: www.pax.edu.au



The screenshot displays the PAX Institute of Education website. The main header includes the PAX logo and navigation links: HOME, ABOUT PAX, COURSES, DOMESTIC LEARNERS, INFORMATION, STUDENT SERVICES, and CONTACT US. A dropdown menu is open under 'INFORMATION', showing 'Forms and Policies' and 'Reports'. The main content area is titled 'FORMS AND POLICIES' with a breadcrumb 'HOME / FORMS AND POLICIES'. Below this, there are three sections of links:

- GENERAL**
 - Accommodation Guide for International Students
 - Student Handbook
 - Term Calendar 2023 to 2026
 - Quick Harvard Referencing Guide
 - Work Placement Handbook
 - PAX Institute Familiarization
- EDUCATION AGENT FORMS**
 - Education Agent Reference Check Form
 - Education Agent Application Form
- STUDENT FORMS**
 - Application Form (Students already in Australia)
 - Student Request Form
 - Complaints and Appeals Form
 - Unique Student Identifier (USI) Form
 - Return from Deferment Form
 - Student Change of Contact Details Form
 - Student Refund Request Form
 - Course Deferment Request Form
 - Course Suspension Request Form
 - Student Qualification/SOA Issuance & Exit Form
 - Student Course Transfer/ Withdrawal Request Form

STUDENT CODE OF CONDUCT

This outlines the expected standard of behaviour for PAX students in brief. In general, it is expected that as a student you will:

Do's

- ✓ Treat all PAX staff and other students with **courtesy, tolerance and respect**;
- ✓ **Attend all classes according to your timetable and be responsible** for your own study program;
- ✓ Ensure your **contact details are up-to-date** throughout your student journey at PAX;
- ✓ Speak **ENGLISH ONLY** at all times



STUDENT CODE OF CONDUCT

- ✓ **Maintain fee payments** as per your Fee payment plan;
- ✓ **Retain your Student ID at all times** with you;
- ✓ **Be presentable** – dress appropriately.

Don'ts

- ✓ Discriminate against religion, race, language or ethnicity;
- ✓ Smoking, alcohol and drugs not permitted on campus;
- ✓ Eating and drinking in the classrooms;
- ✓ Act of vandalism, theft, damage to PAX property;
- ✓ Violent, offensive, unruly behaviour.



PLAGIARISM & CHEATING

Pax Institute has zero tolerance for plagiarism and cheating. If you are caught doing either of these the following may occur:

Instance 1: Possible Fine of \$300 & resubmit

Instance 2: Fined \$300 & resubmit and formal warning letter

Instance 3: Possible enrolment cancellation from PAX

Do Not

- ✓ Copy the work website without using referencing.
- ✓ Use fellow student's work without rewording to your own words.
- ✓ Submit someone else's work as your own.
- ✓ Use of IA generated.

PERSONAL HYGIENE

Personal hygiene

Personal hygiene is an **everyday** action, habit or practice of keeping oneself clean, especially to maintain good health. The practice of personal hygiene can also protect the health of others.

Hand hygiene

Hand hygiene is a general term referring to any action of hand cleansing. It includes hand washing with soap and water and antimicrobial hand rubs (for example, hand sanitiser).



COMPLAINTS & APPEALS POLICY

Complaint: Dissatisfaction with a service provided

Appeal: Dissatisfaction with the decision

Description of types of Complaints / Appeal:

✓ **An academic matter**

Something to do with teaching, learning, or assessment issues in a student's course at PAX.

✓ **An administrative matter**

Anything to do with the PAX management and/or the administration of a student's enrolment at PAX.

✓ **A more general matter**

Anything to do with a student's comfort, safety and general well being whilst their student journey at PAX.



COMPLAINTS & APPEALS POLICY

Procedure

- ✓ **Step 1** - Informal resolution - Discuss with the relevant party to resolve the issue
- ✓ **Step 2** - Formal resolution – Internal - Formally do a written complaint or appeal against a decision
- ✓ **Step 3** - Formal resolution – External - Appeal against an internal appeal decision - Overseas Students Ombudsman
<http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> Ph: 1300 362 072

Note:

Students have the right to pursue other legal remedies rather than opting to go through the appeal process at any stage.



