



MASTERS PROGRAMS

STUDENT HANDBOOK

2009

Foreword

In 1997 the staff and students of the International College of Management, Sydney (ICMS) created this Handbook in order that the following vision as adopted by the organisation, is reached.

“The International College of Management, Sydney is recognised as a world leader in management education; equipping graduates with the professional skills and knowledge to continually surpass international industry expectations”.

We are well on our way to achieving this vision, with our students highly sought after by employers, both in Australia and overseas, due to their superior professionalism and skill level. This achievement is the result of a continuous pursuit of excellence by both staff and students of the College through hard work, commitment and a belief in the power of a positive attitude.

I would like to welcome you to this dynamic environment and to a challenging career in the Service Industry. Please take the time to read this Handbook, which contains general rules and regulations of the College. It has been compiled for your benefit to ensure that your time at ICMS is both satisfying and rewarding.

I wish you all the best as you pursue your educational goals.

Frank Prestipino
Managing Director

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SECTION 1

General Information

1.1 Academic Matters

Students seeking advice on academic matters should approach relevant members of the Academic Department, such as the Subject Lecturer, Head of Postgraduate Studies or the Academic Director.

1.2 Accommodation

Accommodation can be requested at time of acceptance. Cost of accommodation per week inclusive of meals (during ICMS Undergraduate semester) is available on request and is subject to availability. A student is also able to request to live on campus during semester breaks and can request the cost from the College Reception. Meals are not provided during semester breaks. Unused accommodation is non-refundable

1.3 Car Parking

Students are permitted to park their cars in the car park located at the rear of Kelly House. The main gate is accessed after hours by a swipe card available from reception by paying a \$25 refundable deposit. The deposit must be paid in cash and will be reimbursed upon return of the card. Students are asked to park with consideration for other car owners and observe speed signs when driving on College grounds (15 km/hr). Speeding and dangerous or reckless driving are acts of misconduct and will be treated accordingly. All students must register their cars at reception at the beginning of the first term here at ICMS. Once the student has received their parking permit (collected from Reception) it must be displayed whenever parking inside the College grounds..

1.4 Classroom Facilities

Classroom areas are to be kept neat and tidy at all times. Papers are not to be left on the floor and computer cabinets are to be closed and locked. Food and beverages are not permitted in the classroom at any time, however bottled water is allowed. Students may not chew gum on any part of the campus. The second floor area in Moran house is used as a quiet computer study area. This computer classroom area is reserved for quiet study for ICMS enrolled students only and must be kept clean and tidy at all times. Another quiet study area is located on third floor in Moran House.

1.5 Computer Resources

There are general use computer labs located in Moran House. All computer labs are considered front of house and for this reason the regular dress code applies.

All computer labs have laser printers available for student use. Paper for these printers is available from the library during opening hours and RAs also have access to paper. An allowance for printing at the start of each semester is also provided (up to \$50 at \$0.10 per page). In the event that this allowance is used before the end of semester, an application must be made to the IT Helpdesk for a further printing allowance (helpdesk@icms.edu.au). Students are assigned a home directory on the computer network (up to 300mb) on which they may keep any work, documents or assignments. Note that no personal files such as music or videos should be stored.

The following conditions apply to computer room usage:

- No food or drinks are permitted in the computer labs
- Under no circumstances are students permitted to tamper with the computer network settings or to load software to the network or to any individual computer
- Under no circumstances are students permitted to tamper with the computer hardware, cabling or peripherals. This includes unplugging a network cable to be used with a laptop
- Students' work is to be saved to their home directory or a floppy disk (drive a) only. Any work found elsewhere on hard disk will be deleted
- Priority is to be given to students using the computers to complete College work. Students are welcome to *surf* the internet but must log off if the computer is required by a student to complete assigned work
- Please, no mobile phone use in the computer rooms.

Wireless Network

In addition to the computer labs supplied by the College, there is also a wireless network available for student use. The wireless network allows laptop users to connect to the internet, access files on their home drive and print. Laptops and wireless network cards are available through the College at discounted prices. Students can consult the IT Helpdesk for more information.

