



Student Information Handbook

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WELCOME MESSAGE

Welcome to Culinary Institute of Australia (CIA) and we congratulate you on your new journey with us. We pride ourselves in not only encouraging academic excellence but also in making our students' educational experiences satisfying, such that students will admirably remember their time at CIA for the rest of their lives.

As an Institute, we are acutely aware that education is an important part of a person's life for without education one cannot grow and, without growth, there is no sense of satisfaction in life. Therefore, CIA encourages all students to excel in whatever challenges the Institute and life sets for them and we hope all CIA students graduate with a deep sense of personal achievement.

This student information handbook is prepared to provide essential information about CIA's academic programs and services, which can assist you in deciding the best suitable course. Additionally, different processes and procedures available in the handbook will help you understand more about your rights and responsibilities as a prospective or current learner at CIA.

About CIA

We're a modern institute, set in Melbourne city's education precinct located close to public transport. Our Queen Street campus (Level 4, 20 Queen Street, Melbourne, VIC 3000) is in a beautiful location, with inspiring views of Flinders Street Station. It's just a short walk to shops, cafés, galleries, famous Flinders Street Station, parks and festivals that make Melbourne famous with visitors from all around the world. We believe that our students must have the most experienced and professional faculty, the best facilities and the most comfortable environment to make learning a pleasure. Our students study with the aid of modern computer laboratories and the Institute is fully wired for network access, providing students with Internet connections from any computer on campus.

Our recruited trainers are experienced in providing education for students from diverse cultural backgrounds, and who provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas, and in a second language - English.

Above all, we provide opportunities for our students to gain genuine skills required to forge successful careers.

CIA is an Australian Registered Training Organisation (RTO) delivering Nationally Accredited courses listed below:

- BSB50420 – Diploma of Leadership and Management (CRICOS Code - 107974A)
- BSB60420 – Advanced Diploma of Leadership and Management (CRICOS Code- 107976K)
- SIT30821 – Certificate III in Commercial Cookery (CRICOS Code- 109917E)
- SIT40521 – Certificate IV in Kitchen management (CRICOS Code- 109614J)
- SIT60322 – Advanced Diploma of Hospitality Management (CRICOS – 112915C)

Details of each course can be found at Appendix B.

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If there are any further enquiries, please feel free to contact CIA via phone, email or visit our office via the address and details below.

Contact:

www.culinaryaustralia.edu.au

Address: Level 4, 20 Queen Street, Melbourne, VIC 3000

Phone: +61 (3) 9614 1002

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LIVING AND STUDYING IN AUSTRALIA

Melbourne Victoria, Australia

Melbourne is the capital of Victoria and is known as a multicultural city. Melbourne is a very safe city by world standards. It is famous for being one of the safest and most liveable cities in the world with low crime rate and excellent health care facilities. The crime rate is low with excellent emergency and hospital facilities.

Source: www.visitvictoria.com.au

If you would like information about places to visit, Melbourne's Tourist Information Office is located at Federation Square, opposite to Flinders St Station. It opens 7 days a week and offers information about Melbourne and Victoria. They may also like to check out the website at www.tourism.vic.gov.au.

Useful links:

[Life in Australia \(http://www.border.gov.au/Trav/Life\)](http://www.border.gov.au/Trav/Life)

[About Australia \(http://www.australia.gov.au/about-australia\)](http://www.australia.gov.au/about-australia)

[Tourism Australia \(http://www.tourism.australia.com/\)](http://www.tourism.australia.com/)

General Information

Clothing

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country, the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive if your accommodation does not have heating.

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

Electrical Items

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Computers

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

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To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones and Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daffa.gov.au/aqis.

Airport Arrivals

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will

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issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to the college, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact Student Support Officer.

Important Information and Emergency Contacts

Culinary Institute Australia

Website: www.culinaryaustralia.edu.au

Email: info@culinaraustralia.edu.au

Address: Level 4, 20 Queen Street, Melbourne, VIC 3000

Phone: +61 (3) 9614 1002

Emergency mobile number: +61 0426886501

International Student 24 Hour Emergency Contact:

Mr. Barinderjeet Kaur

Mobile No: 0426886501

Department of Home Affairs (DHA) – 131 881

Interpreter Services

If you are having difficulties communicating with anyone, the Translation and Interpreter Service (TIS) can be used. For more information visit www.immi.gov.au or phone 131 450

Police, Fire, Ambulance - 000

In Australia dial **000** from any phone for **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the

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emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Emergency Translations - 1300 655 010

Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Medical Centers

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	St Vincent Hospital, 41 Victoria Parade, Fitzroy, VIC 3065	9231 2211
Doctor	William Angliss Medical Centre, C, 555 Latrobe Street, Melbourne 3000	9606 2208
Dentist	Smile Solutions, Level 1, 10, 11 12 and the Tower Manchester Unity Building, 220 Collins Street Melbourne VIC 3000	9650 4920 13 13 96
Optometrist	Spatial Vision, 8/575 Bourke Street, Melbourne 3000	9691 3000
Gynaecologist	Dr. Priya Navani Sunshine City Medical Centre 423 Ballarat Road, Sunshine, VIC 3020	9312 3000

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Culinary Institute Australia is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Fitzroy Legal Service, 126 Moor Street, Fitzroy, VIC – 3065	9419 3744
	Springvale Legal Service, 5 Osborne Avenue, Springvale, VIC -3171	9562 3144
Lawyer	Advice Line Lawyers, 350 William Street, Melbourne, VIC- 3000	9321 9988

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with CIA to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

Cost of living in Australia

It is important to know the average cost of living in Australia as part of the financial preparation. Students can refer to the below table for the estimation of expenses (please be aware this is only estimation for reference, the cost may vary depending on individual circumstances):

Expenses	Indicative Cost (in AUD per week)
Accommodation	\$90 - \$500 Depending on preference i.e.: hostel, share house or not and location of property. Rental property prices vary from suburb to suburb. Check www.realestate.com.au or The Age newspaper for the current cost of renting in Melbourne. If you choose to live by yourself, you will be solely responsible for the rental payments, including bond money which can be up to four (4) weeks rent plus the connection fees for utilities and all on-going expenses. Generally, tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone. If the apartment is unfurnished, you will incur added costs for general Tuition fees and furniture items.
Groceries	\$80 - \$280 Includes takeaway food
Gas, Electricity, Water	\$35 - \$170
Phone and Internet	\$20 - \$70
Public transport	\$15 - \$55
Car (after purchase)	\$150 - \$260
Entertainment	\$80 - \$150

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Additionally, the Department of Home Affairs (DHA) has financial requirements that students must meet in order to receive a student visa for Australia. From 1 July 2016 the 12-month living cost is:

- **The student** - \$19,830
- **Partner or spouse** - \$6,940
- **Child** - \$2,970

Reference: www.studyinaustralia.gov.au/global/live-in-australia/living-70

Home stay / Private Board

This is a common form of accommodation where students live with an Australian family. Home stay or private board is where you live with a family, couple or single person/s in their own home.

The most common arrangements for home stay will usually consist of a furnished room, two or three meals per day and bills (except telephone and internet). Some home stay providers may even do your laundry. The cost may be between AUD 220 to AUD 300 per week.

The family is generally chosen by the Home Stay Provider and allows students an excellent way of settling into the country. CIA has arrangements with the Australian Homestay Network (AHN) for both Homestay and 'Home Share' welcoming and temporary accommodation for new international students. Please refer to website for further information.

Tuition fees and material fees are not included in the above information. The cost for these items is detailed in your Letter of Offer/Student Enrolment Agreement.

Please Note:

The above estimates are in Australian dollars (AUD) and these estimates are subject to change. For further information on living costs in Melbourne please refer to the Live in Victoria website (www.liveinvictoria.vic.gov.au) which has a guide to living costs in Victoria.

Students with family

The DHA allows most students to bring their family members to Australia as dependents. Please note that students can only have accompanied family member if they can financially support them and their study lasts at least one year. In such cases, students must declare all dependent members in their student visa application, even if the dependents do not travel with them.

When students plan to bring any family member with them, they may need to consider many issues relate to financial capability, employment opportunities, accommodation and schooling for children.

Reference: <http://www.studymelbourne.vic.gov.au/bring-your-family>

Schools

If students would like to bring their children to Australia with them, they must be aware of the following issues:

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
- Students will need to provisionally enrol their child in a school before they leave the home country and they will normally have to pay the school fees one term in advance. The school

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will issue an electronic Confirmation of Enrolment Form (eCoE) stating the course and its duration, so that they can obtain the appropriate visa for their child.

- The Diplomatic Mission in the student’s country can advise which State schools are registered to take international students. Fees are payable by international students at all State schools unless the student:
 - ✓ is in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS); or
 - ✓ holds a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- Students will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for the child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- Students should also take into consideration the distance from the school to the education institution, the suburb in which they intend to live and the method of transport they plan to use.

For further information, please contact Student Support Officer.

VISAS AND RELEVANT INFORMATION

In order to apply for a visa the student will need:

- A valid passport and
- An electronic Confirmation of Enrolment (eCoE), and
- Any other documentation required by the Australian diplomatic post to lodge the application and
- Make sure the visa requirements are satisfied, which include but not limited to:
 - ✓ Language requirement
 - ✓ Financial capability
 - ✓ Maintain good health under Australian’s requirements
 - ✓ Visa is granted only for full-time study
 - ✓ Comply with all student visa conditions

Students must ensure to allow enough time for processing between lodging the application and the start of their course, as it can be a lengthy process depending on the country of origin.

Student Visa Conditions

International students (students studying on a student visa) are bound by the terms and conditions of the student visa that is subject to a number of conditions. Breaching a visa condition may result in the cancellation of a visa. Visa conditions may be viewed at: <http://www.border.gov.au/Visas>

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Working in Australia - Permission to Work

People with granted student visas will automatically receive permission to work. Please note that students will NOT be able to work in Australia until the first official day of classes when the education provider confirms their study commencement. The education provider may do this automatically on the first official day of classes, or students may need to request that they do.

Working While Studying

1. Students are not permitted to work until they have commenced their course of study
2. Students can work a maximum of 40 hours per fortnight during the term and unlimited hours when their course is **not in session**.
3. The DHA considers their course to be **'in session'**:
 - For the duration of the advertised terms (including periods when assessments are being held)
 - If students have completed their studies and their Confirmation of Enrolment is still in effect
 - If students are undertaking another course, during a break from their main course and the points will be credited to their main course.

Important Note: Working While Studying

The Student visa is issued for the primary purpose of studying in Australia. Under no circumstances should work take precedence over CIA timetable. Students are not permitted to be absent from studies in order to work. The maximum work period allowable is 40 hours per fortnight during term time and full time during CIA holiday breaks.

Visa Conditions

If students are granted a visa, they must abide by its conditions. Failure to comply with these conditions could result in the cancellation of their visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless being issued a letter of release from the provider to attend another institution
- Notify the training provider of their Australian address and any subsequent changes of address within 7 days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit <http://www.border.gov.au> and search for "student visa conditions".

Department of Home Affairs (DHA)

The DHA is the Government Body, which regulates Australian immigration. It provides comprehensive information in regards to visa requirements and application process as well as the document checklists

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to assist students with visa application. Student can visit www.homeaffairs.gov.au for the latest news and updates.

Department of Foreign Affairs and Trade (DFAT)

As well as the links from the DHA website, the Department of Foreign Affairs and Trade website www.dfat.gov.au (**under Embassies section**) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist students in submitting the visa application and communicate with the DHA on their behalf, but please note that **students do not need to use a migration agent** to lodge any kind of visa application. It is absolutely possible to apply yourself. In such cases, please read carefully the requirements specified on the DHA website and CIA's Application process.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. All agents contracted by CIA have their names and contact details listed on our website.

Please Note: Although being able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Documents to prepare:

You must prepare a folder of official documents to bring to Australia, including:

- Valid passport with Student Visa
- Letter of Offer and Acceptance from CIA
- Confirmation of Enrolment (CoE) issued by CIA
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of their academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions

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EMERGENCY

Emergency contacts:

Description	Contact
CIA 24-Hour Emergency Contact	+61 0426886501
Department of Home Affairs	131 881
<p>Interpreting and Translating</p> <p>If students have difficulties communicating with anyone, the Translation and Interpreter Service (TIS) can be used. For more information, use the contact details provided in the right column.</p>	<p>131 450</p> <p>1300 655 010</p> <p>www.tisnational.gov.au</p>
<p>Police, Fire, Ambulance</p> <p>In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save more time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If students are unsure of what emergency service, they need to tell the operator what the emergency is. The operator may then ask the student to stay on the phone until the emergency services arrive. In life threatening situations, the operator may also give some instructions to assist until the emergency unit arrives. If students are concerned about their English, remain calm and work with the operators who are very experienced with all cultures.</p>	<p>000</p> <p>112 (override key lock of the mobile phone)</p>
<p>State Emergency Service</p> <p>The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters (such as flood or storm), rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia.</p>	132 500
<p>Poison Information Line</p> <p>(The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.)</p>	131 126

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<p>Lifeline</p> <p>Trained volunteer telephone counsellors who are ready to take calls 24-hours a day any day of the week from anywhere in Australia operate the Lifeline service. These volunteers operate from Lifeline Centres in every State and Territory around Australia.</p> <p>Anyone can call Lifeline, which offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.</p>	13 11 14
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Safety and Security

CIA places a high priority on the safety and security of all staff, students and visitors and will ensure that safety and security procedures are adhered to at all times.

CIA has a comprehensive Critical Incident Policy.

A critical incident is defined by the National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Mental illness
- War, political unrest
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non-life threatening events, which could still qualify as critical incidents.

Students who experience a critical incident during school hours should report this immediately to Student Support Officer. If students experience a critical incident outside of school hours, they should call 000.

Fire and Emergency Procedure

CIA treats the safety and security of its employees and students as a high priority. Students should follow these steps to help prevent fires:

- **Do not** use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to Student Support Officer immediately.

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- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins and do not discard cigarettes in any bin on the premises.

Action to take when the fire alarm goes off:

- Immediately stop what you are doing and walk (do not run) to the nearest available safe fire exit. If the nearest exit/route is obstructed, choose another route.
- Follow the instructions of the designated Fire Warden.
- Direction signs should indicate the route to the fire exit. These comprise a white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and also a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.
- **Do not** use a lift to leave the building - always use designated stairs.
- Make the way to the appropriate assembly point.
- Once you are at the assembly point, you should report to the Fire Warden, so that they can account for the people in the designated area.
- **Do not** leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

Action to take if you discover a fire:

- **RAISE THE ALARM!** This can be achieved by breaking the glass on the call points or by shouting the instruction 'Fire – call the fire brigade'.
- Advise the Student Support Officer or any CIA personnel you come across immediately of any fires, regardless of how small it is.

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

Students may be or have been asked for an OSHC payment in the education offer package they receive from their chosen education provider, if the provider has a preferred provider agreement, students don't need to complete a formal application form. If not, they may need to complete an Application for OSHC which is available from the registered OSHC providers and most educational institutions. The local education adviser can lodge the OSHC form and payment at time of processing the student's enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution students will be attending; they will be required to join one of the following registered health funds. Students may choose to change their health fund at any time, but will need to abide by the conditions of change of the health fund provider they are leaving.