CANCELLATION, SUSPENSION OR DEFERMENT POLICY

PAX may Cancel / Suspend Student enrolment on:

- ✓ Breach of Student Agreement conditions;
 - ✓ Breach of Student Code of Conduct or due to any disciplinary reasons where the student's offence is clearly established, and the appeal process has been exhausted;
 - ✓ Unsatisfactory course progress below 50% in two consecutive study periods;
 - ✓ Non-payment of tuition fees;
 - ✓ Non-commencement of studies while on-shore and absence for a period of 28 days or longer without prior approval from PAX Institute
- When you fail to return to study after a scheduled student term break.



CANCELLATION, SUSPENSION OR DEFERMENT POLICY

Student Deferment/Suspension of studies Request:

- ✓ Students can defer or temporarily suspend their studies as a result of compassionate or compelling circumstances;
- ✓ Students will be required to provide evidence of the compassionate or compelling circumstances;
- ✓ Deferral or suspension of studies cannot be used for weddings, honeymoons, personal travelling, undertaking hobbies, working or taking holidays/breaks etc.
- ✓ The request application must be provided with evidence of Air tickets (to and from) and any other documentary evidence like a medical certificate etc.
- ✓ Before applying to suspend their studies, students must ensure that they have paid any outstanding course fees;
- ✓ The student's request will be assessed, and the outcome would be conveyed to the student.



DISCLOSURE OF YOUR INFORMATION

- ✓ PAX Institute of Education is required to collect personal information about me and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER);
- ✓ Your personal information may be used or disclosed by PAX Institute of Education for statistical, administrative, regulatory and research purposes.
- ✓ PAX Institute of Education may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies and NCVER;



DISCLOSURE OF YOUR INFORMATION cont'd

- ✓ NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au)
- ✓ PAX will NOT disclose your personal information to any members of your family, your agent, friends or any third party unless we receive written approval from you being a PAX student.



ATTENDANCE POLICY

- ✓ Attendance is closely linked to Course Progress. PAX strongly believes that attendance and course progress works hand-in-hand. The student will be successful in the course progress only if he/she attends the scheduled timetabled classes regularly and performs the learning activities in the classroom.
- ✓ PAX has adopted and implemented a course progress policy and procedures for all the students enrolled in CRICOS registered courses.
- ✓ PAX may report students based on course progress. However, you are required to maintain a **minimum of 70% attendance per term and attend at least 20 hours of face-to-face scheduled classes.**



ACADEMIC COURSE PROGRESS POLICY

What is Unsatisfactory Course Progress:

Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units in a term based on evidence from the student's assessment tasks and activities.

At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.



ASSESSMENTS

- ✓ VET Competency-Based Training and Assessment Competency-based training is a method of training that develops the skills, knowledge and attitudes required to achieve competency
- ✓ Vocational Education and Training (VET) assessment is based on national benchmarks, called competency standards, for the occupation or industry in which an individual is training. A successful result in the VET assessment is recorded as 'Competent' according to industry standards.
- ✓ There are several different methods of assessment (questions, projects, practicals, Work Based Training etc.) based on the Unit of Competency in that qualification.
- ✓ To pass a unit (Competent), you need to complete ALL the given assessments and obtain a Satisfactory outcome. **You need to get 100% to be deemed Satisfactory in your assessments.** This means even if you have one incorrect answer, then you will be deemed Not Yet Satisfactory.



ASSESSMENTS FEEDBACK

- ✓ Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance.
- ✓ **RESUBMISSION:** Resubmission is an informal process and can be arranged between the student and the Academic Officer through mutual understanding. the Academic Officer allow up to two resubmission attempts before deciding the next step.
- ✓ **Further evidence** for assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks.