IT Issues

www.icms.edu.au

The College website provides the following services to students:

- Permanent email address. This is activated during the first week at College and will be in the form of the first letter of the first name + full family name + enrolment year + @students.icms.edu.au (eg Joan Citizen, enrolled in 2009 will be: jcitizen09@students.icms.edu.au). The email server is accessible through any web browser. Email is the official, and preferred, channel of communication used by the College and students are expected to check it daily.
- College related discussion groups and newsgroups, accessible through individual email accounts;
- Student newsletter (*Word on the Street*) and activities calendar including reports on recent activities;
- Operations Handbook, College Handbook and Style Guide;
- A link to the Department of Immigration, Multicultural and Indigenous Affairs website;
- A 'useful numbers' section including a list of embassies;
- Access to on line material for each course through Blackboard.
- At no time is any student allowed to download

All students will be assigned a login name during the Orientation week of classes and will need to set a password to gain access to the Student Network. This password must be changed periodically. Failure to change the password when prompted will cause the account to be locked. Students who forget their password or fail to change it at the appropriate times will need to fill contact the IT Helpdesk to have their account unlocked (helpdesk@icms.edu.au). Email accounts are disabled if students withdraw or are dismissed.

1.6 Fire and Emergency Procedures

During the hours of 07:00 and 22:30 Monday to Friday, and 09:00 and 18:00 on weekends and public holidays, the Manager on Duty is responsible for emergency procedures and building evacuation. A senior staff member is responsible for emergency procedures and building evacuation in the absence of the Manager on Duty.

The procedures to follow in an emergency are displayed throughout the College buildings and on the wall in every student room, along with a floor map indicating the location of the room in relation to the nearest fire

exits. These procedures will be explained during Orientation Week and regular fire drills will be conducted to ensure students are familiar with what action to take in an emergency.

Students must familiarise themselves with the escape plan for their room and take note of the nearest fire exits, in addition to the following guidelines:

- Do not park motor vehicles in the vicinity of stairways and other building exit paths – use nominated car parking areas only
- Fire doors must never be propped open and access must be kept clear at all times
- Any tampering with extinguishers will be considered as misconduct and can result in dismissal. Repairs/refilling will be regarded as common area or residential area damage with costs deducted from the operating accounts of students
- Do not use or ignore equipment that is suspected to be faulty (eg an iron with a frayed cord). Go to Reception immediately and report it.
- Do not smoke except in designated smoking area at the rear of the Sand Bar.
- Do not throw cigarette butts/matches into waste paper bins. Use ashtrays and ensure that the butt/match is completely extinguished
- No implements with an open flame are permitted in student rooms, eg candles, oil burners etc. Burning of incense is also not permitted
- Students who are appointed as Floor Wardens will in the event of an emergency instruct others on evacuation.

1.7 First Aid

There are first aid kits stored at several locations around the College campus. An list of qualified first aid staff is posted in the Operations office, kitchens, and on College notice boards. If an incident requiring first aid occurs, Reception must be alerted immediately. Near accidents must also be reported so that any hazardous conditions may be rectified to prevent occurrence of injuries.

Any first aid treatment administered must be fully documented. For insurance purposes this is absolutely crucial. The date and time, incident description, and the names of person(s) injured, person administering first aid and any witnesses must be recorded in the first aid register. If an accident occurs which requires treatment externally (student/staff sent to doctor, hospital, or ambulance called), the details must also be recorded. The Manager on Duty, or a senior staff member, is on the premises at all times and residential/mobile telephone numbers are posted at the Student Services desk.

1.8 Hours of Entry

Students can enter the College via the main entrance on Darley Road at any time. After 6:00pm, students can access the pedestrian gate at the main entrance by using their individual room key or for off-campus students, a side entry key. Vehicular access is also available via the main entrance. Between dusk and dawn a swipecard is needed to open the gates (further details from Reception).

1.9 Library Services

The Pollard Resource Centre is located in the Convent, accessible by stairs from Moran House and holds a comprehensive collection of books, newspapers, journals, videotapes and statistics. The library aims to provide equitable access to library resources, particularly those in heavy demand, while ensuring that key and high demand material is available in the Reference collection. Additional information and resources can be found at 'ICMS Library' via Blackboard.

The replacement cost for any unreturned items from the Library will be incurred by the student and automatically deducted from their operating account. Library hours are posted on the library door and any enquiries may be directed to the Librarian. Food and beverages are not permitted in the Library at any time.