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OSHC Providers	
Medibank Private:	www.medibank.com.au
BUPA OSHC:	www.overseasstudenthealth.com
Australian Health Management:	www.ahm.com.au
Allianz Global Assistance	https://www.oshcallianzassistance.com.au/

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: Only some reciprocal health agreements cover students in Australia, some will only cover visitors. Students should determine if they are eligible before applying for their visa to come to Australia. Cost will vary depending on the type of cover chosen ie: single, couple or family. Further information on the price of OSHC and provider details can be gained by contacting CIA directly.

If students come to Australia on a visa other than a student visa and undertake **a short course of study of three months' duration or less**, they will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If students need to visit a doctor or medical centre, show the card at the end of the visit. Students will be charged the doctor's fee and the medical centre may process the government fee component of that. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and they can claim the government fee back from their OSHC provider.

It is a breach of student visa conditions to let OSHC insurance lapse.

Medical Centres

Students with a valid OSHC card can access any local medical centre or GP (General Practitioner). Although examination fee is required, they can make a claim with their insurance provider. Additionally, some of them offer interpreting services if booking in advance.

Health check for a visa application inside Australia must be booked via Bupa at www.bupamvs.com.au or via 1300 794 919. If students are outside Australia, they must arrange health examination with a panel physician (refer to <http://www.border.gov.au/Busi/Pane/Pane-1> for the list of appointed panel physicians).

Normal medical appointments can be booked via www.healthengine.com.au/appointments/gp/

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GENERAL INFORMATION ABOUT CIA

Academic Staff

Trainers and Assessors

A high proportion of CIA trainers are currently employed in senior positions within the industry. All are well qualified and competent in current industry skills relevant to the training and assessment provided.

- Training Coordinators
- Training Manager

Orientation

All students are required to attend an orientation/induction prior to the beginning of their studies with CIA and will occur in the first week of course commencement. This orientation program is managed by our Student Support Officers and will include the following:

- A tour of CIA training facilities and resources identifying classrooms, student areas, student support services, student administration area, and any other relevant areas within CIA such as toilets, fire exits and restricted areas.
- Details of internal and external support services available to assist in the transition into life and study. Such services include welfare services, academic and career advice, IT support, and student learning assistance, English language and study assistance programs offered by CIA and social inclusion support activities. CIA has arrangements with the Australian Homestay Network (AHN) for both Homestay and 'Home Share' welcoming and temporary accommodation for new international students. Please refer to website for further information. It is recommended that your accommodation arrangements be organised prior to arrival in Australia.
- Information on employment rights and conditions
- Resolving workplace issues through fair work ombudsman
- Contact of student support personnel.
- Personal/social, legal, emergency and health services
- Facilities and resources
- Critical Incident Policy
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- All students are to receive and sign a copy of the 'International Student Induction Checklist' as well as receive a copy of this Handbook.
- Each student is assigned a student ID number, provided with a timetable that matches the student's enrolment and the student will be advised about the available payment options regarding course fees. Students will be asked to agree to and sign a payment plan with our Administration Officers.

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- Students can request a Student ID Card. Please note there will be a replacement cost of \$20 involved if students lose their Student ID Card.

Orientation is normally scheduled for all commencements as follows:

New Students - Week 1

New international students will be welcomed and provided with additional information about student visas, Overseas Student Health Cover (OSHC), accommodation, living costs, budgeting and much more. (refer to ‘orientation’ on page 20)

Facilities

CIA offers extensive facilities and personnel to support a quality education, ensuring that students have a successful and enjoyable education experience. We believe that it is important to create a welcoming, nurturing atmosphere where students can not only learn, but also feel at home.

Our facilities include:

- Four (4) lecture and Two(2) Computer Labs with modern audio visual equipment
- Reference library
- High speed Wi-Fi and Internet connectivity in all areas
- Printing facilities on the floor (Level 4)
- Spacious and Well Equipped Kitchen (9 Nicholson Street, Bentleigh Victoria 3204)

Information Technology & Communications (IT&C) facilities

Computers are located in all classrooms for training purposes in class times and also for students who want to study on campus outside of scheduled class times.

Users of CIA’s IT&C facilities must comply with CIA’s requirements for acceptable use. Students are specifically not allowed to view inappropriate web sites, download unauthorised materials or act in any way to compromise the integrity of CIA IT environment. In case students need support or raising technical issues, they can seek help from Student Support Officers.

Important Note: *Serious breaches of the above may lead to disciplinary/legal action being initiated against the student concerned.*

Library

The CIA library is restricted to use by staff and enrolled students only. The resources contained within the library have been sourced to provide all students with access to journals, industry magazines, videos, on-line Internet access and CDs.

Library books and materials are provided for reference purposes only. These can be used to aid in research and general study and should be looked after during their usage and maintained in good order. No materials or resources that belong to the library may be taken out on loan unless otherwise approved by the Training Manager.

The following library resources are available:

- All required texts, recommended texts, supporting texts, journals and industry magazines.
- CDs, VCDs and DVDs

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- Learning textbooks and practice books
- Dictionaries and various reference books

Library Rules:

- No food or drinks are to be taken into the library
- No bags may be taken into the library
- No person shall mark, deface or damage any book or resource in the library. The fine imposed for such conduct shall be the amount that the CEO may see as reasonably fit to make good the loss, damage or any other expense to CIA caused by that person.
- Talking must be kept to a minimum and at a low level within the designated times showing respect for other users of the library.

Printing and Photocopying

CIA offers printing and photocopying services to students for study purposes only. The service can be accessed in the Computer Lab with 2 computers connected to the photocopier with printing and photocopying functions. Refer to other fees and charges for details.

Student Lounge

CIA offers a lounge for students to take a break and have their own lunch or dinner after or between class times. The lounge includes dining area with tables and chairs, microwave, kettles, fridge, wash-up area and hot/cold water facility. Students are able to relax, meet others and converse in English. They can also find information on social activities, rooms available to rent / share, and other general information related to international students living in Australia.

Materials

Support Materials

All students are supplied with training support materials for the course. These materials provide detailed information about the course that will enable students to manage the training and assessment activities in order to meet the course requirements. The materials specifically provide:

- A detailed understanding of the course aims and objectives
- A greater understanding of the units of the entire course
- Characteristics of learning outcomes
- Prescribed texts and other reading and support materials
- Guidelines for study and success in the course

Students should read and become completely familiar with these support materials.

Training Support Materials

Training support materials are prepared for each unit in a course and are provided to students at the first unit session by the trainer. The purpose of these materials is to provide students with detailed information about the unit that will enable them to manage training and assessment activities and to meet unit requirements.

The Training support materials provide:

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- A detailed understanding of the unit details
- A detailed understanding of the unit aims and objectives
- Knowing the way in which the unit is trained and the sequencing
- Details about required and recommended materials
- Detailed unit assessment criteria
- Information on how to manage assessment Items and how to present evidence
- General Information to assist in preparing and submitting the written work

Timetable

Class timetables are available for students from the Reception Desk. Whilst information published about timetables is correct at the time of publication, please be aware that timetables may be subject to change due to unexpected events outside of the control of CIA.

Timetables have information about class schedules, timing, trainers and assessors, unit and term start and end dates. Students are expected to submit their work on dates specified on the timetables for a particular unit. Students must attend classes regularly and must inform their trainer in case they are unable to with a valid reason and supporting documents wherever applicable.

As per the timetables, students are allowed sufficient breaks during the day that includes a lunch break of approximately 30 minutes. Students will be required to enroll for up to a minimum of 20 scheduled course contact hours per week.

Timetables are given to students at the orientation and induction day. This normally happens in the week prior to their start date. Generally, the start date is fixed, however, in case it is changed, students will be notified in advance.

Communication

All student communication with CIA, both verbal and written, must be in English. Documents in other languages cannot be accepted and must be translated and certified prior to submission.

Communication is provided to students in many forms at CIA; however, the following communication channels are the primary communication tools for all formal communications and student notices:

1. **Email:** Students are required to provide a VALID email address for future communication from CIA. Please ensure you regularly check your email for notices and formal communications from CIA.
2. **Noticeboards:** CIA has a noticeboard located conveniently at the Student Lounge. Please read the noticeboard announcements regularly for the updated information.
3. **Formal written correspondence:** In the event CIA needs to issue students with a formal notice, this will be sent in the form of a written letter that is mailed to their address. It is, therefore, imperative that students ensure their home address is updated at all times.

For official notifications that may affect international students on a student visa, these will be sent via registered mail to their home address.

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Notification of changes

Culinary Institute Australia will keep all its students informed about significant changes to the ownership within 90 calendar days of the change occurring.

Where Culinary Institute Australia intends to relocate its premises, it will notify students and ASQA at least 20 days before the relocation.

Where the ownership or person holding a high managerial position is to change, Culinary Institute Australia will notify students and ASQA of the proposed change as soon as practicable, and prior to the change taking effect.

COURSE ENROLMENT AND INFORMATION

Student Recruitment and Admission

CIA upholds the principle that all applicants seeking to enrol are treated fairly and equitably. To ensure this, CIA has open, fair, clear and transparent procedures that are based on clearly defined entry requirements for making decisions about the selection of students. CIA will also ensure that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

CIA's Pre-Training Review process aims to ensure that the support needs of individual learners are determined and access is provided to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.

Please note: Information obtained from the application process will remain confidential for administrative purpose only.

Related Documents:

Application, Selection and Enrolment Policy and Procedure

Application process

You must read this process carefully if you intend to apply by yourself (without the assistance of an agent).

1. USI:

From 1 January 2015, each student is required to have a **USI** (Unique Student Identifier number). Below is useful information for students regarding the USI.

USI is the reference number that helps students to:

- Create a secure online record of their studies gained in Australia
- Give them access to the training records and transcripts for free anytime, anywhere.

As part of the Student Identifier Scheme Act 2014, CIA cannot legally issue any certification or qualification to a student without a valid USI. Therefore, students need to prepare in advance prior to course completion to avoid any delay in issuing certification or a statement of attainment.

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Important Note: All students must create a USI prior to step 2 of this application process by going to <https://www.usi.gov.au/students/create-your-usi>.

2. Acknowledgement

It is important to know all information relevant to the course and study options prior to enrolment. It does not only help you to make the best decision but also to understand clearly what your entitlements, rights and responsibilities are when enrolling at CIA.

Information is available in the International Student Information Handbook (This document), which can be found on our website. If you have further enquiries, you may contact our Student Administration.

3. Complete a Pre-Training Review form

The Pre-Training Review process at Culinary Institute Australia aims to ensure that the support needs of individual learners are determined and access is provided to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.

Every learner must complete Pre Training Review form (Offshore & Onshore) and submit the completed form with their responses to CIA's Student Support Services at Level 4, 20 Queen Street, Melbourne, VIC 3000.

The PTR process includes a mandatory LLN Test and a computer self-assessment test which is reviewed by the Student Support Services team which includes Student Support Officer, LLN Support Officer, Trainer and Assessor & the Training Manager.

Listed below are English language proficiency requirements for entry into Certificate level courses.

The following outlines the English language proficiency requirements for international students applying for a direct entry into a **Certificate III or Certificate IV** level VET course at CIA.

An English Language proficiency level of one of the below:

- IELTS band score of 5.5 or equivalent internationally recognised exam result in line with DHA regulations or;
- satisfactorily completing ELICOS at Upper Intermediate level from a NEAS endorsed English Training Centre or;
- completion of secondary studies equivalent or higher to an Australian Year 11 qualification from an English-speaking country or;
- completion of CIA English Placement Test;
- other tests like PTE, TOEFL and OET are also considered equivalent for direct entry into CIA VET courses.

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If one of the following applies, applicants do not need to provide evidence of English test score with their application:

- the applicant is a citizen of and holds a passport from UK, USA, Canada, NZ, South Africa or Republic of Ireland
- the applicant is enrolled in a full time English course that leads to achievement of upper intermediate level. A copy of completion will be required prior to commencement of the VET course.

English Language Proficiency Requirements for Entry into Diploma And Advanced Diploma Level Courses

The following outlines the English language proficiency requirements for international students applying for a direct entry into a **Diploma or Advanced Diploma** level VET course at CIA.

An English Language proficiency level of one of the below:

- IELTS band score of 5.5 or equivalent internationally recognised exam result in line with DHA regulations or;
- satisfactorily completing ELICOS at Upper Intermediate level from a NEAS endorsed English Training Centre or;
- completion of secondary studies equivalent or higher to an Australian Year 12 qualification from an English-speaking country or;
- completion of CIA’s English Placement Test;
- other tests like PTE, TOEFL and OET are also considered equivalent for direct entry into CIA VET courses.

If one of the following applies applicants do not need to provide evidence of English test score with their application:

- the applicant is a citizen of and holds a passport from UK, USA, Canada, NZ, South Africa or Republic of Ireland
- the applicant is enrolled in a full time English course that leads to achievement of upper intermediate level. A copy of completion will be required prior to commencement of the VET course.

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Academic Requirements

International students, applying either off-shore or on-shore will require:

Level of Study	Academic Requirements
Certificate III & IV	Satisfactory completion of the equivalent of Australian Year 11 or higher
Diploma	Satisfactory completion of the equivalent of Australian Year 12 or higher
Advanced Diploma	Satisfactory completion of the equivalent of Australian Year 12 or higher

Special Considerations: A student who has completed one year of study in Australia (Cert III, AQF Qualification or above) are exempt from submitting Australian Year 12 or equivalent + English Language Proficiency results.

4. Apply for any RPL or Credit Transfer

Students may wish to apply for RPL or Credit Transfer if they have already completed relevant course units. Further information regarding RPL and Credit Transfer can be obtained in this handbook.

5. Ensure that all entry requirements are met

Minimum entry requirements for CIA are:

- Age requirement: 18 years or older
- Academic requirement: completed secondary studies in the student's home country equivalent to an Australian Year 12 qualification in an English speaking
- Language requirement:
 - ✓ IELTS band score 5.5 or equivalent internationally recognised exam result in line with DHA requirements OR
 - ✓ If a student has an IELTS score of 5.0, they will be required to complete an English Language course to achieve the required standard prior to the commencement of an CIA course

Information on these proficiency levels may be obtained from:

IELTS: www.ielts.org

DHA: www.border.gov.au

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Special Consideration

Students who have completed one year of study in Australia (AQF Level 4 Qualification or above) are exempted from submitting year 12 qualification or equivalent and IELTS results.

CIA will assess each application for entry on its merit before granting approval for entry and issuing a letter of offer.

If students are travelling with their family, they will need to include their documents as well. **Keep all documents in the carry-on luggage.** Ensure certified copies of all documents are made prior to travel and stored in a secure location for easy access in the event, the original are lost.

6. Complete an Application Form:

After checking the eligibility to apply, you will need to fill out an application form, which can be found online or collected directly from the Student Administration at the Reception Desk.

7. Letter of Offer/Rejection:

After processing the application, we will send out a Letter of Offer or Rejection to you to advise about the next step in the process.

- If a Letter of Offer is issued, you can continue the process of enrolment.
- If your application is rejected, you may need to consider the reasons for rejection and re-apply or contact us for further discussion.

8. Confirmation of Enrolment:

The Letter of Offer includes an Enrolment Acceptance Declaration, which must be signed and returned to us. All required documents and agreed tuition fees have to be submitted within timeframes specified in the student enrolment agreement and payment plans.

CIA will issue an electronic Certificate of Enrolment (eCoE), which must be checked carefully. If there are any incorrect details, you must notify the Student Administration for immediate action. After that, further steps must be followed to finalise the enrolment procedure.

9. Visa Application:

You can apply for a visa at this stage after the eCoE has been issued (Please also be aware of other requirements including insurance policies as well before applying for a student visa).

10. Course commencement:

Once the visa is granted, you may begin the course on the scheduled date.

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Credit Transfer

If you are enrolling in a course at CIA but already have some of the skills and knowledge that will be taught, you should apply for credit transfer. If your application is successful, you will not have to complete those parts of the course for which you have been granted credit in order to qualify for your award.

If you wish to have your AQF qualification and/or Statement of Attainment recognised, you must submit the required documentary evidence prior to or at the time of enrolment and no later than the 2nd week of the first study period to the Training Manager. You must make sure that the certification applied for credit transfer has National codes with titles that match the current course(s) you are enrolled in and that it is the original certificate that was issued to you. There is no fee for Credit Transfer.

Once the enrolment has been accepted, no further exemptions will be granted. All applications for Credit Transfer will be assessed within 14 working days.

Important note to international students: if an international student is granted course credit before the student visa grant, the actual course duration in the CoE issued for the student will be shortened accordingly; if an international student is granted course credit after the student visa grant, the change of course duration must be reported to the DHA.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. Such competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

The Training Manager will assess RPL applications. In order to grant recognition of prior learning, the Training Manager must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in the Australian Qualification Framework (AQF and that the evidence is authentic, valid, reliable, current and sufficient). The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

If you wish to apply for exemptions on the grounds of RPL, you must complete the relevant application form and submit the required documentary evidence prior to or at the time of enrolment and no later than the 2nd week of the first study period to the Administration department. Your application for RPL will incur a fee of \$150 per unit of competency, payable at the time of application.

Once the enrolment has been accepted, no further exemptions will be granted. Further details and the application form are available from Student Administration. All applications for Credit Transfer will be assessed within 14 working days.

Related Documents:

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Course Credit Policy and Procedure

Course Variation

CIA reserves the right to the following variations:

- To vary class timetables to fit with trainer and staff availabilities
- To vary the curriculum in line with training package changes and industry feedback
- To vary the assessment types/criteria; and
- To vary the allocated training personnel.

In the event of any of the above, CIA will take every step to provide reasonable notice to students of the variation(s) to be made.

Changing Education Providers

This policy/procedure supports 'Standard 7 – Overseas Student Transfers' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

Registered providers must not knowingly enrol overseas students wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study, except in certain circumstances.

This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal.

The policy of Culinary Institute Australia is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless the releasing registered provider has agreed to release the student and have recorded the date of effect and reason for release in PRISMS.

For an overseas student to transfer before completing six months of their principal course, the student must either obtain a release from their registered provider, or meet one of the following criteria:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- The releasing registered provider has had a sanction imposed on its registration by ESOS agency that prevents the overseas student from continuing their courses with that registered provider.
- Any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change. This usually applies where overseas student's study in Australia is sponsored by the government of another company.

The following procedures have been separated into 'Incoming students' and 'Outgoing students'

1. Procedure

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Admissions Manager. The Admissions Manager shall assess the application to transfer education providers and conclude an outcome based on the following procedure.

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1.1 Incoming students

The following procedure is relevant to any student who applies for a course within the institute and is currently studying on-shore with another registered provider.

For this procedure to be completed the applicant must provide their passport and a copy of their Student Visa (to look up on PRISMS). Once this information is obtained the following steps are taken:

- 1.1.1 Admissions Manager accesses the student information via PRISMS to ascertain that the length of studies completed in their current principal course of study is greater than 6 months. Copy of student visa is used to ascertain what the principal course is and when the student did arrive in Australia.
- 1.1.2 If they have completed more than 6 months of their principal course of study, the application process proceeds as for all applicants.
- 1.1.3 Where a student has **NOT** completed 6 months of their principal course of study, the Admissions Manager will check if the releasing registered provider has agreed to release the student and have recorded the date of effect and reason for release in PRISMS.
- 1.1.4 If the releasing registered provider has agreed to release the student and have recorded the date of effect and reason for release in PRISMS, the application proceeds as for all applicants.
- 1.1.5 If the releasing registered provider has not agreed to release the student in PRISMS, the application process is halted and the student is informed that they are unable to transfer at this time. They are welcome to re-activate their application when 6-month period has passed.
- 1.1.6 Please note a release is not required in any one of the following conditions:
 - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;
 - any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.

1.2 Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- 1.2.1 Students make a written request (e-mail is acceptable) to Admissions Manager to transfer to another provider.

Given below are reasons for a release to be granted:

- The institute, or the course in which the overseas student is enrolled, has ceased to be registered;

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- The institute has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with the institute.

Exceptional circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:

- there is evidence of compassionate or compelling circumstances;
- the registered provider fails to deliver the course as outlined in the written agreement;
- there is evidence that the overseas student's reasonable expectations about their current course are not being met;
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives;
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student;

1.2.2 The student is asked to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and indicating the benefits of transferring from their current course of study.

1.2.3 In assessing the application to transfer, the Admissions Manager will check the following points:

- Ensure any outstanding fees are paid.
- Ensure the student is fully aware of all issues relating to transfer between registered providers.
- Check student records to ensure the student is not trying be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).

1.2.4 Once the above issues have been addressed, the Admissions Manager will release the student and record the date of effect and reason for release in PRISMS at no charge to the student. The student will also be advised of the need to contact DHA and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any issues will be reported to the Compliance Manager.

1.2.5 If the institute intends to refuse the transfer request, a letter of refusal explaining reason will be issued to student to inform about their right to access the Institute's complaints and appeals processes within 20 working days.

1.2.6 The Admission Manager must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the CIA, or the student has chosen not to access the complaints and appeals processes within the 20 working day period, or the student withdraws from the process.

1.2.7 The Admissions Manager must report the student's termination of studies via PRISMS.

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1.2.8 If the transfer will affect the start dates of any subsequent courses covered by visa, The Admission Manager must release the enrolment of overseas student from those courses, or would gain the subsequent registered provider’s agreement to delay the start of those courses.

1.2.9 Admission Manager must advise an overseas student that changes to their preliminary courses may have ramification for their admission to their principal course, for example if a preliminary course is a prerequisite entry requirement to the principal course.

Please Note:

- The above process will not take more than 10 working days once the student has provided the necessary documentation.
- All requests, considerations, decisions will be notified through PRISMS and copies of all requests, considerations, decisions will be placed on student’s file for 2 years after the student enrolment is ceased or finished.

The approval of transfer of a student to another registered provider does not indicate agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Complaints and Appeals Process

Should an application for transfer be refused, or the student does not agree with the decision made by institute, the student has the right to access the Institute’s complaints and appeals processes within 20 working days.

Related Documents:

Overseas Student Transfers

STUDENT SUPPORT SERVICES

CIA ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. CIA will also conduct an orientation program for all new students The Student Support Officer is the first point of contact for queries regarding a broad range of matters pertaining to the social, financial, personal and academic well-being of all students.

Whilst all staff employed by CIA has the responsibility to provide support to all students, CIA shall nominate a ‘Student Support Officer’ who shall be available to all students, on an appointment basis, through the standard hours of business.

CIA will provide students with contact details to refer any matters that require further follow up. Any referrals are conducted by CIA at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of CIA.

The assigned student support staff members are:

- Student Support Officers:
 - Leanne Mostajo (Non- academic Support Officer)

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- Robyn Stephen (Academic Support Officer)

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practicable. Phone: (03) 9614 1002

Orientation program

The orientation program provides culturally appropriate information about:

- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs offered by the Institute
- Contact number, name and location of emergency, legal, personal/social, medical support, accommodation services.
- the registered provider’s facilities and resources
- complaints and appeals processes
- requirements for course attendance and course progress
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Learning Support / Study Support

We have specialized learning support teachers on hand to help students if they are having difficulties with study. Learning support teachers can assist a student in classroom or work in small groups with the student and can help with time management, making presentations and to improve general study skills.

Our study support program provides students with a range of support, information and referral services to facilitate academic and personal development as an independent, self-directing adult learner.

CIA places a strong emphasis on the provision of individual and small group tutorial assistance in:

- Study skills
- Examination techniques
- Time and stress management
- Assessment presentation and writing skills

If a trainer has identified that a student needs additional study support, the student may also be referred to the Training Manager.

Student with special needs

If you have special needs requiring support in the training and assessment process, you should, in the first instance, contact the Student Support Officer who will in turn liaise with the Training Manager as required.

Such needs may arise from:

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- A physical or learning disability
- Religious or cultural background
- Language background other than English

In the case of a physical or learning disability, you should indicate this at the time of making an application to CIA and provide documented evidence of any health condition that may impact on your ability to study.

In all cases of special needs, CIA is able to offer reasonable adjustment to training and assessment materials or processes to offer students the opportunity of achieving a successful outcome. Such reasonable adjustment which entails modifications to training and assessment materials and processes does not alter the original purpose and intention of training and assessment materials, tools and procedures.

Academic issues

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies.

Students' progress is monitored and guidance and support provided where unsatisfactory results are identified.

A student is able to access the student support officer to discuss any academic or other related issues to studying at Culinary Institute Australia at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

Personal / Social issues

There are many issues that may affect a student's social or personal life and Students have access to the support officer through normal college hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

Counselling/ Student Support

CIA provides counselling and personalised services that are available to all students. Counselling focuses on student needs and will assist students in solving problems, developing new skills in personal and educational contexts and resolving issues. Counselling can also assist with interpersonal relationships and family and social problems.

Confidential student counselling is available from the Student Support for any reason including:

- Loneliness or homesickness
- Personal relationships
- Academic issues
- Accommodation difficulties

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- Personal trauma, including harassment and discrimination
- Concerns regarding friends and families
- Personal health; and
- Legal difficulties.

If unable to assist personally, the Student Support Officer will refer students to external professionals who may be better equipped to assist and guide with respect to particular problems. Please note that professional consultation fees might apply in these circumstances.

Referral Services Available	Name & Location	Contact Phone
Counselling service	Dr. Rae Subramanian, 120 Spencer Street, Melbourne, VIC 3000	0418201554

Accommodation

While Culinary Institute Australia does not offer accommodation services or take any responsibility for accommodation arrangements Culinary Institute Australia is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

Referral Services Available	Name & Location	Contact Phone
Hotel	Quest on Williams, 172 William Street, Melbourne	9605 2222
Backpacker	King Street Backpackers, 197-199 King Street, Melbourne	96701111
Hostel	Space Hotel, 380 Russell Street, Melbourne	96623888
Real Estate (Rental)	Ray White, 2/333 Queen St , Melbourne	8488 7870

Medical Issues

Student Administration will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	St Vincent Hospital, 41 Victoria Parade, Fitzroy, VIC 3065	9231 2211

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Doctor	William Angliss Medical Centre, C, 555 Latrobe Street, Melbourne 3000	9606 2208
Dentist	Smile Solutions, Level 1, 10, 11 12 and the Tower Manchester Unity Building, 220 Collins Street Melbourne VIC 3000	9650 4920 13 13 96
Optometrist	Spatial Vision, 8/575 Bourke Street, Melbourne, 3000	9691 3000
Gynaecologist	Dr. Priya Navani Sunshine City Medical Centre, 423 Ballarat Road, Sunshine, VIC 3020	9312 3000

Emergency Contact Numbers:

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

Legal Services

Culinary Institute Australia is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Available	Services	Name & Location	Contact Phone
Free legal advice		Fitzroy Legal Service, 126 Moor Street, Fitzroy, VIC – 3065	9419 3744
		Springvale Legal Service, 5 Osborne Avenue, Springvale, VIC -3171	9562 3144
Lawyer		Advice Line Lawyers, 350 William Street, Melbourne VIC- 3000	9321 9988

The Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

Publishes reports on problems and broader issues in international education that we identify through investigations. For Further information:

Overseas Students Ombudsman	
Website	www.oso.gov.au
Email	ombudsman@ombudsman.gov.au

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Contact Number	1300 362 072
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Social Programs

Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled with Culinary Institute Australia to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

Student welfare and safety

Culinary Institute Australia takes all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety. Students are informed about safety measures during the orientation program. Institute's website provides general safety tips for all students and emergency contact numbers.

STUDENT RIGHTS AND RESPONSIBILITIES

Legislation Need to Be Aware of

In order to comply with regulatory requirements, CIA will inform students during induction, of their legislative obligations. They are as follows:

- **Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001**

In Victoria, racial discrimination is unlawful in the areas of education, employment, goods and services, accommodation and land, sport and local government.

For the purposes of the Victorian Act, "race" includes colour, nationality or national origin, descent, ancestry, and ethnic origin or ethnicity. The Act also makes it unlawful to discriminate against a person on the ground that the person has a relative or associate who is of a particular race.

Racial and religious vilification is also unlawful in Victoria. The most serious form of racial and religious vilification is the criminal offence.

- **Migration Act 1958**

This Act applies to students in that it allows the Immigration department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited the DHA. Students are to be advised that they must visit the DHA within 28 days of a Section 20 notice if they wish to remain on their student visa.

- **Occupational Health and Safety Act 2004**

This Act applies to students in that it mandates certain policies, procedures and actions by CIA. For example, the Act requires CIA to ensure that students are provided with safe areas for training and

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assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of CIA and are required by law.

- **Vocational Education and Training Act 1990**

This Act applies to students in that it mandates certain policies, procedures and actions by CIA. For example, the Act requires in certain circumstances, CIA must provide certain government bodies with information CIA has regarding a student.

- **Education Services for Overseas Students Act 2000 (ESOS Act)**

This Act applies to students in that it mandates certain policies, procedures and actions by CIA. For example, the Act requires CIA to report those students who have not met student visa conditions relating to attendance and/or academic performance to the DHA.

Students are to be advised that such policies and procedures are not subject to the discretion of CIA and are required by law.

- **The ESOS Framework—providing quality education and protecting the rights**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2018.

As an overseas student on student visa, the student must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which they study meet the high standards necessary for overseas students.

Please check carefully that the details of the course – including its location – match the information on CRICOS.

The ESOS framework protects student’s rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from their provider (CIA) and their provider’s agent. If students are under 18, to ensure their safety, they will be granted a visa only if there are arrangements in place for their accommodation, support and welfare.
- The right to sign a written agreement with their provider before or as they pay fees, setting out the services to be provided, fees payable and information about refunds of course fee. They should keep a copy of the written agreement.
- The right to get the education they paid for. The ESOS framework includes consumer protection that will allow them to receive a refund or to be placed in another course if the provider is unable to teach their course
- The right to know:
 - how to use their provider’s student support services
 - who the contact officer or officers are for overseas students

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- if they can apply for course credit
- when the enrolment can be deferred, suspended or cancelled
- what their provider's requirements are for satisfactory progress in the courses they study
- if attendance will be monitored for those courses
- what will happen if they want to change providers; and
- how to use their provider's complaints and appeals process and access to other policies and procedures including RPL, Credit Transfer, Deferral, Suspension or Cancellation.

As an overseas student on a student visa, the student has responsibilities to:

- ensure they completely understand all course-related information prior to enrolment
- satisfy the student visa conditions
- maintain their Overseas Student Health Cover (OSHC) for the period of their stay
- meet the terms of the written agreement with their provider
- inform their provider if they change the address
- maintain satisfactory course progress
- if attendance is recorded for their course, follow the provider's attendance policy

Note: International Education website (<https://internationaleducation.gov.au>.) provides up to date information on all Acts and Legislation that applies to the studies in Australia:

Access and Equity

CIA fosters and promotes a culture of observance of the access and equity within the training and workplace environment. All students are treated as individuals and are offered advice and support services, which assist in achieving, identified outcomes including:

- An assessment system and its processes, which does not disadvantage any person or organisation
- All students are guaranteed access to training and assessment, which does not discriminate on any basis
- The chosen processes and materials within the system of assessment do not disadvantage students
- Where potential disadvantages are identified, the system is amended to avoid or counter them or appropriate steps will be taken to overcome them, including reassessment if required.
- Students with special needs are offered the same opportunities as any other student
- If required, other assessors or a verifier is called on for assistance and guidance

CIA commits to comply with State and Federal equal opportunity law to assure that there is no unfair matters or discrimination in our RTO, which consists of:

- The Age Discrimination Act 2004 (Commonwealth)
- The Charter of Human Rights and Responsibilities Act 2006 (VIC)
- The Disability Discrimination Act 1992 (Commonwealth)
- The Privacy Act 1998 (Commonwealth)

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- The Racial and Religious Tolerance Act 2001 (Commonwealth)
- The Sex Discrimination Act 1984 (Commonwealth)

Reference: www.comlaw.gov.au

CIA seeks to ensure that the principles of equity and fairness are present in all of its policies and practices and discrimination and harassment of any nature will not be tolerated. All CIA staff members are required to be aware of any issues in relation to access and equity and take appropriate actions when required. In cases where a student has concerns, they must contact the Student Support Officer for proper resolution.

Discrimination, Harassment and Bullying

“Under the provisions of the Equal Opportunity Act 1984, discrimination or harassment is unlawful. If you have any problems relating to discrimination or harassment, you must speak to the Student Support Officer for assistance and further information”

CIA seeks to ensure that the principles of equity and fairness are present in all policies and practices and discrimination and harassment of any nature will not be tolerated.

We will ensure that no employee, student or potential student is unlawfully discriminated against on the grounds of sex, marital status, age, pregnancy, race, religious or political conviction, disability, family responsibility or family status and that all persons are treated with fairness, respect and dignity. CIA will also ensure that no complainant is victimised.

Any form of intimidation, abuse, discrimination, exclusion, cyber bullying, emotional or physical harm against any student or staff member both on and off campus will not be tolerated.

Where it is established that such behavior is taking place, disciplinary action will be enforced and will result in the immediate dismissal of any such perpetrator.

Related Documents:

Workplace Bullying Policy and Procedure

Code of Conduct

CIA has a Student Code of Conduct policy to assist it in dealing with a range of cases from minor cases of inappropriate behaviour to more serious cases of misbehaviour. All students are required to show professional courtesy in their conduct towards both CIA personnel and their fellow students at all times. Bad behaviour, inappropriate language, harassment and bullying will not be tolerated. Any student who continually acts or behaves in a manner that is unacceptable may face suspension or cancellation of their enrolment.

CIA has a “no tolerance” policy with regard to the use and/or sale of any prohibited substances.

No food and beverage is to be taken into and/or consumed in any classroom or at a computer station by staff or students. Adequate breaks are provided throughout the day for refreshments.

Mobile phones are not to be used in the classroom at any time.

The following is a set of guidelines published to assist students in understanding this policy and the broad actions considered to be inappropriate behaviour or misbehaviour:

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Inappropriate Behaviour:

CIA may choose to temporarily suspend a student's enrolment if CIA deems the student's behaviour to be unacceptable for an educational setting. This may include but is not limited to:

- Continuously talking and interrupting training sessions
- Causing disruption to others by speaking out of turn
- Distracting other students
- Running/chasing around the confines of CIA premises
- Displaying defiant or rude behaviours
- Coming to class without items as required by timetable or trainers
- Littering, consuming food and beverage or smoking in unauthorised areas
- Using a mobile phone in class

Students displaying inappropriate behaviour, as outlined above, may have their enrolment suspended until such time as CIA is satisfied that the behaviour of the student will be improved to the satisfaction of CIA.

Misbehaviour:

In cases considered to be misbehaviour, CIA may choose to cancel a student's enrolment. Actions considered to be misbehaviour may include but are not limited to:

- Verbal or physical abuse/assault of another student or trainer
- Stealing
- Bullying
- Damage to or defacing of CIA property
- Acts of graffiti
- Non-payment of tuition fees
- Stalking
- Cheating or plagiarism
- Computer virus infection or spam activity
- Serious misconduct
- Any illegal behaviour

Students displaying any act considered to be misbehaviour, as outlined, above may have their enrolment cancelled.

Important Note: Cancellation of an enrolment for any student studying on a student visa requires CIA to report this to the DHA. All such cancellations may also affect the student visa.

Attendance Requirement

Students are required to attend scheduled classes to benefit the most out of the training process. In case they are not able to attend a class, it is their responsibility to inform their trainer or the Training Manager. However, students must be aware that they are still monitored in regards to their course progression.

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Plagiarism and Cheating Policy

Definition of Plagiarism and Cheating:

- **Cheating** means any dishonest or deceitful conduct in relation to the submission or class-work, assessments, assignments or other course related conduct. (Example: copying work from another person or buying course notes is considered cheating)
- **Plagiarism** means using the ideas or expressions of someone else without acknowledging them and passing them off as one's own.

Note - All assignments are to include a 'Student Declaration' that is signed by the student to certify that no part of the assignment has been copied from another person's work (except where documents or work is listed/ referenced, and that no part of the assignment has been written for them by another person.

Trainers and assessors are required to undertake checks of students work for any plagiarised content or cheating that may have occurred. This will be achieved through a *sampling* process.

Reporting requirements

- All staff and students must report any suspected instances of plagiarism or cheating by a student to the relevant Trainer who in turn will advise the Training Manager.
- The report must be made in writing and given to the relevant Trainer within seven (7) business days of the alleged plagiarism or cheating taking place; and be accompanied by any supporting evidence.

Investigation

- Upon receiving a report of suspected plagiarism or cheating, the Training Manager must investigate the matter promptly and determine whether the allegations are correct.
- This investigation must include an interview with the student and relevant Trainer as well as, in the case of allegations of plagiarism, a review of the alleged copied material and student's class work.
- The student has the right to have a support person present during any interview and to make submissions.
- Insert

Outcome of investigation

- The Training Manager advise the student in writing of the outcome of the investigation within twenty one (21) business days of receiving the report of alleged cheating or plagiarism.

Consequences of plagiarism or cheating

- If the Training Manager forms the view that the student has or is more than likely to have committed plagiarism or cheated and this is the first instance of plagiarism or cheating committed by the student during their enrolment with CIA, the Training Manager:

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- ✓ send a written warning letter advising that the enrolment may be cancelled if the student is found in the future to have committed another act of plagiarism or cheating at CIA; and
- ✓ meet with and counsel the student not to engage in any further cheating or plagiarism; and
- ✓ require the student to resubmit the relevant class work or undertake the relevant assessment again or undertake any other remedial action deemed appropriate; or
- ✓ apply a Not Yet Competent grade to the unit of competency
- If the Training Manager forms the view that the student has or is more than likely to have committed plagiarism or cheated and this is the second instance of plagiarism or cheating committed by the student during their enrolment with CIA, the Training Manager will:
 - ✓ recommend that the enrolment be cancelled for student misbehaviour
 - ✓ send a letter to the student advising that their enrolment is at risk of being cancelled. The letter will advise that the student will have twenty (20) business days in which to appeal the outcome of the investigation.
- The Training Manager will cancel the student's enrolment if the student fails to lodge an appeal within the twenty (20) day time period, withdraws from an appeal or the outcome of the appeal process results in a decision in support of CIA.

The Training Manager has the discretion not to cancel the student's enrolment. This discretion may be applied in a number of different circumstances, including (but without limitation) where the student can prove that there were compassionate or compelling circumstances that contributed to the dishonest actions.

If there are any out-of-control factors affecting a student's academic integrity, the student can discuss the matter with the Trainers or the Training Manager in the first instance. If the student believes there is a valid reason behind the conduct, they should discuss this with their trainer and request for a Special Consideration to the Student Administration within five (5) business days from the event. Late submission will not be considered. Students should note that a decision not to cancel their enrolment is discretion only and will not always be exercised even where there are compassionate or compelling circumstances.

Record keeping

Full and proper written records of the following will be kept on the student's file:

- The initial report of the alleged cheating or plagiarism
- The steps taken in the investigation
- Copies of any correspondence sent to the student
- Records of any meetings with the student, including counselling
- Outcome of any appeal by the student; and

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- If the student’s enrolment is cancelled, written verification of the cancellation must be provided to the student
- Process for monitoring students work

Appeal

Students have the right to appeal any decision made by a CIA staff member under this policy. Students must lodge their appeal within twenty (20) business days of the decision being made. Students can access the Student Complaints or Appeals form from Administration department.

Referencing

CIA requires its students to be aware of its plagiarism and cheating policy when submitting written assessments that contain references to the ideas of others.

Plagiarism and cheating such as copying another student’s work or buying course notes of any kind will not be tolerated by CIA and such action constitutes student misbehaviour. It may result in the cancellation of a student’s enrolment or at the very least; they will be referred to management for disciplinary action and be asked to resubmit the assignment/test under strict supervision.

Related Documents:

Academic Misconduct Policy and Procedure

Complaints and Appeals Policy and Procedure

Access to the Student's File

You can access your student file any time that you wish. Inform the Training Manager that you would like to look at your file by filling out a "Student Requisition Form (General)" and specifying the details by selecting others option. The file will be provided to you within two (2) business days after confirming your identification. You must provide photo identification (e.g. Australian Driver’s License with photo or passport) or two other forms of identification in order to gain access to your student file. You must do this with a member of staff present – preferably the Training Manager – and you may **NOT** remove the file from the premises under any circumstances. However, if you want any information from your file, the staff member can photocopy it for you. Because of Australian Privacy Legislation (Commonwealth Privacy Act), no other person can look at someone else’s file.

Authorisation to Disclose Information

CIA follows the guidelines laid down by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 that provides 13 principles constituting the Australian Privacy Policy (APP).

The information provided by students to CIA may be made available to Commonwealth and State agencies and the Secretary and the Director of the Tuiton Protection Service (TPS), pursuant to obligations under the ESOS Act 2000 and the National Code.

Students who wish to authorise a third person to receive information on their behalf need to inform CIA of the details of this person in writing, preferably via an email.

Students have access to their personal and academic records on written request. Students must make an appointment with the Training Manager or their trainer to view their files. Students must provide photographic proof of identify before any records are provided. All students will have access to their records within two (2) business days of a written request.

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Use of Mobile Phone

You may not use your smart phone to connect to the CIA Wi-Fi network during classes. You must, however, ensure that your phones are set to silent at all times during class as a courtesy to the trainer and fellow students. If you fail to adhere to this regulation you may face exclusion from class.

Change of Address or Contact Details

You are required to provide CIA with your contact details (including current addresses, phone numbers and email addresses) at all times. This information is kept confidential and is only available to those staff members who need to contact you about your studies or enrolment. It is a requirement of a student visa that if your contact details ever change, CIA must be notified – you must advise CIA no later than seven (7) business days after the change has taken place. All emergency contact details must be provided as well in case of emergency.

You must inform CIA by going to Student Administration and completing a "Change of Details form".

Note: CIA's address is not to be used as mailing address for private purposes.

Student Identification (ID) Card

Each student may request a Student ID Card and a digital photograph will be taken upon student's request. The ID card will be printed and made available for collection within five (5) working days of the request.

Please look after the Student ID Card. If a replacement ID Card is requested, it will be issued at a cost of \$10.00.

Punctuality

You must arrive for class at least ten (10) minutes before the session commences. It is also important that you return to class promptly after breaks. Students who are late to class will not be permitted to enter so as not to disrupt the training or tasks in progress.

Latecomers will be required to wait until the next break and can only enter the session when it recommences. This will result in students being marked absent for the missed lesson and may affect their course progress, which in turn may affect the visa conditions.

During all assessments, you must arrive and be ready to begin at least fifteen (15) minutes prior to the scheduled commencement time. Latecomers will not be permitted entry to the assessment and will need to book a re-assessment at their own expense.

General Request

Students requesting any form of correspondence, including general copies of letters or copies of CoE, are required to give a notice period of five (5) business days to the Admissions Officer.

Lost or Stolen Property

Although CIA takes precautions to protect student property, it cannot assume responsibility or liability for damage to, or loss of, personal property. You are reminded to take all precautions to protect your personal property and not to bring items of value to CIA nor leave bags or other personal belongings unattended for any period.

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Refund Policy

Purpose

The purpose of this policy and procedure is to outline Culinary Institute Australia’s approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Culinary Institute Australia.

This contributes to Culinary Institute Australia’s compliance with Clauses 5.3, 7.3 and Schedule 6 of the Standards, as well as the ESOS Act and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* Standard 2 and 3, as well as the *Education Services for Overseas Students Act (ESOS Act), 2000* and the *Education Services for Overseas Students (Calculation of Refund) Specification 2014*.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO’s registering body

DET means the Department of Education and Training

Default day means (as applicable to the type of default):

- The agreed starting day of the course
- The day on which the course ceases to be provided; or
- The day on which the student withdraws from the course; or
- The day on which Culinary Institute Australia refuses to provide, or continue providing, the course to the student

DHA means the Department of Home Affairs

ESOS Act means Education Services for Overseas Students Act 2000

The National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

SRTOs means the Standards for RTOs 2015 – refer definition of ‘Standards’

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

TPS means the Tuition Protection Service which is an initiative of the Australian Government to protect payments made from overseas students to CRICOS providers.

Tuition fee refund amount is the weekly tuition fee multiplied by the weeks in default period¹.

Weekly tuition fee is (the total tuition fees divided by the number of calendar days in the course) multiplied by seven.

Weeks in default period is (the number of calendar days from the default day to the end of the period to which the payment relates) divided by seven and rounded up to the next full number².

POLICY

1. Protection of fees paid in advance

- Culinary Institute Australia protects the fees that are paid in advance by international students.

¹ From the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* [accessed <https://www.legislation.gov.au/Details/F2014L00907> 21/07/2020]

² From the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* [accessed <https://www.legislation.gov.au/Details/F2014L00907> 21/07/2020]

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- **Fee protection is ensured as follows:**

- Culinary Institute Australia pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that in such circumstances international students are provided with either an alternative suitable course with another education provider or a refund of their unspent tuition fees.
- In accordance with Section 27 of the ESOS Act, 2000 (Cth), Culinary Institute Australia does not require international students to pay more than 50% of their course fees prior to course commencement. Note, however, that where a course is less than 25 weeks, Culinary Institute Australia may require students to pay the full cost of the course prior to course commencement.
- All tuition fees paid in advance will be held in a separate bank account that can only be drawn down once the student has commenced their course. For the purposes of this policy, this bank account will be referred to as the trust account. These tuition fees are held in the trust account, separate from the day-to-day operating bank account, so that if a refund is payable before a student commences, a refund can be made in a timely way without impacting the financial operations of the business or recourse to the fee protection measures in place. The trust account is maintained with an Australian owned ADI (authorised deposit taking institution).
- Culinary Institute Australia will ensure all fees received for international students are paid into this account within five days of receiving the funds.
- Culinary Institute Australia ensures that, at all times, there is a sufficient amount in the trust account to repay all tuition fees paid in advance to every international student or incoming international student in respect of whom it has received tuition fees for; and who have not yet begun the course for which has been paid.
- Culinary Institute Australia will only draw down from the trust account if:
 - A refund needs to be made for tuition fees paid in advance
 - Culinary Institute Australia has arranged for a student to be offered a place in an alternative course at its own expense and the amount is withdrawn to pay the alternative provider that students fees.
 - The amount is withdrawn to pay the TPS Director.

2. Fees and refund information

- Culinary Institute Australia cannot guarantee that students will successfully complete the course in which they enrol, regardless of whether all tuition fees have been paid or not.

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- As Culinary Institute Australia does not use direct approach marketing or tele-sales, no cooling-off period applies to its courses.
- Fees information relevant to each course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as in Culinary Institute Australia's International Student Handbook. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment and course commencement.
- The Student Agreement and the International Student Handbook which are provided prior to enrolment includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Fee information provided to the international students includes:
 - All course fees and payment schedules for when those fees will be due.
 - Any additional charges that may apply and the circumstances in which they apply.
 - This fees and refunds policy.
- Where tuition fees are required to change due to unforeseen circumstances, Culinary Institute Australia will advise students in writing of the reasons and allow students to receive a full refund of unused tuition fees where a revised payment agreement with the student cannot be reached for the additional fees

3. Written agreements for international students

- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. For international students, the written agreement also specifies:
 - upfront payment options including that:
 - Culinary Institute Australia does not require international students to pay more than 50% of the course upfront where the course is 25 weeks or more in duration, however, may require it for courses that are shorter than 25 weeks.
 - International students (or the person paying fees on their behalf) may choose to pay more than 50% tuition fees before their course commences.
 - Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule.
 - all tuition fees payable by the student for the course and, the periods to which those tuition fees relate.
 - details of any non-tuition fees the student may incur, including fees that may be incurred because of having their study outcomes reassessed, deferral of study,

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fees for late payment of tuition fees, or other circumstances in which additional fees may apply.

- advice on the potential for changes to fees over the duration of a course.
- a statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”.
- refund requirements that apply if the student defaults in relation to a course at a location.
- amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of Culinary Institute Australia).
- processes for claiming a refund.
- the specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement, consistent with the ESOS Act.
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.

4. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees as they apply to the individual student enrolment offer.
- Tuition fees payable to Culinary Institute Australia include:
 - All of the education, training and assessment services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline (these may be separately outlined as a materials fee).
 - Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).
- Tuition fees may also include (where relevant):
 - RPL Fees (application and per unit costs).

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- Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment tasks.
- An upfront deposit amount required to be paid prior to commencing.
- Non-tuition fees which may be payable to Culinary Institute Australia in some circumstances/as applicable and which may include (as specified in the Student Agreement):
 - Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
 - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
 - Printing and photocopying charges
 - Credit Card surcharge will be 1% per transaction
 - Fees for insurance to be organised by Culinary Institute Australia.
- Non-tuition fees are generally not refundable, unless special circumstances apply beyond the students control and/or products or services have not been provided.
- Fees payable to Culinary Institute Australia do not include:
 - Personal computers, cameras or personal devices that might be needed to complete coursework.
 - Uniform (if required for placement)
 - Stationery such as paper and pens.
 - Airport pick-ups/ transport.
 - Excursions (unless stated on the Course Outline)
 - Living expenses (guidance about indicative costs is in the International Student Handbook).

5. Payments

- Payments can be accepted by electronic transfer (EFT), direct debit, credit card or cash (to be paid at the campus ONLY).
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

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- Debts may be referred to a debt collection agency where fees are more than 40 days past due.
- Culinary Institute Australia reserves the right to suspend the provision of courses and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees on time will receive two warnings regarding non-payment of fees and thereafter will be reported to the Department of Home Affairs (DHA) via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least two years after the person ceases to be an active student.

6. Refunds - Provider Default (e.g. postponed or cancelled courses)

- Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who are withdrawing and have not completed a Withdrawal Form are not eligible for consideration of a refund.
- Applications will be considered in accordance with the refund circumstances outlined below. The outcome of the refund assessment will be provided in writing to the student's registered address within 4 weeks, outlining the decision and reasons for the decision along with any applicable refund or adjustment note.
- Refunds will be paid to the student or another person where this is specified the student's written agreement.
- Refund decisions can be appealed following our Complaints and Appeals Policy.

7. Refunds due to an International Student's Visa Refusal (student default)

Reference	Circumstance	Refund entitlement and calculation
7A	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> – the student's failure to start the course at the location on the agreed starting day. – the student's withdrawal from the course at that location on or before the agreed starting day. <p>And:</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and Section 9 of the ESOS Education Services for Overseas Students Calculation of Refund Specification 2014)</p> <p>The total course fees (all tuition fees and non-tuition fees received) minus the lesser of the following amounts:</p> <ul style="list-style-type: none"> a) 5% of the amount of course fees received by the provider in respect of the student before the default day. b) \$500.

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Reference	Circumstance	Refund entitlement and calculation
	<ul style="list-style-type: none"> – the written agreement meets the requirements of clause 3 of this policy (see 12A). <p>This remains applicable in the instance that Culinary Institute Australia is no longer a registered CRICOS provider.</p>	
7B	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> – the student’s withdrawal from the course at that location (after the start date) – the student’s failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location. <p>And:</p> <ul style="list-style-type: none"> – the written agreement meets the requirements of clause 3 of this policy (see 12A). <p>This remains applicable in the instance that Culinary Institute Australia is no longer a registered CRICOS provider.</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and section 10 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014)</p> <p>The weekly tuition fee × weeks in default period (calculated from the day on which the student was withdrawn)</p>

8. Refunds due to an International Student withdrawing (student default)

Reference	Circumstance	Refund entitlement and calculation
8A	<p>The student withdraws from the course at the specified location more 10 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> – this is not due to Visa Refusal (see 7A). – the written agreement meets the requirements of clause 3 of this policy (see 12A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000)</p> <p>50% of the course fees paid Only</p>

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<i>Reference</i>	<i>Circumstance</i>	<i>Refund entitlement and calculation</i>
8B	<p>The student withdraws from the course at the specified location more 4 weeks and up to 10 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> - this is not due to Visa Refusal (see 7A). - the written agreement meets the requirements of clause 3 of this policy (see 14A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000) 50% of the course fees paid Only</p>
8C	<p>The student withdraws from the course at the specified location up to 4 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> - this is not due to Visa Refusal (see 7A). - the written agreement meets the requirements of clause 3 of this policy (see 14A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000) No refund</p>
8D	<p>The student withdraws from the course at the specified location after they commence the course.</p> <ul style="list-style-type: none"> - this is not due to Visa Refusal (see 7B). - the written agreement meets the requirements of clause 3 of this policy (see 14A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000) - No refund</p>

9. Refunds due to an international student not commencing their course (student default)

<i>Reference</i>	<i>Circumstance</i>	<i>Refund entitlement and calculation</i>
9A	<p>The student does not commence the course at the specified location on the agreed starting date and has not withdrawn, deferred or have had their request for an alternative start date approved by Culinary Institute Australia and:</p> <ul style="list-style-type: none"> - this is not due to Culinary Institute Australia cancelling or postponing the course (see clause 7 and 15). - this is not due to Visa Refusal (see 9A). - the written agreement meets the requirements of clause 3 of this policy (see 12A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000) No refund of enrolment deposit or tuition fees paid for first study period. Where paid upfront for subsequent study periods</p> <ul style="list-style-type: none"> - the weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course)

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10. Refunds due to Culinary Institute Australia cancelling an international student's enrolment (student default)

Reference	Circumstance	Refund entitlement and calculation
10A	<p><i>Culinary Institute Australia cancels a student's enrolment following formal notice and appeal period, due to:</i></p> <ul style="list-style-type: none"> – <i>academic misconduct, misbehavior or failure to comply with Culinary Institute Australia's policies or student code of conduct</i> – <i>Visa condition breaches</i> – <i>failure to pay fees in accordance with the written agreement</i> – <i>unsatisfactory course progress or attendance</i> <p><i>and</i></p> <ul style="list-style-type: none"> – <i>the written agreement meets the requirements of clause 3 of this policy (see 14A)</i> 	<p><i>(This is a student default per Section 47A of the ESOS Act, 2000)</i></p> <p><i>No refund.</i></p>
10B	<p><i>If a student has supplied incorrect or incomplete information and as a result Culinary Institute Australia withdraws the offer prior to commencement of the course.</i></p>	<p><i>Half of the tuition fees paid for the first study period and all of the tuition fees paid for remaining study periods to be calculated as follows:</i></p> <ul style="list-style-type: none"> – <i>For the first study period - 50% of the weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the offer is withdrawn by Culinary Institute Australia).</i> – <i>For subsequent study periods - the weekly tuition fee multiplied by the weeks in the default period</i>

11. Refunds where an international student has defaulted but the written agreement is non-compliant (provider default)

Reference	Circumstance	Refund entitlement and calculation
11A	<p><i>The international student has defaulted (either withdrawn, not commenced on the agreed date, failed to pay fees as agreed or had their visa cancelled or refused) and Culinary Institute Australia fails to enter into a written agreement</i></p>	<p><i>(In accordance with Section 47E of the ESOS Act, 2000 and Section 8 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014) Unspent total tuition fees will be refunded, to be calculated as follows:</i></p>

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Reference	Circumstance	Refund entitlement and calculation
	<p>with a student that meets the requirements set out in clause 3 of this policy.</p> <p>This remains applicable in the instance that Culinary Institute Australia is no longer a registered CRICOS provider.</p>	<ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

12. Refunds process - where a course is cancelled by Culinary Institute Australia

- In the unlikely event that Culinary Institute Australia or any third parties responsible for delivering courses on its behalf, is unable to deliver the course or any portion of the course as agreed, within 14 days of the course ceasing to be delivered, the student will be issued with either:
 - a refund for the course or portion of course that was not provided - see clause 14 for further details.
 - an offer for a placement into an alternative course at no additional cost which the student also accepts in writing within the 14 days from the date the course ceases to be delivered.
- In such cases, Culinary Institute Australia will automatically conduct a refund assessment of all affected students and contact students to either offer a suitable alternative course or a refund. In these cases, there is no need for a student to make an individual application for a refund.
- For international students whose course ceases to be delivered the Tuition Protection Service can assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

13. Refunds where Culinary Institute Australia cancels a course (provider default)

Reference	Circumstance	Refund entitlement and calculation
13A	<p>Culinary Institute Australia fails to start the course on the agreed starting day at the location because of insufficient numbers, unforeseen circumstances or a sanction has been imposed (and the student has not withdrawn before this day).</p>	<p>(In accordance with Section 46A of the ESOS Act)</p> <p>Unspent total tuition fees will be refunded including the enrolment deposit to be calculated as follows:</p> <ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course). <p>No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by Culinary Institute Australia.</p>

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Reference	Circumstance	Refund entitlement and calculation
13B	<i>The course has started but cannot be delivered in full or by Culinary Institute Australia, including where a sanction has been imposed (and the student has not withdrawn before the default day).</i>	<p><i>(In accordance with Section 46A of the ESOS Act)</i></p> <p><i>Unspent total tuition fees will be refunded, to be calculated as follows:</i></p> <ul style="list-style-type: none"> <i>– The weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the course ceases to be provided).</i> <p><i>No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by Culinary Institute Australia.</i></p>

14. Refunds due to other / compassionate reasons (no default)

Reference	Circumstance	Refund entitlement and calculation
14A	<i>If the student receives credit for units within a course for which they have already paid and not undertaken with Culinary Institute Australia</i>	<i>Calculated on a pro-rata basis i.e. the total course fees divided by the number of units. The student will receive a refund for the number of units for which they have received credit for with consideration for any relevant courses that have been undertaken.</i>
14B	<i>If a student cannot complete or commence a course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).</i>	<p><i>At the discretion of Culinary Institute Australia’s CEO or approved representative</i></p> <ul style="list-style-type: none"> <i>– The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</i>
14C	<i>If a student cannot complete or commence a course because of other special or extenuating including political, civil or natural events.</i>	<p><i>At the discretion of Culinary Institute Australia’s CEO or approved representative</i></p> <ul style="list-style-type: none"> <i>– The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</i>

15. Recording and payment of refunds

- *Records of refund assessments and issuance of refunds will be stored securely on the student’s file and in our accounts keeping system.*

16. Default obligations and notification

- *Where provider default applies Culinary Institute Australia will:*
 - record the default in PRISMS (thereby reporting to the Australian Government) within 3 business days of the day of default.*
 - discharge its obligations within 14 business days of the day of default, by either:*

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- offering an alternative suitable course to a student which the student has accepted.
- refunding amounts due in accordance with this policy.
- record outcome of the discharge of its obligations in PRISMS within 21 business days of the day of default.
- Where a student defaults for any of the reasons below, Culinary Institute Australia will record the default in PRISMS (reporting the student to the Australian Government) within 4 weeks of the day of default:
 - A student has been granted a refund in accordance with this policy.
 - A student has been granted a refund due to a non-compliant written agreement.
 - The student has defaulted due to Visa refusal for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - the student’s failure to start the course at the location on the agreed starting day;
 - the student’s withdrawal from the course at that location;
 - the student’s failure to pay an amount he or she was liable to pay the provider, directly or 6. indirectly, in order to undertake the course at that location.

17. Publication

Culinary Institute Australia will publish this policy in the International Student Handbook, our website and in the Student Agreement.

Procedures

1. Student fees

Refer

- SRTOs: Clauses 5.3, 7.3
- National Code: Standard 3

Procedure		Responsibility	
a. Deposit invoices <ul style="list-style-type: none"> • All domestic student fee-payers should pay their enrolment deposit (where applicable) upon enrolment, prior to course commencement. • All international students should pay their enrolment deposit upon enrolment. • Ensure there is a signed written Student Agreement on file before invoicing. 		Admissions Officer/ Accounts Officer	
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Procedure	Responsibility
<ul style="list-style-type: none"> Raise an invoice for the amount in line with the payment schedule for the relevant course. Fee-payers have 14 days to pay an invoice. Keep a copy of the invoice on the student's file. 	
<p>b. Fee instalment invoices</p> <ul style="list-style-type: none"> Charge fee instalments in line with the relevant payment schedule for the course, outlined on the Student Agreement/ Course Outline. Ensure all payment terms, conditions and amounts are as indicated on the invoice unless a record of an agreed or advised change is in writing and the conditions of such a change were outlined on the initial agreement. Students have 14 days to pay an invoice. Keep a copy of the invoice on the student's file. 	Admissions Officer/ Accounts Officer
<p>c. Receiving payments</p> <ul style="list-style-type: none"> Fees for international students may not be collected until the Student Agreement has been signed. Record payments against the relevant invoice on the accounting/financial system Provide the student with a receipt. Ensure receipts for payments from international students are retained for at least 2 years after the first payment is received. 	Admissions Officer/ Accounts Officer
<p>d. Managing overdue fees – domestic students</p> <ul style="list-style-type: none"> Send out statements monthly to students to show outstanding fees. Call students where payments are more than 14 days overdue. Any student with an invoice over 40 days past due should be referred to the debt collection agency. Refer to the CEO about suspending enrolment until fees are brought up to date. If the enrolment is suspended, send a letter to the student advising of suspension until payment is made. Advise academic staff/trainers. Where fees continue to be unpaid, refer to Director of Studies to consider withdrawal. 	Admissions Officer/ Accounts Officer CEO
<p>e. Managing overdue fees – international students</p>	Admissions Officer/ Accounts Officer CEO

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Procedure	Responsibility
<ul style="list-style-type: none"> Send out statements monthly to students to show outstanding fees. Call or email students where payments are overdue to remind them to pay. Send out Warning letter for Non-Payment of Fees when payments are more than 7 days overdue. And the reminder will be issued after 14 days Send Notice of Intention to Cancel for Non-Payment of Fees regarding non-payment of fees when payment is more than 21 days overdue. Wait 20 working days to ensure student has time to access Appeals process before lodging a Student Course Variation (SCV) against the students COE in PRISMS (provider termination of studies – non-payment of fees). Any student with an invoice over 40 days past due should be referred to the debt collection agency. 	

2. Refunds

Refer

- SRTOs: Clauses 5.3, 7.3
- ESOS Act, 2000 (Cth): Sections 46A, 46D, 47A, 47D, 47E
- National Code: Standard 3

Procedure	Responsibility
<p>A. Processing refunds – domestic students</p> <ul style="list-style-type: none"> If a course is cancelled by Culinary Institute Australia, students who have enrolled and paid their enrolment deposit should be automatically issued a refund. Notify them in writing and issue refund. Record on file. Students who withdraw from their course and seek a refund are to make a request for a refund in writing. To make an assessment of a refund due, consider the services the student has received. Consider the following: <ul style="list-style-type: none"> Enrolment deposit is non-refundable – this covers administration time for enrolment and induction process. Text books provided Training /education/assessment services received – number of classes attended/ visits received/ online training Individual support provided by the trainer/assessor 	<p>Admissions Officer/ Accounts Officer</p> <p>CEO</p>

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Procedure	Responsibility
<p>– Assessments marked</p> <ul style="list-style-type: none"> Consider the costs incurred by Culinary Institute Australia as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by CEO/Finance Manager. Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. Keep a copy of the refund assessment on the student's file. 	
<p>B. Processing refunds – provider default (international students)</p> <ul style="list-style-type: none"> Where Culinary Institute Australia may be able to offer a suitable alternative course to a student (instead of a refund), ensure the offer is made in writing to the student within 7 days, and follow up with student prior within 10 days. If the offer is not accepted, issue a refund within 14 days as below. Automatically issue a refund within 14 days to students who have enrolled and paid their enrolment deposit and the course is cancelled prior to commencement. Automatically issue a refund to students within 14 days where the course has commenced but is cancelled. Notify students to whom refunds are automatically issued in writing and issue refund. Record on file. All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. Assess refund as per this Policy, noting all considerations and associated charges. <p>CEO approves refund assessment.</p> <ul style="list-style-type: none"> Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. For student default, process refunds within 4 weeks of the default date. Keep a copy of the refund assessment on the student's file. 	<p>Admissions Officer/ Accounts Officer</p> <p>CEO</p>
<p>C. Processing refunds – student default (international students)</p> <ul style="list-style-type: none"> All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. Assess refund as per this Policy. Calculate the relevant refunds using the Refund Calculation Worksheet. 	<p>Admissions Officer/ Accounts Officer</p> <p>CEO</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> • CEO approves refund assessment. • Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. • Process refunds within 4 weeks of the default date. • Keep a copy of the refund assessment on the student's file. 	

3. Notify of default and discharge of obligations

Refer

- ESOS Act, 2000 (Cth): Sections 46B & 46F & 47H

Procedure	Responsibility
<p>A. Notification of Provider of Student Default in PRISMS</p> <ul style="list-style-type: none"> • Within 3 business days for Provider default or 4 weeks for student default, locate the correct COE <ul style="list-style-type: none"> – record the circumstances and details of the default day • In the case of provider default - record the discharge of obligations (refund or alternative course provided) against the default within 14 days of the default day. 	CEO

Related Documents:

Refunds Policy and Procedure

Payment terms and conditions

All students receive a student instalment agreement as part of their enrolment agreement, which they are to review prior to accepting the conditions of the enrolment.

The instalment agreement sets out the total fees for the course, as well as the deposit amount and dates due and further instalments due including dates and amounts.

Typical instalment agreements are shown below:

<u>Student Instalment Agreement</u>	
Name: Student Name	Student ID:
Course: Course Name	
Total Fees: \$..... (Tuition Fee: \$.....+ Enrolment Fee: \$..... + Material Fee: \$.....)	
Commencement of studies: Completion of studies:	

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	Due Date	Amount Due	Amount Paid	Date Fee Received
Deposit	Deposit date	Amount	Amount	Deposit date
Installment#1	Date	Amount		
Installment#2	Date	Amount		
Installment#3	Date	Amount		
Installment#4	Date	Amount		
Installment#5	Date	Amount		
Installment#6	Date	Amount		
Total		Total fee amount		

Other fees and charges (as applicable)

RPL Assessment	\$150.00 per unit	Change of Course/ Intake	\$200.00
Credit Transfer	NIL	Replacement Student ID	\$10.00
Unit Repeat	Calculated at \$12 per class hour.	Document Re-issue	\$50.00 lost documents \$150.00 certificate re-issue
Practical Repeat	Calculated at \$200 per practical class.	Re-print of Receipt	\$20.00 per receipt
External Appeal Fees	Free and Independent Services are provided by Overseas Student Ombudsman. Phone No: 1300 362 072	Reenrolment Fees	\$200.00
		Student printing & Photocopying	10c per page

TRAINING AND ASSESSMENT

Mode of Study and Assessment Methods

Mode of Study

All CIA courses are available as face-to-face class-based delivery including class-based training, group discussions and individual research.

Assessments Methods

The assessment will comprise the mix of written and practical activities together with observation during class sessions, which are designed to assess effectively student's understanding and whether they can apply the knowledge and skills into the real-world context.

Competency-based Training and Assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Both on the job and off the job training and assessment aims to make sure that the individuals participating in the training and

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assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often called students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.

In order to assess whether a student is competent, they are 'judged' against established standards (often called benchmarks). These standards have been developed by industry and are called competency standards. Competency standards may also be referred to as units of competency.

Competency standards are documents that define the competencies required for effective performance in the workplace in specific industries. Competency standards include the essential information needed to assess a student. Some enterprises have developed specific competency standards for their business.

What sort of evidence is collected?

Assessment involves collecting evidence. This evidence may be direct evidence (such as observation of workplace performance), indirect evidence (such as formal testing) or supplementary evidence (such as references from employers). This evidence is used by an assessor to make a judgement about whether the student is competent.

It is the responsibility of the assessor to determine what and how much evidence is required to make the assessment judgement. Training Packages provide guidance on the types of evidence required, and further advice may be gained through moderation and industry consultation.

What results do students get?

After someone has undergone a competency based assessment or a skills recognition assessment, they are either deemed 'competent' or 'not yet competent'. If they are deemed competent, they will be issued with either a Statement of Attainment listing the units of competency they are competent in or a full qualification. If they are deemed not yet competent, they will be given feedback on their performance. All students have the opportunity to appeal their results and be reassessed.

There are four forms of re-assessment that can be used where a student's assessment is assessed as "NYC", these are:

1. A re-submission of work or product as per the original assessment task evidence
2. A re-sit of the/written assessment
3. A repeated demonstration where a practical demo was required to meet evidence of a criteria checklist.
4. Other form of evidence agreed to by the Assessor and student.

Resubmission of Assessment

Guidelines for reassessment or re-submission of assessment tasks

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As per Culinary Institute Australia’s reassessment procedure, a student will have up two opportunities to demonstrate competency for each assessment task. A Student will only be eligible for a second attempt if they have submitted or conducted their first attempt within the timelines established by their Assessor. A student is allowed to repeat a unit of competency under the following circumstances

- Student failed to attend sessions for a unit of competency and hence got an NYC for a unit of competency
- Student failed to achieve competent result even after re-assessments

Related Documents:

Assessment Policy and Procedure

All assessment outcomes are available to students through CIA’s Student Management System and will be provided to students upon request.

Results and Qualifications

Results

Student results are published on an on-going basis in the Student Management System. This provides real time access to the students’ results as assessments are marked and uploaded. Students can request to check all of the results to ensure that they are consistent with the feedback that students have been given from their trainer. If there are any discrepancies, students can discuss these with their trainer once the discrepancies are identified

Qualifications

The final course testamur (Certificate/Diploma) will be issued after all required competencies have been achieved for a course. Qualifications are issued four (4) weeks from the date when all required assessments have been completed. No requests for earlier issuance will be considered.

Academic Transcript

The Academic Transcript will list all units that they have completed and their outcomes. Academic Transcripts are not official documents and are to be considered as only an indication of the student’s academic progress. Please note that official Academic Transcripts are not available after the final qualifications have been issued.

Statement of Attainment

A Statement of Attainment will be issued to students who, upon completion of the course, have not achieved all of the required competencies for the course. In this case, students will be required to re-enrol into the outstanding units in order to achieve the final qualification.

Letter of Completion

A letter of completion will only be issued after successful completion of the whole course.

Acceptance of issued documents

Any discrepancies with issued Qualifications and/or Statements must be addressed to the CEO in writing within twenty-eight (28) business days of the date of issue. Following this period, CIA accepts the student’s acknowledgement that the record is accurate.

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Collecting Qualifications and Statements of Attainment

The Qualifications or Statement of Attainment are only available for pick-up. As a result, if students leave Melbourne after the completion of their studies, they must delegate a person with an authorised letter to collect the Qualifications or Statement of Attainment on their behalf with the Training Manager. In such circumstances, if the Qualifications or Statement of Attainment is lost, students may need to pay a fee for re-issue.

Issuing of Results and Qualifications

All documents listed above will only be issued once all outstanding fees due and payable in accordance with the terms and conditions have been paid in full. In particular, the Refund Policy applies in the event a student chooses to withdraw from their course.

Re-issue of Statements of Attainment and final course qualifications

CIA reserves the right to charge for each reprint. Please see **other fees and charges** section of this Handbook.

Completion within Expected Duration of Study

CIA will monitor the workload of international students, in accordance with documented policies and procedures to ensure that students can complete the course within the expected course duration, as registered on CRICOS and as identified by the length of their student visa. The Training Manager will manage monitoring of student study loads.

Unless there are compassionate or compelling circumstances that prohibit international students from studying full-time (20 hours of schedule course contact hours per week) students are not guaranteed an extension to their student visa if they do not complete within the CRICOS registered timeframe.

CIA may only extend a student's duration of study in limited circumstances as specified in the National Code 2018. These include compassionate or compelling circumstances, the implementation of an intervention strategy or an approved interruption to study. Under these circumstances students may study less than a full-time load, but the reasons for their under-enrolment must be documented and kept on file. Students should also be advised that a variation to their study plan may affect their student visa and as necessary they should seek advice about extension through the Student Support Officer.

Related Documents:

Completion within Expected Duration Policy and Procedure

Monitoring Course Progress

Maintaining satisfactory course progress is a requirement of the student's visa. CIA has elected to adopt the Department of Education and Training (DET) Course Progress Policy in relation to Standard 8 of the National Code. Under this policy, students are required to achieve **a minimum of 50% competency** in the units attempted in each study period in order to maintain satisfactory course progress.

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A study period at CIA is defined as one (1) term (equivalent to nine (10) weeks for all BSB and SIT Qualifications on scope).

CIA is required to systematically monitor students' course progress through documented procedures. Staff must be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Students who do not achieve the required 50% competency rate for two (2) consecutive study periods shall be considered in breach of this course progress requirement and must then be reported to the DHA through PRISMS.

In the event that a student is at risk of not meeting course progress requirements, CIA will implement its intervention strategy to identify any necessary action to assist the student to achieve or regain satisfactory course progress. Failing to comply with the intervention strategy can lead to cancellation of the student's enrolment.

Related Documents:

Monitoring International Student's Academic Progress Policy and Procedure

Deferral, Suspension or Cancellation

Student initiated Deferral, Suspension or Cancellation

If students wish to defer, suspend or cancel the enrolment, they must, in the first instance, discuss the reasons for deferral, suspension or cancellation with the Admissions Manager and then submit an application to do so. CIA will assess the application and advise the student in writing of the outcome within ten (10) working days.

Defer an Enrolment

Students may request a deferral prior to course commencement based on:

- Student visa delay, or
- Compassionate or compelling circumstances

In either case the request must be in writing via an "Application to Defer, Suspend or Cancel Enrolment Form" and documentary evidence must be provided to CIA, addressed to the Training Manager. When the deferral is processed, the student will receive:

- A revised Letter of Offer if the deferral is prior to commencement. Terms and conditions of the original enrolment will still apply; or
- A confirmation of deferral letter that outlines the dates of return.

If students wish to defer the study without compassionate or compelling reasons, the form should be submitted within ten (10) working days of the course start date.

Suspending an Enrolment during a Course

- You may request a suspension of enrolment for a period no longer than twelve (12) months. If the suspension is required for longer than 12 months, you will have to re-apply once the initial suspension period has expired.
- Suspensions can only be granted on compassionate or compelling grounds.

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- Suspensions will not be granted for financial hardship or as a ‘break’ to consider course options a period of no more than six (6) months and credited to the returning study period invoice.
- You must complete an ‘Application to Defer, Suspend or Cancel Enrolment Form’ and submit it to the Admissions Manager. Supporting documents such as medical certificates must be attached with every request.
- If the requested period of suspension does not affect the end date of the course, the student’s current CoE will not be altered or cancelled.
- If the period of suspension does affect the end date of the course, then a decision will be made as to whether to cancel the current CoE and issue a new one for an agreed return date or to cancel the current CoE and ask the student to reapply for a CoE when they are ready to return.
- Generally, the DHA will decide whether a student may remain in Australia or must return home during this period. You need to see a staff member at the DHA to discuss their individual cases.
- Terms and conditions of the enrolment continue to apply and any payments must be made according to the Letter of Offer/Invoice you have been provided with. These fees will be held for a maximum period of six (6) months and credited to the next term of study on your return.
- Compassionate and compelling circumstances include:
 - ✓ serious illness or injury, where medical certificate states that they were or will be unable to attend classes
 - ✓ bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - ✓ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on their studies; or,
 - ✓ traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologist reports)
 - ✓ where the registered provider was unable to offer a pre-requisite unit; or
 - ✓ inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use professional judgment to assess each case on its individual merit.

Cancelling an enrolment

- You must complete an ‘Application to Defer, Suspend or Cancel Enrolment Form’ with all relevant supporting documentation (compassionate or compelling reasons) attached and submit it to the Admissions Manager.

You should not consider the enrolment cancelled until notification in writing from CIA is received. A decision will be made within ten (10) business days.

- In considering cancelling an enrolment, you must also refer to the terms and conditions in the Student Enrolment Agreement you signed upon enrolment.

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- If you wish to cancel your enrolment prior to completing 6 months of study in your principal course, you must provide a Letter of Offer from an alternative provider.
- Please note a cancellation is not considered a Letter of Release and, therefore, may have serious consequences for your student visa.
- Should a cancellation request not be approved, you may choose to access the Complaints and Appeals Policy and Procedure.
- Where a suspension, deferment or cancellation request is approved, a student course variation is recorded in PRISMS.

Important Note:

- ✓ Deferring, suspending or cancelling an enrolment may affect the student visa. Students should contact the nearest DHA office or refer to www.border.gov.au for further information.
- ✓ In considering cancelling enrolment, students must also refer to the CIA Refund Policy.
- ✓ Any deferral, suspension or cancellation will be reported via PRISMS and all supporting documentation will be placed in the student’s file.

CIA initiated deferral, suspension or cancellation

CIA may defer an enrolment in extenuating circumstances that affect the delivery of training such as scheduled dates, location or other sufficient reasons to cancel the course. In this case, students can request a refund.

CIA has the ability to suspend or cancel a student’s enrolment when the student has not paid fees required for the course, has failed to commence studies within fourteen (14) business days of the commencement of each term or on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism and non-compliance with CIA’s policies, procedures and contractual agreements.

Where a student has been identified with Academic or General misconduct, CIA shall ensure the following:

- Students will be treated fairly, with dignity and with due regard to their privacy.
- Students will be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the CEO to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- Other compelling evidence such as a police report.

The CEO is responsible for deciding whether there has been a breach on the basis of the evidence presented and for deciding the ensuing penalty (i.e. suspension or cancellation of enrolment). The

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CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Such acts of Misbehaviour will be classified into one of two categories: **Academic Misbehaviour and General Misbehaviour.**

Academic Misbehaviour

The following gives an indication to the types of behaviour that constitute ‘Academic Misbehaviour’ with CIA:

Summative Assessments

- Students must not help or receive assistance from other students during the completion of a summative assessment
- Students must not request the loan of or lend materials or devices to other students
- Students must not bring any materials into the assessment room other than those specified for that assessment
- Students must not use computer software or other devices during a summative assessment other than those specified.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- Unauthorised absence from class
 - Failure to meet unit requirements in accordance with CIA’s Monitoring International Student’s Academic Progress policy and procedure (for example non-submission of assignments or failure to complete other assessment activities in that unit of competency)
- General misbehaviour (see below)

Other assessment tasks – (cheating or plagiarism)

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another person, source, except in accordance with the conventions of the field of study
- Students must not use another person’s concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student’s assessment
- Students must not ask another person to produce an assessable item for them

General Misbehaviour

Refer to the Student Code of Conduct section for a full description of General Misbehaviour that could lead to a deferment, cancellation or suspension of studies.

CIA may cancel a student enrolment on the grounds of:

- contravenes any rules or acts
- prejudices the good name or reputation of CIA

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- prejudices the good order and governance of CIA or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of CIA
- fails to comply with conditions agreed in the contract
- willfully disobeys or disregards any lawful order or direction from CIA personnel
- refuses to identify him or herself when lawfully asked to do so by an officer of CIA
- fails to comply with any penalty imposed for breach of discipline
- misbehaves in a class, meeting or other activity under the control or supervision of CIA or on CIA premises or other premises to which the student has access as a student of CIA
- obstructs any member of staff in the performance of their duties
- acts dishonestly in relation to admission to CIA
- knowingly makes any false or misleading representation about things that concern the student as a student of CIA or breaches any of CIA's rules
- alters any documents or records
- harasses or intimidates another student, a member of staff, a visitor to CIA, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- breaches any confidence of CIA
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from CIA premises while acting as an CIA Australian student, in a manner which is illegal or which is or will be detrimental to the rights or property of others
- steals, destroys or damages a facility or property of CIA of or for which CIA is responsible; or
- Is guilty of any improper conduct.
- fails to reconcile tuition fees (non-payment of fees)
- Engages in cheating or plagiarism

CIA initiated deferral, suspension or cancellation

Where CIA initiates suspension or cancellation, students will receive a notification. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa and will clearly identify that a student will be given twenty (20) business days from receipt of Notice to access CIA's Complaints and Appeals procedures. The student will also be informed of the right to access the External Complaints and Appeals Process.

If a student accesses CIA's internal complaints and appeals processes, the proposed suspension and/or cancellation will not take effect until the internal process is complete, unless extenuating circumstances relating to the welfare of the student and other students of the Institute apply.

Notifying the Department of Education and Training

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CIA will notify the Department of Education and Training via PRISMS of all circumstances in which a student’s enrolment is deferred, suspended or cancelled. This action may affect their student visa.

Related Documents:

- Deferring, Suspending or Cancelling a Student’s Enrolment*
- Monitoring International Student’s Academic Progress policy and procedure*
- Complaints and Appeals Policy and Procedure*
- Transfer of Students between Providers Policy and Procedure*

Complaints and Appeals Procedure

CIA is committed to providing a fair and equitable process to all students whereby students may have their complaint or appeal resolved in a timely manner. The following definitions should help the student clearly understand the terms:

- **Complaints:** the notification of the student’s concern, issue or dissatisfaction relates to any matter.
- **Appeal:** the application process to review the assessment decision or the results of a lodged complaint because of dissatisfaction with the process.

Despite all efforts of CIA to provide satisfactory services, complaints may occasionally arise that require formal resolution. The following procedures provide a complainant or appellant with an opportunity to have complaints or appeals resolved and resolutions reached in a timely manner at little or no cost.

In all cases the following points are to be followed:

- Process is in place for lodging a formal complaint or appeal, if the matter cannot be resolved informally. This requires a written record of the complaint or appeal to be kept
- Each complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself
- The complainant and any respondent will not be victimised or discriminated against
- Each party may be accompanied and assisted by a support person at any relevant meetings;
- Student’s enrolment will be maintained throughout each of the appeals process.
- The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- The process commences within ten (10) business days of formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than sixty (60) business days to finalise.)

If a complaint or appeal cannot be satisfactorily resolved, complainant or appellant will be advised of their right to appeal to an external body in this case to Overseas Student Ombudsman. CIA has an arrangement with Overseas Student Ombudsman to resolve the complaint independently.

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Where a decision or outcome is in favour of the complainant or appellant, CIA shall follow the required action to satisfy student’s complaint immediately.

Informal process

Where possible all in-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue and the student’s complaint. Any staff can be involved in this informal process to resolve issues but once the student has placed a formal complaint/appeal the following procedures must be followed.

General Complaints

All complaints or appeals are submitted in writing to the Administration Manager. It is his/her responsibility to acknowledge the complaint or request for an appeal in writing and to deal with the complaint in the first instance. A Complaint/Appeal Lodgement form is available from the Administration Department, which can be used to lodge the complaint. Support with filling in this form can be gained from the student support officer. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which lead to the complaint
- Attachments (if applicable)

Once a complaint is received it is to be entered into the ‘Complaints Log Book/Register’, which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint / appeal
- Determined Resolution
- Date of Resolution

A student may be assisted or accompanied by a support person at any stage of the complaints and appeals process regardless of the nature of the complaint.

Once a complaint has been filed and logged in the ‘Complaints and Appeals Register’, the Administration Manager shall notify the CEO of the complaint and provide any further documentation related to the matter.

The CEO shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within ten (10) business days and keep the complainant informed by way of a written ‘report’ of any decisions or outcomes concluded and the reasons for the decision, or detail the processes in place to deal with the complaint. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than sixty (60) business days to finalise.)

The ‘report’ will further advise the complainant of the right to access the external appeals process if he or she is not satisfied with the outcome of the formal complaint process.

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Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Administration Manager and on the student's file.

Within the notification of the outcome of the formal complaint, the student shall also be notified that they have the right of appeal. To appeal a decision CIA must receive, in writing, grounds of the appeal. Student is referred to the appeals procedure.

Where a decision or outcome is in favour of the student, CIA shall follow the required action to satisfy the student's complaint immediately.

In case of complaints received from a student, CIA will maintain student's enrolment, throughout the complaint process.

Internal Appeals

All students have the right to appeal decisions made by CIA where reasonable grounds can be established. The areas in which a student may appeal a decision made by CIA may include:

- Administrative and Management practices
- Training and assessments outcomes
- Reported breaches of academic performance
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other decision that is made after a complaint has been dealt with by CIA at the first instance.

To activate the appeals process the student is to complete an 'appeal' application which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Administrations department.

The Administration Manager shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within ten (10) business days of the appeal being lodged.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

Where a student has appealed a decision or outcome of a formal complaint they are required to notify CIA in writing within twenty (20) business days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the administration department and the Administration Manager shall ensure the details of the appeal are added to the 'Complaints And Appeals Register'.

The CEO shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome and the 'Complaints And Appeals Register' updated.

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Where a decision or outcome is in favour of the student, CIA shall follow the required action to satisfy the student’s complaint immediately.

Assessment appeals

Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate, the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student’s satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with administration department and the appeal shall be entered into the ‘Complaints And Appeals Register’.

The CEO shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a ‘third party’. The third party shall be another assessor appointed by CIA.

The student shall be notified in writing of the outcome and the ‘Complaints And Appeals Register’ updated.

Where a decision or outcome is in favour of the student, CIA shall follow the required action to satisfy the student’s complaint immediately.

Appealing decisions to report breach of VISA requirements

Where a student wishes to appeal the decision of CIA to notify DHA of a breach of procedures, fees and discipline, the student shall lodge, in writing, a letter outlining the details of their appeal.

The appeal shall be lodged with administration department and the appeal shall be entered into the ‘Complaints And Appeals Register.’

The CEO shall be notified and shall seek details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome and the ‘Complaints And Appeals Register’ updated.

Where a student has decided to access the appeals process in relation to a reportable breach, CIA will not report the breach until the appeals process has been undertaken. Culinary Institute Australia is required to maintain all relevant responsibilities until the breach has been reported to DHA via PRISMS.

Appealing deferrals, suspension or cancellation of enrolment decisions

Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal.

The appeal shall be lodged this with administration department and the appeal shall be entered into the ‘Complaints And Appeals Register’.

The CEO shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.

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The student shall be notified in writing of the outcome and the 'Complaints And Appeals Register' updated.

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, CIA will not update the student's status via PRISMS until the appeals process is completed. CIA is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DHA via PRISMS.

External Appeals

If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, the student will be advised of their right to seek assistance from an external third party mediator.

CIA, will refer the student to Overseas Students Ombudsman to lodge an external appeal or complain about this decision.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

Contact Details for the External Third Party Mediator:

	Overseas Students Ombudsman	ASQA
Phone	1300 362 072	1300 701 801
Where to lodge complaint form online	http://www.oso.gov.au/	http://www.asqa.gov.au/complaints

The complainant must submit the appeal in writing to the External Third Party Mediator and is required to attach all copies of all CIA written decisions in relation to the student's complain and/or appeal.

The external mediation process will commence within fourteen (14) business days of the appeal being lodged.

The decision of this independent mediator is final and any further action the student wishes to take is outside of CIA policies and procedures. The student shall be referred to the government agencies such as Australian Skills Quality Authority (ASQA), Department of Education and Training, DHA or the National Training Complaints Hotline (Tel. 1800 000 674). This information can be gained from the Chief Executive Officer.

Where a decision or outcome is in favour of the student, CIA shall implement the required action immediately and advise the student of the outcome.

The student's enrolment shall be maintained until the external appeals process through the Overseas Students Ombudsman is finalised.

This complaints and appeals process does not remove the student's right to take action under Australia's protection laws.

Related Documents:

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Appendix A - Confirmation of Receipt of International Student Information Handbook

I have gone through the policies and procedures listed below and I understand my rights and responsibilities as an International Student.

- Academic Misconduct Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Completion within Expected Duration Policy and Procedure
- Deferring, Suspending or Cancelling A Student’s Enrolment
- Course Progress Policy and Procedure
- Refund policy and procedure
- Course Transfers Policy and Procedure

I confirm I have received a copy of the International Student Information Handbook and I have read and understood the contents.

Name:	
Student ID:	

Signed: _____

Date: _____

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Appendix B - Course details

COURSE DETAILS

Details: Diploma of Leadership and Management

Course Code: BSB50420

CRICOS Course Code: 107974A

Course Duration: 52 weeks

Course Description

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Entry Requirements

To gain entry into this course, participants should have successfully completed year 12 or equivalent level of studies.

Age Requirement:

Students must be of 18 years of age to apply.

English Language Entry Requirements:

An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course..

Pre-Training Review

Every learner must go through a Pre-Training Review (PTR) Process. The PTR process includes a PTR form, mandatory LLN Test and a computer self-assessment test which is reviewed by the Student Support Services team (Student Support Officer, LLN Support Officer, Trainer and Assessor & the Training Manager). The Pre-Training Review process ensures that educational and support needs of every learner are determined and that the learner is placed into a suitable course based on their career goals, interests, skills and knowledge assessed. The completed form must be submitted to Student Support Services at Level 4, 20 Queens Street, Melbourne, VIC 3000.

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Course Fees

Enrolment Fee: AUD 200 (non-refundable)

Tuition Fees: AUD 9,050, Materials Fee: AUD 600

Core units (6)

Unit Code	Unit Name
BSBCMM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness

Elective Units (6)

Unit Code	Unit Name
BSBOPS504	Manage business risk
BSBSUS511	Develop workplace policy and procedures for sustainability
BSBPEF501	Manage personal and professional development
BSBLDR522	Manage people performance
BSBSTR502	Facilitate continuous improvement
BSBWHS521	Ensure a safe workplace for a work area

Contact Student Support Officer (Leanne Mostajo) for further information regarding this qualification. Information about this qualification can also be accessed online through the following web link: <http://culinaryaustralia.edu.au/diploma-of-management/>

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COURSE DETAILS

Details: Advanced Diploma of Leadership and Management

Course Code: BSB60420

CRICOS Course Code: 107976K

Course Duration: 52 weeks

Course Description

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Entry Requirements

To gain entry into this course, participants must have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

English Language Requirements

An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Pre- Training Review

Every learner must go through a Pre-Training Review (PTR) Process. The PTR process includes a PTR form, mandatory LLN Test and a computer self-assessment test which is reviewed by the Student Support Services team (Student Support Officer, LLN Support Officer, Trainer and Assessor & the Training Manager). The Pre-Training Review process ensures that educational and support needs of every learner are determined and that the learner is placed into a suitable course based on their career goals, interests, skills and knowledge assessed. The completed form must be submitted to Student Support Services at Level 4, 20 Queens Street, Melbourne, VIC 3000.

Course Fees

Enrolment Fee: AUD 200 (non-refundable)

Tuition Fees: AUD 11,050, **Materials Fee:** AUD 600

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Core Units (5)

Unit Code	Unit Name
BSBCRT611	Apply critical thinking for complex problem solving
BSBLDR601	Lead and manage organisational change
BSBLDR602	Provide leadership across the organisation
BSBOPS601	Develop and implement business plans
BSBSTR601	Manage innovation and continuous improvement

Elective Units (5)

Unit Code	Unit Name
BSBCRT511	Develop critical thinking in others
BSBXCM501	Lead communication in the workplace
BSBPMG633	Provide leadership for the program
BSBPEF501	Manage personal and professional development
BSBCMM511	Communicate with influence

Contact Student Support Officer (Leanne Mostajo) for further information regarding this qualification. Information about this qualification can also be accessed online through the following web link:

<http://culinaryaustralia.edu.au/advanced-diploma-of-management/>

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COURSE DETAILS

Details: Certificate III in Commercial Cookery

Course Code: SIT30821

CRICOS Course Code: 109917E

Course Duration: 52 weeks

Course Description

This qualification reflects the role of commercial cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Location:

Training will be conducted face to face on a fulltime basis in a classroom, a training kitchen and workplace (WBT) environment.

Theory: Delivered at Level 4, 20 Queens Street, Melbourne, VIC 3000.

Practical: Delivered at 9 Nicholson Street, Bentleigh Victoria 3204

Work-Based Training: Culinary Institute Australia has an agreement with approved hospitality enterprises for work based training.

Every student prepares workflow plans and operate as part of a working team (kitchen roles/group work/assignments), fulfilling responsibilities and expectations of the job and workplace. The WBT Coordinator visits each student every 4 weeks to ensure student is progressing well in the training. The WBT Coordinator will discuss the progress of student with workplace supervisor, check if log books are completed properly and whether or not student is given the opportunity for training as per the workplace agreement.

Entry Requirements

All international students must have completed an equivalent of Australian Year 12, VCE or its equivalent overseas qualification.

English Language Requirements

All students entering this qualification must have a minimum English Language proficiency level of one of the below: IELTS band score of 5.5 (Academic or general version) or equivalent internationally recognized exam result in line with DHA regulations All onshore students entering Culinary Institute Australia courses must have within two years of your application date have successfully completed in Australia either; a foundation course or, a Senior Secondary Certificate of Education or, a substantial part of a Certificate III or higher level qualification, from the Australian Qualifications Framework.

Age Requirements

Students must be over 18 years of age to apply.

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Pre-Training Review

Every learner must go through a Pre-Training Review (PTR) Process. The PTR process includes a PTR form, mandatory LLN Test and a computer self-assessment test which is reviewed by the Student Support Services team (Student Support Officer, LLN Support Officer, Trainer and Assessor & the Training Manager). The Pre-Training Review process ensures that educational and support needs of every learner are determined and that the learner is placed into a suitable course based on their career goals, interests, skills and knowledge assessed. The completed form must be submitted to Student Support Services at Level 4, 20 Queens Street, Melbourne, VIC 3000.

Course Fees

Enrolment Fee: AUD 200 (non-refundable).

Tuition Fees: AUD 12,750

Material Fees (includes Chef Uniform, Tool Kit & Learning Resources): AUD 800

Core Unit (20)

Unit Code	Unit Name
SITHCCC023*	Use food preparation equipment
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC028*	Prepare appetisers and salads
SITHCCC029*	Prepare stocks, sauces and soups
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031*	Prepare vegetarian and vegan dishes
SITHCCC035*	Prepare poultry dishes
SITHCCC036*	Prepare meat dishes
SITHCCC037*	Prepare seafood dishes
SITHCCC041*	Produce cakes, pastries and breads
SITHCCC042*	Prepare food to meet special dietary requirements
SITHCCC043*	Work effectively as a cook
SITHKOP009*	Clean kitchen premises and equipment
SITHKOP010	Plan and cost recipes
SITHPAT016*	Produce desserts
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXHRM007	Coach others in job skills
SITXINV006*	Receive, store and maintain stock

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SITXWHS005	Participate in safe work practices
SITHCCC023*	Use food preparation equipment

Elective Units (5)

Unit Code	Unit Name
SITXCOM007-	Show social and cultural sensitivity
SITHCCC025*	- Prepare and present sandwiches
SITHCCC039*	- Produce pates and terrines
SITHCCC044*	Prepare specialised food items
BSBSUS211	Participate in sustainable work practices

Work-Based Training (WBT) Units

SITHCCC043 Work effectively as a cook

WBT Duration

216 hours consisting minimum of 48 complete service periods/shifts with combination of: breakfast, lunch, dinner and special function.

Contact Student Support Officer (Leanne Mostajo) for further information regarding this qualification. Information about this qualification can also be accessed online through the following web link: <http://culinaryaustralia.edu.au/certificate-iii-in-commercial-cookery/>

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COURSE DETAILS

Details: Certificate IV in Kitchen Management

Course Code: SIT40521

CRICOS Course Code: 109614J

Course Duration: 78 weeks

Course Description

This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

Location:

Training will be conducted face to face on a fulltime basis in a classroom, a training kitchen and workplace (WBT) environment.

Theory: Delivered at Level 4, 20 Queens Street, Melbourne, VIC 3000.

Practical: Delivered at 9 Nicholson Street, Bentleigh Victoria 3204

Work-Based Training: Culinary Institute Australia has an agreement with approved hospitality enterprises for work based training.

Every student prepares workflow plans and operates as part of a working team (kitchen roles/group work/assignments), fulfilling responsibilities and expectations of the job and workplace. The WBT Coordinator visits each student every 4 weeks to ensure student is progressing well in the training. The WBT Coordinator will discuss the progress of student with workplace supervisor, check if log books are completed properly and whether or not student is given the opportunity for training as per the workplace agreement.

Entry Requirements

All international students must have completed an equivalent of Australian Year 12, VCE or its equivalent overseas qualification.

English Language Requirements

All students entering this qualification must have a minimum English Language proficiency level of one of the below: IELTS band score of 5.5 (Academic or general version) or equivalent internationally recognized exam result in line with DHA regulations All onshore students entering Culinary Institute Australia courses must have within two years of your application date have successfully completed in Australia either; a foundation course or, a Senior Secondary Certificate of Education or, a substantial part of a Certificate III or higher level qualification, from the Australian Qualifications Framework.

Age Requirements

Students must be over 18 years of age to apply.

Pre-Training Review

Every learner must go through a Pre-Training Review (PTR) Process. The PTR process includes a PTR form, mandatory LLN Test and a computer self-assessment test which is reviewed by the Student Support Services team (Student Support Officer, LLN Support Officer, Trainer and Assessor & the Training Manager). The Pre-Training Review process ensures that educational and support needs of every learner are determined and that the learner is placed into a suitable course based on their career

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goals, interests, skills and knowledge assessed. The completed form must be submitted to Student Support Services at Level 4, 20 Queens Street, Melbourne, VIC 3000.

Course Fees

Enrolment Fee: AUD 200 (non-refundable).

Tuition Fees: AUD 17,750

Material Fees (includes Chef Uniform, Tool Kit & Learning Resources) : AUD 800

Core Units (27)

Unit Code	Unit Name
SITHCCC023*	Use food preparation equipment
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC028*	Prepare appetisers and salads
SITHCCC029*	Prepare stocks, sauces and soups
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031*	Prepare vegetarian and vegan dishes
SITHCCC035*	Prepare poultry dishes
SITHCCC036*	Prepare meat dishes
SITHCCC037*	Prepare seafood dishes
SITHCCC041*	Produce cakes, pastries and breads
SITHCCC042*	Prepare food to meet special dietary requirements
SITHCCC043*	Work effectively as a cook
SITHKOP010	Plan and cost recipes
SITHKOP012*	Develop recipes for special dietary requirements
SITHKOP013*	Plan cooking operations
SITHKOP015*	Design and cost menus
SITHPAT016*	Produce desserts
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXFSA008*	Develop and implement a food safety program
SITXHRM008	Roster staff

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SITXHRM009	Lead and manage people
SITXINV006*	Receive, store and maintain stock
SITXMGT004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices

Elective Units (6)

Unit Code	Unit Name
SITHCCC039*	Produce pates and terrines
SITHCCC044*	Prepare specialised food items
BSBSUS211	Participate in sustainable work practices
SITHKOP014*	Plan catering for events or functions
SITXCOM007	Show social and cultural sensitivity
SITXCCS015	Enhance customer service experiences

Work-Based Training (WBT) Units

SITHCCC020 Work effectively as a cook
SITHKOP013 Plan cooking operations

Duration

216 hours consisting minimum of 48 complete service periods/shifts with combination of: breakfast, lunch, dinner and special function

Contact Student Support Officer (Leanne Mostajo) for further information regarding this qualification. Information about this qualification can also be accessed online through the following web link:

<http://culinaryaustralia.edu.au/certificate-iv-in-commercial-cookery/>

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COURSE DETAILS

Details: Diploma of Hospitality Management

Course Code: SIT50422

CRICOS Course Code: 107973B

Course Duration: 78 weeks

Course Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialization in accommodation services, cookery, food and beverage and gaming.

Location:

Theory: Delivered at Level 4, 20 Queens Street, Melbourne, VIC 3000.

Practical: Delivered at 9 Nicholson Street, Bentleigh Victoria 3204

Entry Requirements

All international students must have completed an equivalent of Australian Year 12, VCE or its equivalent overseas qualification.

English Language Requirements

All students entering this qualification must have a minimum English Language proficiency level of one of the below:

IELTS band score of 5.5 (Academic or general version) or equivalent internationally recognized exam result in line with DHA regulations

All onshore students entering Culinary Institute Australia courses must have within two years of your application date have successfully completed in Australia either; a foundation course

or, a Senior Secondary Certificate of Education

or, a substantial part of a Certificate III or higher level qualification, from the Australian Qualifications Framework.

Age Requirements

Students must be over 18 years of age to apply.

Pre-Training Review

Every learner must go through a Pre-Training Review (PTR) Process. The PTR process includes a PTR form, mandatory LLN Test and a computer self-assessment test which is reviewed by the Student Support Services team (Student Support Officer, LLN Support Officer, Trainer and Assessor & the Training Manager). The Pre-Training Review process ensures that educational and support needs of

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every learner are determined and that the learner is placed into a suitable course based on their career goals, interests, skills and knowledge assessed. The completed form must be submitted to Student Support Services at Level 4, 20 Queens Street, Melbourne, VIC 3000.

Course Fees

Enrolment Fee: AUD 200 (non-refundable).

Tuition Fees: AUD 17,750

Material Fees (includes Chef Uniform, Tool Kit & Learning Resources): AUD 800

Core Units (11)

Unit Code	Unit Name
SITXMGT004	Monitor work operations
SITXHRM009	Lead and manage people
SITXCCS015	Enhance customer service experiences
SITXHRM008	Roster staff
SITXFIN009	Manage finances within a budget
SITXWHS007	Implement and monitor work health and safety practices
SITXCCS016	Develop and manage quality customer service practices
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXCOM010	Manage conflict
SITXMGT005	Establish and conduct business relationships

Elective Units (17)

Unit Code	Unit Name
SITXFSA005	Use hygienic practices for food safety
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC025*	Prepare and present sandwiches
BSBOPS502	Manage business operational plans
SITXCOM007	Show social and cultural sensitivity
SITHCCC023*	Use food preparation equipment
SITHCCC028*	Prepare appetisers and salads
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes

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SITXFSA006	Participate in safe food handling practices
SITHCCC035*	Prepare poultry dishes
SITHCCC037*	Prepare seafood dishes
SITHCCC036*	Prepare meat dishes
SITHCCC041*	Produce cakes, pastries and breads
SITHPAT016*	Produce desserts
SITHCCC042*	Prepare food to meet special dietary requirements
SITHCCC043*	Work effectively as a cook
SITHCCC029	Prepare stocks, sauces and soups

Contact Student Support Officer (Leanne Mostajo) for further information regarding this qualification. Information about this qualification can also be accessed online through the following web link: <http://culinaryaustralia.edu.au/diploma-of-hospitality-management/>

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COURSE DETAILS

Details: Advanced Diploma of Hospitality Management

Course Code: BSB60322

CRICOS Course Code: 112915C

Course Duration: 104 weeks

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include:

- area manager or operations manager
- café owner or manager
- club secretary or manager
- executive chef
- executive housekeeper
- executive sous chef
- food and beverage manager
- head chef
- motel owner or manager
- rooms division manager.

Entry requirements:

All international students must have completed an equivalent of Australian Year 12, VCE or its equivalent overseas qualification.

English Language Requirements

All students entering this qualification must have a minimum English Language proficiency level of one of the below:

IELTS band score of 5.5 (Academic or general version) or equivalent internationally recognized exam result in line with DHA regulations

All onshore students entering Culinary Institute Australia courses must have within two years of your application date have successfully completed in Australia either; a foundation course.

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or, a Senior Secondary Certificate of Education

or, a substantial part of a Certificate III or higher level qualification, from the Australian Qualifications Framework.

Age Requirements

Students must be over 18 years of age to apply.

Pre-Training Review

Every learner must go through a Pre-Training Review (PTR) Process. The PTR process includes a PTR form, mandatory LLN Test and a computer self-assessment test which is reviewed by the Student Support Services team (Student Support Officer, LLN Support Officer, Trainer and Assessor & the Training Manager). The Pre-Training Review process ensures that educational and support needs of every learner are determined and that the learner is placed into a suitable course based on their career goals, interests, skills and knowledge assessed. The completed form must be submitted to Student Support Services at Level 6, 501 Latrobe Street, Melbourne, VIC 3000.

Practical Placement

180 hours

Special Consideration

If a student is not able to meet the minimum entry requirements but considers that they have the skills and experience to succeed in the course, they may apply to Culinary Institute Australia for special consideration for entry.

Mode of Study

Classroom study (Level 5 & 6, 501 Latrobe Street, Melbourne, VIC 3000)

Practical training in the kitchen (9 Nicholson Street, Bentleigh, VIC 3204)

Compulsory Work based training - It is a requirement of gaining this qualification that the students complete a work placement at an approved hospitality enterprise(s). The institute has an agreement with a range of approved hospitality enterprises for work placement.

Participants will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery.

Assessment Process

The assessment process may include:

- Written reports
- Presentations/Demonstrations
- Classroom activities/ Role plays
- Case studies
- Written test

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- Project work/Research/ Portfolio

Course Structure

SIT60316 - Advanced Diploma of Hospitality Management (Release 1)

Participants need to complete 33 units of competency in total following the guidelines as outlined in the Business Services Training Package qualification rules which requires:

Core Units (16)

Unit Code	Unit Title
SITXFIN003	Manage finances within a budget
SITXMGT002	Establish and conduct business relationships
SITXFIN004	Prepare and monitor budgets
SITXHRM003	Lead and manage people
BSBDIV501	Manage diversity in the workplace
SITXMGT001	Monitor work operations
SITXFIN005	Manage Physical Assets
SITXCCS008	Develop and manage quality customer service practices
SITXHRM004	Recruit, select and induct staff
BSBMGT617	Develop and implement a business plan
BSBMGT517	Manage operational plan
SITXMPR007	Develop and implement marketing strategies
SITXHRM006	Monitor staff performance
BSBFIM601	Manage Finances
SITXGLC001	Research and comply with regulatory requirements
SITXWHS004	Establish and maintain work health and safety system

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Elective units (17)

Unit Code	Unit Title
SITXFSA001	Use Hygienic practices for food safety
SITHCCC005	Prepare dishes using basic methods of cookery
SITHCCC007	Prepare stocks, sauces and soups
SITHCCC001	Use food preparation equipment
SITXFSA002	Participate in safe food handling practices
SITHCCC003	Prepare and present sandwiches
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes
SITHCCC013	Prepare seafood dishes
SITHCCC014	Prepare meat dishes
SITHPAT006	Produce desserts
SITHCCC012	Prepare poultry dishes
SITHCCC006	Prepare appetisers and salads
SITHCCC019	Produce cakes, pastries and breads
SITHCCC018	Prepare food to meet special dietary requirements
SITXCOM005	Manage conflict
SITHIND002	Source and use information on the hospitality industry
SITHCCC020	Work effectively as a cook

RPL and Credit Transfer

Students may be granted RPL (Recognition of Prior Learning) or Credit Transfer if they are able to demonstrate that they have achieved the level of skills and knowledge equivalent to the unit they seek credit for through work experience, through life experiences or similar study at another institution.

Students can apply for credit transfer or RPL at the time of enrolment. Applicants applying for RPL/CT should submit the RPL/CT application along with their original supporting documents to Student Administration. Where RPL is being applied, the student must submit all relevant evidence of work experience and where learning has occurred.

A Credit Transfer application must be accompanied by Nationally Recognized Certificates or Statement of Attainments indicating the units successfully completed including unit codes and titles and dates of completion. Credit Transfer may also include credit transfer based on formal learning that is outside the AQF.

Contact Student Support Officer (Leanne Mostajo) for further information.

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