ASSESSMENTS FEEDBACK

Reassessments

- ✓ Where a student's task is unsatisfactory, then the student will receive an opportunity for a second attempt to do the assessment task before the result is finalised for the particular unit/ term. For example, verbal questioning could clearly demonstrate to an assessor that a student does understand or have the knowledge. This is free of cost.
- ✓ If the student fails the second attempt of the assessment as per the schedule and still gets a mark of not satisfactory, the student will be re-assessed. The student's chance of re-assessment will incur a cost. (AUD 100.00)
- ✓ In other circumstances, students should re-enrol in the unit for further training and a fee shall apply.
- ✓ Please refer to your student handbook for fees and charges.



TRANSFERRING BETWEEN EDUCATIONAL PROVIDERS

- ✓ Under Student Visa Regulations it is not possible to transfer to another education institution unless you have completed the first six months of the principal course without the approval of the Institute. Since 2018, you do not require a release letter. The release is required by the provider on your CoE via PRISMS.
- ✓ A principal course is usually your last course of study that you have enrolled for at PAX.
- ✓ Transfer requests must be made to the Administration Manager and should follow the guidelines of the Institute's Policy on Transfer between registered providers.

TRANSFERRING BETWEEN EDUCATIONAL PROVIDERS cont'd

Requests for transfers may be refused for the following reasons

- ✓ The transfer may jeopardise the student's progression through a package of courses
- ✓ The student intends to avoid being reported to DHA for failing to meet the academic progress requirements.
- ✓ A valid letter of offer, (which includes the name of the course and complete details of the provider, including CRICOS code), has not been provided by the student to PAX.
- ✓ Reasons for requesting transfer primarily relate to enhancing permanent resident opportunities, reduction in attendance requirements at the new institute or current timetable interfering with work arrangements.
- ✓ Transfer perceived as detrimental to student's welfare and wellbeing.



PAYMENT OF FEES

1. Please note that fees are required to be paid by the due date and any delays in the payment of fees will be charged a late penalty fee of \$10 per day till it is paid.
2. If the payment is not received by the due date, you will receive an ITR (Intention to Report) letter from PAX, and will be given 20 working days for appeal, after which, the Department of Home Affairs will be informed of the cancellation of your enrolment. You may be suspended from attending the classes during this 20 -day period which may affect your study.
3. In all cases where fees are not paid, even after cancelling the enrolment, services of 'Credit Managers' or 'Debt Collectors' would be enlisted for the recovery of the Dues, which may involve additional expenses to you and affect your credit rating.



REFUND POLICY

A student is not eligible for a refund of tuition fee where:

- ✓ Student does not commence the course as per the agreed commencement date without a reason outlined above; or
- ✓ Student withdraws from the course less than 28 days before course commencement or after the course commencement; or
- ✓ If students defer the course commencement date and then apply for a refund; or The Institution terminates the student's enrolment due to the student's misbehaviour or failure to comply with the Institution's policies.

To apply for a refund, Students must complete the Refund Application Form and submit it together with the supporting evidence to the institute at info@pax.edu.au

Students will be notified of the outcome of their Refund Application in writing within 10 working days of receiving the application.

CLASSES AT PAX

Attendance at all classes is **mandatory** as per the timetable provided via email. The courses may include both theoretical and practical units.

Hospitality courses

Main Campus (Theory)

16/190 Queen St, Melbourne, VIC 3000

Kitchen (practical)

54-56 Latrobe Street, Melbourne, VIC 3000

Automotive courses

Main Campus (Theory)

16/190 Queen St, Melbourne, VIC 3000

Automotive Workshop (practical)

363-379 Mount Alexander Road, Ascot Vale, VIC 3032

Note: For further information please refer to the timetable.





SIT30821 CERTIFICATE III IN COMERCIAL COOKERY

Total Units = 25

Classes = 1-day Theory,
1-day Practical
1-day Tutorial

The course is divided into 4 Terms

PAX Learning Management System
– Didasko

CERTIFICATE III IN COMERCIAL COOKERY

Assessment submission:

1st Submission

- ✓ If you fail to submit your assessment on the due date, it will be considered as “NYC” (Not Yet Competent)
- ✓ You will get 1 chance to fix “NYC”

2nd Submission

- ✓ 3rd Attempt will be considered as a Re-assessment. (Fees apply \$100.00).

Kitchen Rules:

- ✓ **WHS in Kitchen:** Dress in a proper uniform and safety Shoes when you are in the Kitchen.
- ✓ **Implements:** Bring your own Chef Kit to all practical classes.
- ✓ **Punctuality:** Be on time, latecomers will not be allowed to attend the Practical class.

Missing a practical Class will be considered as a Re-assessment (Fees apply \$100.00 per missing class).

AUR30620 CERT III IN LIGHT VEHICLE MECHANICAL TECHNOLOGY

Total Units = 36

Classes = 1-day Theory,
1-day Practical
1-day Tutorial

The course has been divided into 6 Terms namely :

Group 1: Introductory and Service Group (TERM 1)

Group 2: Engines Group (TERM2)

Group 3: Clutch and Transmission Group (Term 3)

Group 4: Steering, Suspension and Brake Group (Term 4)

Group 5: Electrical Group (TERM 5)

Group 6: Diagnostic and Service Group (Term 6)

PAX Learning Management System - MOODLE

CERT III IN LIGHT VEHICLE MECHANICAL TECHNOLOGY

Assessment submission:

1st Submission

- ✓ If you fail to submit your assessment on the due date, it will be considered as “NYC”
- ✓ You will get 1 chance to fix “NYC”

2nd Submission

- ✓ 3rd Attempt will be considered as a Re-assessment. (Fees apply \$100.00).

Automotive Workshop Rules:

- ✓ **WHS in the Workshop:** Be in uniform when you are in the workshop.
- ✓ **Punctuality:** Be on time, latecomers will not be allowed to attend the workshop class.

Missing the Workshop Class will be considered as a Re-assessment (Fees apply \$100.00).

WHAT IS WORK BASED TRAINING (WBT)?

(Applicable to SIT Students)

An assessable component of a qualification is designed to provide students with the opportunity, and the means, to apply skills and knowledge obtained through the study of their qualification in a supervised and authentic environment.

- ✓ It is a structured workplace-based learning component of the course that prepares students for the workforce.
- ✓ It is designed to assist students to better understand their underpinning knowledge by putting into practice what they have learnt within the workplace.
- ✓ Students are allowed to perform tasks relating to their course in an appropriate industry setting.



HOW DOES WORK-BASED TRAINING WORK?

- ✓ The WBT Coordinator will assist you to find the work placement.
- ✓ Logbooks will be distributed by the WBT Coordinator on the day of the induction.
- ✓ Student completes the necessary WWC and Police checks **as applicable**.
- ✓ Attend an induction at the Host Employer and ensure the **placement agreement** is completed and returned to PAX **prior to the commencement** of the placement.
- ✓ Complete tasks as set out in your logbook, all classroom-based theory and assessments. Note that Placement will run concurrent with theory and practical classes & it is not an excuse to be absent.
- ✓ WorkPlace Supervisor, your Trainer/Assessor and Work Placement Coordinator will monitor your progress.
- ✓ Workplace assessments/observations are complete when the specific hours and requirements have been met, and observation by your assessor has been successfully completed.

SIT30821- Certificate III in Commercial Cookery- 192 hrs & 48 hrs shifts.

SIT40521- Certificate IV in Kitchen Management- 48 hrs & 12 hrs shifts.



OUR PARTNERS

THE WINDSOR
MELBOURNE



SOFITEL
MELBOURNE ON COLLINS



tickled pink



UNIVERSITY CAFÉ
EST 1952

1247
Students currently placed

WHAT DO YOU NEED TO DO NEXT?

RED TOKEN (All documents Pending)

- ✓ Please fill out and sign all the Orientation Documents and provide them to our Staff located in Reception.
- ✓ Wait to be called for your Speaking Test

BLUE TOKEN (Any document pending)

- ✓ Please fill out and sign the pending Documents and provide them to our Staff located in Reception.
- ✓ Wait to be called for your Speaking Test

YELLOW TOKEN (Speaking test pending)

- ✓ Wait to be called for your Speaking Test.

Note:

Ensure to send a passport-size photo to reception@pax.edu.au to get your ID card.

DISCOVER YOUR FUTURE



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