1.10 Lost Property

Lost property should be handed in at the Reception desk stating where it was found and when. All lost property that is not claimed by the end of term is donated to charity.

1.11 Email

Email is the official, and preferred, channel of communication used by the College. Staff and students regularly use student email accounts to broadcast important information to the College community, and as such, students must take responsibility for checking their own college emails daily.

1.12 Meals

Meals are available for purchase from the Court Yard Café between the hours of 11.30am and 1.00pm. Meal tickets can be bought at reception before 5:00pm daily.

1.13 Noise

The residential areas of the College are designated as quiet areas between 10.30pm and 7.00am. Loud noise of any kind (eg music, TV, loud conversation) is not tolerated on campus between these hours, and any breach of this policy will result in disciplinary action.

1.14 Prohibited Areas

The following areas are out of bounds to all students:

- Kitchens, storerooms, the dining room and reception, except to those who are on official duty, practical training, or attending a meal
- Storerooms, faculty offices, staff and management offices outside classroom lecture hours or when no staff member is present
- The staff kitchenette and mail room
- Managing Director's office including the Executive Assistant's office
- All housekeeping closets, maintenance areas, roofs, and any residential rooms during scheduled vacation periods
- Offices of Constellation Hotel Group
- **Access via the front of the College green and Bower Street is STRICTLY out of bounds after dusk. PC points will be deducted for breaching this rule.**
- The lifts (unless permitted by a staff member)

1.15 Photocopier

A photocopier is located in the computer study area and in the Pollard Resource Centre. Students can use these after purchasing a photocopy card from the machine adjacent to the copier. The card costs \$2.00 initially and additional credit can be obtained thereafter. Photocopying is charged at a cost of 10 cents per page.

1.16 Reception and Public Areas

Reception and public areas must be kept clean and tidy at all times. The reception area is not a gathering place and students should refrain from lingering in this area. Students who go to reception for legitimate reasons must keep noise levels to a minimum and behave in a manner befitting a corporate reception.

1.17 Smoke Free Environment

The College maintains a smoke free environment in all areas, excluding only the paved terrace outside the Sand Bar in Kelly House. As smoking presents a serious fire hazard, smoking outside the designated smoking areas will be regarded as a serious offence and will incur disciplinary action.

SECTION 2

Social activities

The College has an extensive sport, recreational and cultural program. A full calendar outlining these activities and events is available on the College website: www.icms.edu.au

2.1 Sporting Equipment

The College provides a range of sporting and recreational equipment for student use such as tennis and squash racquets, surf and body boards, mountain bikes, basketballs, soccer balls, cricket equipment, skin diving equipment (face mask, snorkel, and fins), footballs, table tennis table, darts and board. The tennis court adjacent to the Kelly House car park also doubles as a basketball court.

Items are to be signed in and out by a Resident Assistant (RA) or Graduate Assistant (GA) or the Student Affairs Manager. The student will incur repair/replacement costs for any damaged or lost equipment held in their possession at the time. All equipment is to be returned within 24 hours.

2.2 Student Common Room

The Sand Bar is located in Kelly House on the lower ground floor. The common room is operated by the Student Representative Council (SRC) and will be opened and closed as agreed by the SRC and College management.

The Sand Bar functions on Friday evenings as the student meeting place. The College entrusts this facility to the SRC, which has full responsibility for the proper management of the club, including general cleaning and maintenance. The Head of Housekeeping will provide cleaning products when required and housekeeping staff clean the common room once a week.

The bar serves alcohol and soft drinks, and has an important social role within the College. The management and running of the bar also provides students with the opportunity to use their skills in the operation of an efficient and profitable club enterprise. The Bar Manager undertakes the management of the student bar, and due to the sensitive and important nature of this role, the Student Affairs Manager and volunteer bar staff appoint this position.

Students are required to be respectful of others and of noise levels when visiting the common room. All profits from the Sand bar are returned to the SRC Sand Bar in accordance with its guidelines.

2.3 New Image Gym Access

The *New Image Gym*, 29-33 Pittwater Road in Manly, is available for student use.

Master students are eligible for a gym card with a payment of \$35. This payment can be made at Student Services. The gym card is valid until the end of each Macquarie semester. During the undergraduate break there is no access to New Image Gym for Masters or undergraduate students. The Masters student is required to keep the receipt for the second consecutive ICMS term, otherwise they will not be issued the gym card for the second half. The expiry date for postgraduate student is the end of semester.

2.4 Visitors

For the safety and security of all students, the Duty Manager/ Receptionist must be notified in advance of guest arrival times and all visitors to the College must be directed to reception where their arrival will be registered. A 'visitor' badge must be worn during their visit to the College. To ensure the security of fellow students, any person(s) without a badge are directed to reception immediately.

Visitors are not permitted to enter the residential areas of Moran or Kelly House (including computer rooms), unless accompanied by a member of the College staff. Under no circumstances are visitors allowed into student rooms (inclusive of family members and non-residential students). Any breach of this rule is considered a serious offence and will incur disciplinary action.

SECTION 3

Grooming Standards

The International College of Management, Sydney is a leading educator in management services. To encourage a spirit of excellence in personal appearance as part of our education program, preparing graduates for careers in service industries, ICMS expects all staff and students to conform to a professional level of dress while on College premises. The College has a mandatory dress code for all its students which all Master students are required to obey. Below is the dress code that currently applies:

Female acceptable	Male acceptable
<ul style="list-style-type: none"> · Coordinated business suit · Skirts knee length and below · Make up simple and natural · Panty hose are not compulsory but recommended · Boots only with business pants · Business like shoes · Business skirt or pants with shirt or high neck long sleeve top · Jumpers and vests over shirt/top 	<ul style="list-style-type: none"> · Business suit · Business pants with shirt or high neck long sleeve top · Polo neck tops · Conventional haircut above the collar · Trimmed and clean beards or moustaches · Business like shoes preferred however ankle boots permitted · Jumpers and vests over shirt/top
Female not acceptable	Male not acceptable
<ul style="list-style-type: none"> · Any denim · Open toe, platform or sports shoes · Wearing visible earrings or studs apart from on ear lobes · Visible tattoos · T shirts · Revealing necklines · Extreme hair colours or styles · Stirrup pants · Midriff tops · Any ripped clothing or singlets 	<ul style="list-style-type: none"> · Any denim · Open toe, platform or sports shoes · Wearing visible earrings, studs, necklaces or bracelets · Visible tattoos · T shirts · Extreme hair colours or styles · Rings on thumb or index finger · Any ripped clothing or singlets

All students taking MIB and MCom units at ICMS are expected to abide by the dress code while attending classes on ICMS campus, including the computer room on the second floor of Moran House.

ICMS has adopted a grooming standard which reflects the highest industry standards. The following brief guidelines outline the requirements and expectations of the College, but do not cover every conceivable variable. The College reserves the right to judge whether specific grooming issues not addressed in these guidelines are acceptable or not. Students are required at all times to follow these guidelines in grooming, and also to follow the spirit of excellence in personal appearance that they articulate. Any deviation from the spirit of these standards is unacceptable, and will lead to disciplinary action.

Front of House (8:00am to 5:30pm)

Within the corporate world, front of house refers to the areas where employees may come in to contact with clients and are therefore required to be wearing full business attire in the required manner. Within the College environment front-of-house includes:

- Ground and First floors in Moran House
- Reception
- The Grand Dining Room
- Computer Study Areas
- Marketplace and CYC
- Visitor Car parks

Thank you for being part of our great College community.

The International College of Management, Sydney

Not just an education ...an experience!

SECTION 4

Student declaration

By signing below, I agree that:

- I have read and fully understood the information contained within the Masters Student Handbook;
- I will follow the rules, policies and procedures as outlined in the Masters Student Handbook;
- I will abide by any other directives, as issued from time-to-time, by College management;
- I understand the College (ICMS) is not responsible, nor liable, for any injury which may occur to me during transportation to and from, or whilst participating in, a recreational activity arranged by the College. Participation in College recreational activities is at my own risk;
- I understand that, in case of dismissal or suspension, there will be no refund of tuition or residential fees.

Please complete and return to your lecturer no later than the end of your fourth week at College.

Student Name:

Student No.

Signature:

Date:
