

AUSTRALIAN BUSINESS
&
CULINARY INSTITUTE

INTERNATIONAL STUDENT **Handbook** 2020-2021

AUSTRALIAN BUSINESS AND CULINARY INSTITUTE(ABCI)

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ACN: 616 496 596

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AUSTRALIAN BUSINESS & CULINARY INSTITUTE

CEO's Message

On behalf of our staff and teachers, I warmly welcome you to Australian Business and Culinary Institute (ABCI). This Student Prospectus has been developed to provide you with valuable information to make an informed decision about your future study plans. It contains information about Australia, course information, accommodation and living costs, admission procedures at ABCI and other vital information.

Rest assured that all of us here at ABCI are here to support you for you to have the best learning experience possible. We are committed to ensuring your time at ABCI will be memorable and productive.

I look forward to seeing you at the Australian Business and Culinary Institute.

Thank you and my best regards

Abu Sadek
CEO



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Introduction to ABCI

Introduction

Australian Business and Culinary Institute (the Institute) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The Federal Government registering authority monitors and subjects us to regular external audits to verify adherence to the Standards for Registered Training Organisations (ABCIs).

Qualifications offered to overseas students/International students:

Australian Business and Culinary Institute is in the process of getting accredited and nationally recognised qualifications to overseas students:

- SIT30816 Certificate III in Commercial Cookery
- SIT40516 Certificate IV in Commercial Cookery
- SIT50416 Diploma of Hospitality Management
- SIT60316 Advanced Diploma of Hospitality Management

Location of ABCI:

Main Campus: Australian Business and Culinary Institute offers training at a convenient location close to transport, retail shopping, entertainment and other Institutes and universities. Check out the locations at Google Maps

74 Sydney St, Albion Victoria 3020 Australia

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the Institute.

Map



Australian Business and Culinary Institute in Albion Street

Delivery Campus: 74 Sydney St, Albion VIC 3020, Phone: 03 8597 7786 Mobile: 0480122851

Email info@abcinstitute.edu.au, www.abcinstitute.edu.au

ABN 13 616 496 596. ABCI 45461 CRICOS 03742D

Airport pick up

ABCI can arrange for you to be met at the airport and taken to your accommodation. Students are requested to contact the Institute to confirm their arrival date/ time if accommodation or airport pick up has been arranged. A member of ABCI staff or agent will meet you at Melbourne airport and take you to your accommodation.

Unique Student Identifier

From the 1st January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any ABCI must secure a Unique Student Identifier (USI).

The Institute collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct the Institute to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the ABCI informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Public Transport

Australian Business and Culinary Institute is located 74 | Sydney street | Albion| Victoria | 3020 | Australia is a wide road and houses many small businesses and café's.

Albion is serviced by Metro train and an extensive bus system. The suburb is serviced by Albion, both located on the Sunbury and Watergardens Lines . A number of bus services operate through the suburb, including buses route no 426(Caroline Springs - Sunshine Station) & 456(Sunshine Station - Melton via Caroline Springs)

Flinders Street station is just eight stops away from Albion Station and is very well connected to all suburbs of Melbourne. From Flinders Street Station, catch any of the [City Circle](#) trams, number [48](#) or number [75](#) and travel a few minutes east to [Flinders Street Station](#) and past Flinders Street Station to [Federation Square](#). Or travel west to [Market Street](#) and change to the number [55 tram](#) for a short trip to the [Royal Melbourne Zoo](#) and the [State Netball and Hockey Centre](#). The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (Find out more information please go to (www.ptv.vic.gov.au))

To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

Facilities

Student Sitting Area/Lounge:

The student lounge areas for students to relax, talk with other students. The area is also used as an area to find information on social activities, rooms available to rent / share, and other general information related to international students' living in Australia.

Computer lab

There are computer and Laptop facilities available in the classroom enables access to computers and Internet for student use for students. This use is limited to ensure all students can use the facility and Internet access is limited. It enables students to conduct research and access web-based e-mails.

ABCI Equipment for students:

- Computer Facilities
- 2 X class-rooms
- 40 chairs (for working space)
- 2 Single chairs at reception
- one student lounge
- 2 Projectors
- 2 Commercial large printers (for student use)
- 1 Refrigerator
- 1 Microwave

All staff involved in the delivery and assessment of this qualification has:

- Direct access to the current version of the units of competency, assessment requirements, relevant Training Package and companion volumes
- Access to appropriate support materials relevant to their areas of delivery and assessment
- Access to the latest copy of assessment tools used for this program
- Access to training and assessment resources to meet the requirements of learners with special needs including procedures for making reasonable adjustments to the assessment process
- Access to equipment and facilities to meet the requirements of each unit of competency and successfully implement the program (further information provided below).

Australian Business and Culinary Institute has developed and implemented approaches—including by providing student access to suitable resources, facilities and trainers—that ensure learners gain all relevant skills and knowledge to all our students. Therefore, the management has implemented strategies for training and assessment that are consistent with the AQF. Australian Business and Culinary Institute has sufficient facilities and equipment to accommodate and support the number of learners undertaking the training and assessment.

Reception Area

Students can contact the student administration officer for their queries relating to ID, class timetables, fees, computer usage and borrowing, printing and photocopying and other administration-related information. Students can also use student waiting lounge while waiting to be attended.

Staff room / board room: These rooms are used as the meeting & preparation point for all Vocational education trainers. The room caters for record keeping and resources for teachers and trainers. The room is fitted with individual drawers and storage for teachers/trainers. The room also has a staff notice board to communicate information to teachers. Trainers can do their administration work, meet and have a chat, exchange stories and ideas. It is a place for communication, collaboration and thought exploration. This is one spot where training staff can gather ideas to assist in teaching methodology, strategies and design.

Kitchen area

These rooms serve as a common eating area for staff/students and are equipped with a microwave, refrigerator, chairs and tables, water dispenser with hot and cold water, free refreshments such as coffee, tea, and sugar. On student graduation ceremonies and special functions, the Institute will provide free snacks, chocolates and non-alcoholic beverages.

CEO Office / Counselling Room

This room is occupied by the CEO, ABCI. It is also used as counselling room. A provision for counselling has been allotted. This is where trainer and student can speak freely and privately about any worries, concerns or difficulties they may have about their student life. Our Support Team are on hand to respond with strict confidentiality to problems or concerns relating to studies, personal relationships, personality, health, money matters, and other needful.



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Facilities and Resources

The resources employed include:

- ABCI's business facilities
- PC's and current business software packages
- Filing systems for soft and hard copies
- Meeting rooms
- Telephones
- Storage facilities – cupboards, filing cabinets, desks, computers, business software, networks, internet access, email access and telephone facilities for students to work on their projects and learning activities.
- Developed and purchased sample business documents, plans and manuals

Current Contact Emails

POSITION	CONTACT DETAILS
CEO	sadek7777@yahoo.com
Course Coordinator	coordinator@abcinstitute.edu.au
ABCI Manager	mevans@abcinstitute.edu.au
Student Support Officer	info@abcinstitute.edu.au sso@abcinstitute.edu.au
Administration Officer	apply@abcinstitute.edu.au
Accounts	fees@abcinstitute.edu.au
Marketing	marketing@abcinstitute.edu.au

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Student recruitment, selection and enrolment process

Students must read this prospectus in full. Students are encouraged to contact the Institute at info@abcinstitute.edu.au Ph.: 0480 122 851 if you are unsure about any information included in this prospectus or have any questions. If you have an education agent, they may also be able to assist you with any enquiry. Students are also encouraged to undertake research on living and studying in Australia prior to applying.

Students are strongly encouraged to review information provided on the Australian government websites <https://www.studyinaustralia.gov.au/> and <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Students must complete the student application form and send the completed form to the Institute along with the Application/Enrolment fee.

Completed student application forms will be processed by the Institute and the application assessed based on the information supplied. The participants for each program offered by the Institute will be selected in a manner that reflects access and equity principles. Student's applications will be assessed to ensure the course they are applying for is suitable in addressing their learning needs. A pre-training review/pre-enrolment interview form will be completed by students and submitted with your form. ABCI will review all the information you submit and communicate the outcome of the review to you.

Completion of the student application form does not imply that the Institute will make an offer to the prospective student. When prospective students apply to enter the Institute to study, the following procedure applies to the processing of applications:

Students who have enrolled or have CoEs from another Australian provider will not be enrolled until they have completed the first six months of their principal course or have a letter of release from the Australian provider of the principal course. This will be checked for all onshore students before any offer is made by the Institute.

The Institute will assess the student's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the student meets the required entry level competencies for the particular qualification in which the student wants to enrol.

If the student's educational qualifications do not meet the Institute's admission requirements, other factors may be considered at the discretion of the Institute. Verified evidence of these other factors must be included with the application. These other factors may include:

- Mature age, and or proof of being 18 years or older at the proposed date of commencement
- Work experience,
- Attitude and aptitude,
- Previous academic results,
- Attendance rate and academic progress in a previous Institute (if applicable),
- Ability and skills to function in an academic environment,
- Possibility to succeed in his/her academic endeavours.

Having arrived at an admission decision, the student's English language proficiency will need to be determined. If student is able to demonstrate LLN skills as exit ACSF level 3, or has a satisfactory IELTS score of 5.5, or equivalent, the student will be offered a place in the course. The following summarises some suitable tests and related scores:

An IELTS score of 5.5 (Academic) or ISLPR 2+, TOEFL 197 (CB) or 46 (iBT), PTE Academic Score of 42 (no communicative skill score less than 42), Cambridge English: Certificate in Advanced English (CAE) of 47 or equivalent is required for entry into our courses.

Contact the Institute for information about the Australian Core Skills Framework (ACSF), or equivalent and acceptable English language qualifications.

If a student cannot produce a satisfactory IELTS score (or equivalent), and there are doubts about the English language skills to cope with the course academic requirements, the student will be offered the opportunity to sit ABCI's LLN tests, or may be advised to enrol in an English (ESL or ELICOS) course in Melbourne, at their own additional expense, for an appropriate duration until the student achieves an IELTS score of 5.5 (or equivalent). The cost of an additional English program is not included in the fees that have been quoted.

Irrespective, all students must undertake ABCI's LLN tests to confirm LLN levels, and also identify any student who may require support during their course. Please contact ABCI for details

Successful students will be sent an offer letter, a written agreement and a request for payment by the Institute. Written agreements must be completed in full, signed by the student, dated and returned to the Institute.

Students wishing to accept the offer must pay the fee requested in the letter of offer and complete the written agreement and send it to the Institute.

Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Offer will be generated and sent to the Australian Student Visa issuing centre to facilitate the issuing of a student visa.

Students should contact ABCI if they have any questions about any part of the enrolment process or studying at ABCI prior to completing and submitting the written agreement.

Language literacy and numeracy (LLN) requirements

Students require language, literacy and numeracy skills equivalent to the descriptions below in order to cope with course demands. The following descriptors provide a guide for students:

AQF Level	Reading	Writing	Numeracy	Oral
Certificate III	Evaluates and integrates information and ideas to construct meaning from a range of familiar, and some unfamiliar, texts and text types. For example, inferring an author's stance from a caABCion used to illustrate a text.	Selects vocabulary, grammatical structures and conventions appropriate to the text. For example, recording information on a vehicle-maintenance record form or completing an incident report form.	Uses a combination of both informal and formal oral and written mathematical language and representation to communicate mathematically. For example, using a tape measure to measure the dimensions of a window in mm or creating a personal weekly budget in a spreadsheet.	Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts. For example, giving clear instructions of how to use a photocopier or hand-held drill, or how to log on or off a computer.
Certificate IV	Interprets and critically analyses complex texts. For example, analysing charts depicting predicted rises in the cost of living and considers the impact on family expenditure or compares superannuation funds over a period of time.	Communicates complex relationships between ideas and information, matching style of writing to purpose and audience. For example, writing a comprehensive application for admission to a targeted study program.	Extracts and evaluates the mathematical information embedded in a range of tasks and texts. For example, analysing travel options for three people using a plane, a bus, a train, a taxi or a hired car for a journey between two large cities.	Demonstrates flexibility in spoken texts by choosing appropriate structures and strategies in a range of contexts. For example, giving a personal response to an oral text, such as a movie, by discussing the motives and feelings of key personalities, as well as recounting the plot.
Diploma and Advanced Diploma	Read and understand texts with some complex ideas and non-routine vocabulary. For example, reading a workplace report recommending a change or read a memo providing new instructions on workplace health and safety.	Write texts which convey ideas beyond everyday concepts. For example, writing the minutes for a workplace meeting or write a memo to colleagues to inform them of a temporary change to the workplace routine.	Use a range of algebraic formulae and calculating tools to solve work based problems. For example, applying formulae to measure heights, 2 and 3 dimensional spaces or use memory/square root functions on calculator to solve multi-step problems.	Participate in oral exchanges that require control of non-routine language and structures. For example, delivering a presentation about a new workplace practice to a group of colleagues or listen to a complicated customer complaint and be able to summarize the customer's concerns.

Credit transfer

The Institute recognises qualifications and statements of attainment issued by other Registered Training Organisations. Students who have successfully completed whole units of competency in one of our courses with another Australian ABCI can apply for credit transfer.

Credit transfer allows the candidate to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing Credit Transfer applications. There is a pro-rata reduction in course fees if Credit Transfer is applied for and granted.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the Institute. The CT application form is available on request from the Institute. Further information on the RPL/ CT process can be accessed by contacting the Institute.

Please note that Credit Transfer applications can only be considered for whole units of competency.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Please note that RPL applications can only be considered for whole units of competency.

An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the Institute RPL application form that will be available during orientation.

RPL in a unit will only be granted after students have completed the institute RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for.

The RPL fee listed in the fee schedule section of the Student Prospectus and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the Institute before commencing an RPL application.

Fees and Refund arrangements

Fee schedule

Course fee	Refer to course information section
Application fee	\$250 (for changes to enrolment)
Materials fee	\$500 for Business courses, \$800 for Hospitality courses
Recognition of Prior Learning fee	\$600 per unit
Credit transfer fee	No charge
Repeat unit fee	\$800 per unit
Assessment resit fee (3 attempts)	No charge
Re-assessment fee (after 3 attempts)	\$600 per unit
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Out sourced- contact Institute for details
Airport meeting	Out sourced- contact Institute for details
OSHC Medical Insurance	Check out www.oshcworldcare.com.au for fees

Refund arrangements

If a visa is refused by the Australian Government

Where a prospective student is refused an initial student visa by the Australian Government a full refund of course fees plus any materials fees paid will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the Institute and attach this evidence to a completed refund application form which is available from the Institute and can be sent by post, fax or email. The refund application must be used to apply for refunds and must be addressed to the CEO of the Institute.

If the Institute defaults on delivery of qualifications

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided. In the case of provider default there is no requirement for a student to lodge a refund application form as the Institute will initiate payment of the refund.

If a student defaults on their written agreement

If students want to withdraw from their course after fees have been paid then refunds will be made in accordance with the written agreement that the student signs with the Institute. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the student and received by the Institute.

Cooling off period

ABCI provides students a 7-day cooling off period. This means that if a student accepts an offer of a place and pays ABCI relevant course fees before the course start date, and then changes their mind

(for any reason), a full refund of course fees paid to date (minus the \$250 application fee) will be provided. Students must notify ABCI in writing within 7 days of paying ABCI any fees.

Refund conditions

1	Refund applications must be made in writing to the Institute. The student refund application form, available from the Institute, must be used as the written application. The Institute will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.	
	Definitions	
	Course fees:	Fees paid by the student (or third party) to ABCI for training and assessment services provided by ABCI. Course fees do not include any other fees e.g. materials fees, OSHC, enrolment fee, airport pick up fee etc.
	Materials fees:	Fees paid by the student (or third party) to ABCI for course related materials e.g. text books or IT resources.
	Application:	Fee paid by the student (or third party) to ABCI for the costs of processing a student enrolment application.
	Application Refund Fee:	Fee paid by the student (or third party) to ABCI for the costs of processing a student refund application.
	• Visa refused	100% refund of course fees
	• Student Default: Withdraw from the course after fees have been paid before commencement	100% refund of course fees
	• Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences	Refund of unused course fee less an administration charge of \$250. **
	• Student breach of visa conditions, and suspension or cancellation of enrolment by the Institute	No refund of current semester course fees paid.
	<p>** If a student withdraws and has notified ABCI on the commencement date or after the semester commences ABCI will issue a refund of unused course fees paid to date. Refunds will be calculated as follows:</p> <p>Course fee per week x number of weeks unused course the student has paid for at point of withdrawal</p> <p>The weekly course fee for the course will be identified by calculating:</p> <p>Total course fee divided by number of weeks in the course. e.g. Total course fee \$1,000/ 20</p>	

	<p>weeks duration = \$50 per week.</p> <p>The number of weeks of course that have been paid for but remain unused will be calculated as follows:</p> <p>The number of weeks course paid for minus the number of weeks of course completed at point of withdrawal from the course e.g 10 weeks course paid minus 6 weeks course completed = 4 weeks unused course</p> <p>The amount refunded will be the course fee per week x the number of weeks unused course at point of withdrawal</p> <p>e.g. Course fee of \$50 per week x 4 weeks unused course = \$200 refund paid to the student.</p> <p>Any refunded amount will have an administration charge of \$250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the Institute.</p>
2	<p>In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.</p> <p>Alternatively, you may be offered enrolment in a suitable alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place in another course.</p> <p>If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided.</p>
3	Fees not listed in the refund section are not refundable
4	Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the Institute will sign once an application has been received, accepted by the Institute and an offer made to the student. There is no obligation on the student or the Institute until the Written Agreement is signed by all parties, funds have been cleared by the Institute bank and an official receipt is issued by the Institute.

The written Agreement and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

Students are strongly advised to contact ABCI with any questions they have about fees and refunds prior to applying. Contact ABCI at info@abcinstitute.edu.au.

Tuition Protection Service

Delivery Campus: 74 Sydney ST, Albion VIC 3020, Phone: 03 8597 7786 Mobile: 0480122851

Email info@abcinstitute.edu.au, www.abcinstitute.edu.au

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The Institute is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Institute are safeguarded if the Institute defaults on delivering the courses you are enrolled in.

In the unlikely event that the Institute is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent course fees

ABCImay receive up to 50% of total course fees for the course at any time before a student commences a course. After the student commences, ABCI will not require a student to pay any remaining course fees earlier than two weeks before the start of the second study period.

Further information on the Tuition Protection Service can be accessed at:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Training and assessment

Competency based training and assessment

What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

Performance at an acceptable level of technical skill;
Organising one's tasks;
Responding and reacting appropriately when things go wrong; and
Transferring skills and knowledge to new situations and contexts.

Competency Standards are statements of the required workplace levels of performance.

Student orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at the Institute and to introduce studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition, Institute student will be introduced, a tour of the Institute and the local area will take place and an opportunity to ask questions will be given. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa or enjoyment of the stay in Australia.

Course delivery

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Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required level of competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, undertaking research, answering written and verbal questions, discussions, case studies, individual coaching and developing competence through completing practical activities. Delivery will take place at our campus and will involve a mixture of classroom and simulated work-based environments to develop competency.

Assessment

Competency-based assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated.

Effective and objective assessment is the key to successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

Many approaches to course assessment are used by Institute staff. Assessment approaches may include: observation of performance in class, workshops or laboratories; case studies; projects; assignments; presentations; role plays; written tests and exams;

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked S – Satisfactory or U – Unsatisfactory. After each assessment verbal and written feedback provided. Unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Academic Misconduct

Students are also required to adhere to Institute code of conduct. If a student is found to have acted in a way that the Institute deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At the Institute, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about what the definitions of each are. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment submission being invalidated

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism.

If a Student copies another Student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment, you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the ABCIManager at mevans@abcinstitute.edu.au

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the Student prospectus and student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled

Pathways

Graduates of the Institute may seek credits to the relevant degree programs in Australian Universities. The Institute has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule student with high marks will have the best chance of being accepted by a University.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate and a record of results corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Training Guarantee

Australian Business and Culinary Institute (ABCI) will take all reasonable steps to ensure we provide a course to Students once it has been confirmed. In the unlikely event of ABCI being unable to fulfil its commitment to provide a course at the agreed date, it will offer the student a full refund or re-schedule the course. ABCI takes a collaborative approach with Student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Currency of training

ABCI implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensures new training package and accredited courses will be implemented within 12 months of their introduction and that Students' are fully informed of the process and subsequent arrangements.

Student support, welfare and behaviour

Access and equity policy

The Institute Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and Appeals

If student's have an issue with any aspect of their training course they should bring this to the attention of their trainer or another Institute staff member. Institute staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located on the Website or request administration department for the one. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If the student is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process. The Overseas Student Ombudsman is the external appeal body.

The Overseas Student Ombudsman will review the case to identify if the Institute has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

Further information on the complaints and appeals process can be gained by contacting ABCI at info@abcinstitute.edu.au

Helpful contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling, Advice and Referral Services	Phone 131 114
Victoria Police Centre	637 Flinders Street, Melbourne, VIC 3000 Ph: 9247 6666
Doctor	St Vincent's Hospital, 41 Victoria Parade, Fitzroy Vic 3065 ph 9288 2211 Epworth Hospital, 89 Bridge Road Richmond Vic 3121 ph 9426 6666 Mr J L Sinha 55 Exhibition St, Melbourne, VIC 3000, Ph: 9650 1014 AAA Doctors 3rd Floor, 423 Bourke St, Melbourne, VIC 3000 Ph: 9642 2456
Dentist	Prahran Dental Group, 171 Greville St Prahran Vic 3181 ph 9510 2313 South Yarra Dental Group, 207 Williams Road South Yarra, Vic, 3141 ph 9827 3314 The Dentists, Level 1, 2 Collins St, Melbourne, VIC 3000 Ph:9650 4380
Community health centre	North Richmond Community Health Limited, 23 Lennox Street North Richmond 3121 Ph 9429-5477
Counsellors	Life Resolutions , Suite 614, 530 Little Collins Street, Melbourne 9380 4444 Counselling in Melbourne . Suite 911, 530 Little Collins St, Melbourne VIC 3000 1300-967-734 Parkdale Medical Clinic 135 Parkers Rd, Parkdale VIC 3195 1300-967-734 Australian Institute of Professional Counsellors Level 1 337 Latrobe St, Melbourne 1800 622 489

Psychologist	<p>Melbourne Psychologists , 2nd Floor, 50 Queen St, Melbourne VIC 03) 9629 1001</p> <p>Australian Psychological Society 11/257 Collins Street, Melbourne 1800 333 497</p> <p>Primary Care Psychology 1 Bell Street, Prahran (03) 9553 8838</p> <p>Paul the Counsellor 253 Lonsdale Street, Melbourne 0458 090 687</p> <p>East Melbourne Psychology 21 Lansdowne Street, East Melbourne(03) 9639 2866</p>
Legal assistance	<p>Law Institute of Victoria 470 Bourke St, Melbourne, VIC 3000, Hotline: 9602 5000</p> <p>Victorian Legal Aid Phone 9269 0120</p> <p>James Au & Associates, Level 2, 417 Collins Street Melbourne Vic 3000 ph 9614 8887 – immigration agents / legal practitioner</p>
External appeals body (see complaints and appeals information)	<i>Overseas Students Ombudsman website</i> www.oso.gov.au or phone 1300 362 072
Pharmacies	<p>Elizabeth Pharmacy, 125 Elizabeth Street, Melbourne, VIC 3000 Ph: 9670 3815</p> <p>My Chemist, 48 Elizabeth Street, Melbourne, VIC 3000 Ph: 9639 7541</p> <p>Pulse Pharmacy, 253, Melbourne, VIC 3000 Ph: 9650 2200</p>
Physiotherapist	<p>Melbourne Sports Medicine Centre Level 4, 250 Collins St, Melbourne, VIC, 3000 Ph: 9650 9372</p>
Religious institutions	<p>Anglican Anglican Church Of Australia Diocese Of Melbourne Gisborne St, Melbourne, VIC, 3000 Ph: 9662 2391</p> <p>Catholic The Chapter House - St Paul's Cathedral 197 Flinders La, Melbourne, VIC, 3000 Ph: 9639 3999</p> <p>Islamic Melbourne International Fellowship Lvl9/ 446 Collins St, Melbourne, VIC, 3000</p> <p>Hindu Hindu Society Of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd, Carrum downs, VIC 3201</p> <p>Buddhists Melbourne Buddhist Centre (FWBO) 302 Little Lonsdale St, Melbourne, VIC, 3000, Ph: 9670 8595</p>
Study in Australia	Study in Australia
Youth Central	Youth Central link
Study Melbourne	Study Melbourne

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Occupational Health & Safety	Work Safe Victoria
Equal opportunity	Victorian Equal Opportunity & Human Rights Commission
Standards for RTO's 2015 & CRICOS registration	Australian Skills Quality Authority
Educational services for overseas students	Australian Education International
Department of Home Affairs	Department of Home Affairs https://www.homeaffairs.gov.au/
ESOS Framework	https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact CEO if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

AUSTRALIAN BUSINESS
&
CULINARY INSTITUTE

Australian Education Framework

The diagram below illustrates a simple overview of the Australian Education Framework.



AUSTRALIAN EDUCATION FRAMEWORK

&
CULINARY INSTITUTE

Source: AQF Framework <https://www.aqf.edu.au/>

Student Code of Behavior

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to always.

The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.

The right to be free from all forms of intimidation.

The right to work in a safe, clean, orderly and cooperative environment.

The right to have private property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse.

The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).

The right to work and learn in a supportive environment without interference from others.

The right to express and share ideas and to ask questions.

The right to be treated with politeness and courteously at all times.

The expectation that students will not engage in cheating or plagiarism or collusion.

The expectation that students will submit work when required.

The expectation that students will at all times meet the requirements, terms and conditions in the student agreement including payment of fees.

The expectation that students will maintain consistent attendance by attending all required classes and assessments.

The expectation that students will undertake all reasonable efforts to maintain satisfactory course progress.

The expectation that students "at risk" of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the Institute in consultation with the student.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

1. A member of the institute staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file or student management system. (Step 1)
2. Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file or student management system. (Step 2)

3. Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file or student management system. (Step 3)

After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student deferral, suspension or cancellation warning letter.

Failure to attend scheduled meetings may result in the Institute deciding to defer, suspend or cancel a student's enrolment.

If the Institute intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the Institute. If the appeal is not upheld or the student withdraws from the appeal process then the Institute must report the student to DOE and DHA via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating to the student's welfare.

Suspension or cancellation of your enrolment has to be reported to DHA and may affect the status of your VISA.

At any stage of this procedure students are able to access the Institute complaints and appeals procedure to settle any disputes that may arise.

The ESOS framework – providing quality education and protecting your 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 Students (ESOS) Act 2000* and the *National Code 2018*.

Student Visa

People from overseas who want to study in Australia are required to have a student visa. Students must be aware of the following student visa requirements:

Students must study a full-time course which is a minimum of 20 contact hours per week.

Students must meet the minimum required scheduled classes for each week or term. At ABCI, you are required to maintain 80% of attendance throughout the program.

Students must provide current and accurate contact details to the Institute. If contact details change, students are required to advise the Institute.

Students who obtain work rights on their visa can work up to 40 hours per fortnight while their course is in session.

School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

Detailed information about visa conditions can be accessed through visit <http://www.border.gov.au/>

What is the ESOS Framework?

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

Legislation

The ESOS Act and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The ESOS Framework protects your rights including:

Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.

Your right to sign a written agreement with your provider before, or as you pay the fees, setting out the services to be provided, fees payable and information about refunds of course fees.

Being an overseas student on a student visa, you have the responsibility to:

satisfy your student visa conditions

maintain your Overseas Student Health Cover (OSHC) for the period of your stay

meet the terms of the written agreement with your education provider

inform your provider if you change your address

maintain satisfactory course progress

if attendance is recorded for your course, follow your provider's attendance policy

Provider Registration

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa.

Therefore, as an overseas student on a student visa, you must ensure that you study with an education provider and in a course that can be found on CRICOS. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Tuition Protection Service

The Tuition Protection Service (TPS) was established by Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- ❖ complete their studies in another course or with another education provider or
- ❖ Receive a refund of their unspent tuition fees.

Visit the [TPS website](https://tps.gov.au): <https://tps.gov.au> for more information.

Standards

The National Code 2018 is a legislative instrument of the ESOS Act and applies to providers of education for students on student visas in all sectors. The National Code requirements are in addition to the standards for specific sectors.

Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code 2018
- The Overseas Students Ombudsman
- The Tuition Protection Service

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12.

Dependents of persons holding a student visa may be required to pay full fees in any school, Institute or university that they enrol in whilst in Australia. School fees vary depending on the school.

Details about the Victorian public school system are available at <http://www.study.vic.gov.au/Intstu/default.htm>. Intending students with dependents should budget for school fees, living costs and health insurance in their calculations.

If you are intending that your dependents will attend a private school in Victoria you will have to contact the specific school to obtain information of fees. Information on private school in Australia is available at <http://www.independentschools.vic.edu.au/>

If you would like to bring your children to Australia with you, you must be aware of the following schooling 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
- 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 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.
- The Australian 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.
- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- 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.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Protection for overseas students

As an overseas student on a student visa, you 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.Department of Education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated if your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled

- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress, follow your provider's academic/course progress policy, and
- The Department of Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the [Student Visa Conditions](#) link for details.
- Upon arriving in Australia, you are required to advise the Institute of your residential address and telephone number and of any subsequent changes to your residential address. Students must confirm and update their contact details (address, mobile phone number and email address if any) as soon as they change. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the Institute is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. The Institute may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the Institute to ensure you receives important information about your course, fees and possible breaches of your student visa.

Contact details

For policies and procedures that affect you

- Speak with ABCI
- Go to your provider's website

Department of Education and Training

For your ESOS rights and responsibilities

- <https://internationaleducation.gov.au/Pages/default.aspx>

Further information on the ESOS Framework is provided in the following link:

- <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

ESOS Enquiries

General enquiries: Phone: 1300 615 262

Online: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

Visa enquiries:

Phone: 131 881 (within Australia)
Online: Department of Home affairs
<https://www.homeaffairs.gov.au/>
PRISMS Help Desk: Phone: 02 6102240 7647
Email: prisms@education.gov.au
ARC Hotline: Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au

Department of Home affairs

For visa matters:

- <https://www.homeaffairs.gov.au/>
- Phone 131 881 in Australia
- Contact the Australian Immigration Department office in your country



AUSTRALIAN BUSINESS
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Course information

SIT30816 Certificate III in Commercial Cookery

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. This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Duration:

Total volume of learning for this qualification is **66 teaching weeks (Excluding break periods)**

Holiday breaks: 8 weeks.

66 teaching weeks + 8 holidays break together 74 weeks.

Volume of learning may be adjusted depending upon the student cohort. For example, students with significant industry experience may be able to complete the course in a shorter duration whilst students with little experience and/or studying with a disadvantage may require longer study durations.

Mode of delivery: Face to Face

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and student's complete tasks to appropriate workplace standards where appropriate.

Admission Requirements

Age Requirements:

- All students must be aged 18 years or over at the time of applying for admission to ABCI (all students).

Academic and LLN Requirements:

- To gain entry into this course, prospective students must:
 - display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF), or
 - attain IELTS 5.5, or provide evidence of an equivalent exam result recognised by the Department of Home Affairs (DHA), or

- hold an International Baccalaureate Diploma Programmed (IB) diploma, where the main language of instruction was English, or
- attained a qualification at level 3 or above in the Australian Qualifications Framework.

All students will undertake a ABCI's Language, Literacy and Numeracy assessments to confirm LLN levels, and identify any students who may require support.

Academic entry requirements were determined on the basis that ACSF Level 3 is regarded as the "minimum required for individuals to meet the complex demands of everyday life and work in the emerging knowledge-based economy."

(p.5, Australian Bureau of Statistics 4228.0 – Adult Literacy and Life Skills Survey, Summary Results, Australia, 2006).

Further, it is commonly accepted by Australian education authorities that the minimum standard for Year 12 is set as Level 3 of the Australian Core Skills Framework (ACSF).

(Education Standards Authority, NSW)

Students who indicate that they wish to pursue VET hospitality studies beyond the Certificate III will be advised that, ACSF Level 3 is required for entry into VET qualifications up to AQF Diploma level, but it is strongly recommended that students attain ACSF Level 4 should they wish to pursue studies in VET qualifications above AQF Diploma level. Whilst the Australian Council for Educational Research (ACER)* has determined that "The mandatory minimum entry literacy and numeracy requirements prior to learners enrolling in a VET course of study at a Diploma level... is that learners need to display competence at Exit Level 3 in the Australian Core Skills Framework (ACSF) in both skill areas of Reading and Numeracy", ABCI institute recommends that students attain ACSF Level 4 should they wish to enrol in VET qualifications higher than AQF Diploma level.

* (p. 2, Assessment of LLN testing tools for the VET student loans program, ACER 2017)

Work based training requirement:

- Students must agree, and be able to, undertake work-based training and assessment requirements. The following Units require students to undertake training and assessment in a real commercial hospitality workplace:

SITHCCC020 Work effectively as a cook (60 service periods)
SITHCCC011 Use cookery skills effectively (15 service periods).

A total of 300 hours (75 service periods at 4 hours per service period) will be completed as WBT.

Whilst students with a disability, or other learning challenge, are not precluded from enrolling in the course, ABCI will assess whether the student has the capacity to safely undertake and complete training.

Students will be placed by ABCI into a workplace. The host employer will need to enter into an agreement with ABCI and the student.

Pre-Enrolment Interview:

Selection for enrolment in our courses will be approved for students who meet the qualification selection criteria during the pre-training assessment interview prior the confirmation of enrolment at ABCI. A satisfactory outcome of interview with authorised ABCI Staff or representative.

English Language/Literacy/Numeracy requirements:

IELTS score 5.5 (please visit www.ielts.org for details)

Provide satisfactory evidence that the learner has the required level of literacy and numeracy skills (Australian core skills frame work (ACSF) exit Level 3) to complete the qualification.

To obtain an indication of candidates ACSF Level, in addition to the enrolment form, students will be required to undertake ABCI's LLN tests as part of the admissions and enrolment process. The results of these tests will not necessarily form a barrier for the prospective, but will be more of an indicator of the suitability of the student to enrol in the course without any further training in LLN, or identify support that the participant may need during a study program.

If learners do not meet English and LLN requirements, learners will be asked to take further Language, literacy and numeracy training e.g. Foundation skill programs, EAL etc.

If a student is qualified in Australia at a AQF Certificate IV level or above, LLN is not a requirement for those students.

Where required, a range of support strategies may be used. These strategies include, but are not limited to:

- Pre-enrolment support materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support; and
- Learning and assessment programs contextualized to the workplace.

A Unique Student Identifier (USI):

In addition, students will need to provide ABCI with their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. This lets them see all their training results, from all their previous providers. A USI Number will stay with the student for life, and must be recorded with any nationally recognised VET course they undertake.

Computer literacy requirements:

All learners enrolling in to this program must have basic computer skills. Students will need skills in MS Word and PowerPoint presentations.

Study Pathways and Employment Pathways

Pathways into the qualification Individuals may enter SIT30816 Certificate III in Commercial Cookery without a lower-level qualification. Pathways from the qualification After achieving SIT40516 Certificate IV in Commercial Cookery, individuals could progress to SIT50416 Diploma of Hospitality Management. This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops.

Any alternative unit selection will need to be approved by the CEO and will be suitably documented with alternative Training and Assessment Strategy depicting the alternative units. The outcome for this qualification is either the SIT30816 Certificate III in Commercial Cookery or, should the participant depart the course before it has been completed, a Statement of Attainment for the units in which competency has been demonstrated.

Course Structure

Unit/s of Competency (Code)	Unit Name	Practical /Kitchen Hours	Class room training hours	Total Learning Hours
BSBSUS201	Participate in environmentally sustainable work practices	0	40	40
BSBWOR203	Work effectively with others	0	40	40
SITHCCC001	Use food preparation equipment	16	24	40
SITHCCC005	Prepare dishes using basic methods of cookery	40	20	60
SITHCCC006	Prepare appetisers and salads	20	20	40
SITHCCC007	Prepare stocks, sauces and soup	24	16	40
SITHCCC008	Prepare vegetable, fruit, eggs and farinaceous dishes	24	16	40
SITHCCC012	Prepare poultry dishes	24	16	40
SITHCCC013	Prepare seafood dishes	24	16	40
SITHCCC014	Prepare meat dishes	36	24	60
SITHCCC018	Prepare food to meet special dietary requirements	24	36	60
SITHCCC019	Produce cakes, pastries and breads	48	12	60
SITHCCC020	Work effectively as a cook	240	40	280
SITHKOP001	Clean kitchen premises and equipment	12	8	20
SITHKOP002	Plan and cost basic menus	0	40	40
SITHPAT006	Produce desserts	48	12	60
SITXFSA001	Use hygienic practices for food safety	6	14	20
SITXFSA002	Participate in safe food handling practices	6	14	20
SITXHRM001	Coach others in job skills	0	40	40
SITXINV002	Maintain the quality of perishable items	6	14	20
SITXWHS001	Participate in safe work practices	6	34	40
BSBCMM201	Communicate in the workplace	0	40	40
SITXINV001	Receive and store stock	6	34	40
SITHKOP004	Develop menus for special dietary requirements	0	40	40
SITHCCC011	Use cookery skills effectively	60	40	100
Total hours		670	650	1320
			Total training delivery weeks	66 weeks

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)
Course fee: \$11750 (including all fee for resources provided)

Total Course Fee: \$ 12,000 stand-alone course only

Fee paid in eight instalments of \$ 1500. The first instalment must be paid prior to commencement of the course which includes the application fee of \$250. The consecutive instalments must be paid within two weeks of commencement of the study period.

1 study period at ABCI = 1 term (approx. 10 weeks)

Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

In general, during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination.

The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at the following locations:

All theory classes will be conducted at: 74 Sydney Street, Albion VIC 3020

All kitchen practical classes will be conducted at: 74 Sydney Street, Albion VIC 3020

Course Start Dates

We have four intakes throughout the year in January, April, July and October.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with a Australian registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Qualification

On successful completion of this course students will receive a Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Further Information

For further information on courses or related enquiries please contact the Institute at info@abcinstitute.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.



Course information

SIT40516 Certificate IV in Commercial Cookery

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. This qualification provides a pathway to work in organizations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

Possible job titles include: chef, chef de parties.

Duration:

Total volume of learning for this qualification is **81 teaching weeks (Excluding break periods)**

Holiday breaks: 9 weeks

81 teaching weeks + 9 holidays break together 90 weeks.

Volume of learning may be adjusted depending upon the student cohort. For example, students with significant industry experience may be able to complete the course in a shorter duration whilst students with little experience and/or studying with a disadvantage may require longer study durations.

Mode of delivery: Face to Face

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and student's complete tasks to appropriate workplace standards where appropriate.

Admission Requirements

Age Requirements:

- All students must be aged 18 years or over at the time of applying for admission to ABCI (all students).

Academic and LLN Requirements:

- To gain entry into this course, prospective students must:
 - display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF), or
 - attain IELTS 5.5, or provide evidence of an equivalent exam result recognised by the Department of Home Affairs (DHA), or
 - hold an International Baccalaureate Diploma Programme (IB) diploma, where the main language of instruction was English, or

- o attained a qualification at level 3 or above in the Australian Qualifications Framework.

All students will undertake a ABCI's Language, Literacy and Numeracy assessments to confirm LLN levels, and identify any students who may require support.

Academic entry requirements were determined on the basis that ACSF Level 3 is regarded as the "minimum required for individuals to meet the complex demands of everyday life and work in the emerging knowledge-based economy."

(p.5, Australian Bureau of Statistics 4228.0 – Adult Literacy and Life Skills Survey, Summary Results, Australia, 2006).

Further, it is commonly accepted by Australian education authorities that the minimum standard for Year 12 is set as Level 3 of the Australian Core Skills Framework (ACSF).

(Education Standards Authority, NSW)

Students who indicate that they wish to pursue VET hospitality studies beyond the Certificate III will be advised that, ACSF Level 3 is required for entry into VET qualifications up to AQF Diploma level, but it is strongly recommended that students attain ACSF Level 4 should they wish to pursue studies in VET qualifications above AQF Diploma level. Whilst Australian Council for Educational Research (ACER)* has determined that "The mandatory minimum entry literacy and numeracy requirements prior to learners enrolling in a VET course of study at a Diploma level... is that learners need to display competence at Exit Level 3 in the Australian Core Skills Framework (ACSF) in both skill areas of Reading and Numeracy", ABCI institute recommends that students attain ACSF Level 4 should they wish to enrol in VET qualifications higher than AQF Diploma level.

* (p. 2, Assessment of LLN testing tools for the VET student loans program, ACER 2017)

Work based training requirement:

- Students must agree, and be able, to undertake, work-based training and assessment requirements. The following Units require students to undertake training and assessment in a real commercial hospitality workplace:

SITHCCC020 Work effectively as a cook (60 service periods)

SITHKOP005 Coordinate cooking operations (15 service periods).

A total of 300 hours (75 service periods at 4 hours per service period) will be completed as WBT.

Whilst students with a disability, or other learning challenge, are not precluded from enrolling in the course, ABCI will assess whether the student has the capacity to safely undertake and complete training.

Students will be placed by ABCI into a workplace. The host employer will need to enter into an agreement with ABCI and the student.

Learning Support:

A range of student support strategies will be provided where required. These strategies include, but are not limited to:

- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs, or referrals to these programs;
- Tutorial services or referrals to these services;

- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support.

A Unique Student Identifier (USI):

- In addition, students will need to provide ABCI with their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. This lets them see all their training results, from all their previous providers. A USI Number will stay with the student for life, and must be recorded with any nationally recognised VET course they undertake.

Computer literacy requirements:

- All learners enrolling in to this program must have basic computer skills. Students will need skills in MS Word and PowerPoint presentations.

Study Pathways and Employment Pathways

Pathways into the qualification Individuals may enter **SIT40516 Certificate IV in Commercial Cookery** without a lower-level qualification. Pathways from the qualification After achieving individuals could progress to **SIT50416 Diploma of Hospitality Management**. This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops. Possible job titles include: Chef, chef de partie.

Any alternative unit selection will need to be approved by the CEO and will be suitably documented with alternative Training and Assessment Strategy depicting the alternative units. The outcome for this qualification is either the **SIT40516 Certificate IV in Commercial Cookery** or, should the participant depart the course before it has been completed, a Statement of Attainment for the units in which competency has been demonstrated.

Course Structure

Unit/s of Competency (Code)	Unit Name	Practical /Kitchen Hours	Class room training hours	Total Learning Hours
BSBSUS201	Participate in environmentally sustainable work practices		40	40
BSBWOR203	Work effectively with others		40	40
SITHCCC001	Use food preparation equipment	16	24	40
SITHCCC005	Prepare dishes using basic methods of cookery	40	20	60
SITHCCC006	Prepare appetisers and salads	20	20	40
SITHCCC007	Prepare stocks, sauces and soup	24	16	40
SITHCCC008	Prepare vegetable, fruit, eggs and farinaceous dishes	24	16	40
SITHCCC012	Prepare poultry dishes	24	16	40
SITHCCC013	Prepare seafood dishes	24	16	40
SITHCCC014	Prepare meat dishes	36	24	60
SITHCCC018	Prepare food to meet special dietary requirements	24	36	60
SITHCCC019	Produce cakes, pastries and breads	48	12	60
SITHCCC020	Work effectively as a cook	240	40	280

Delivery Campus: 74 Sydney ST, Albion VIC 3020, Phone: 03 8597 7786 Mobile: 0480122851

Email info@abcinstitute.edu.au, www.abcinstitute.edu.au

ABN 13 616 496 596. ABCI 45461 CRICOS 03742D

SITHKOP001	Clean kitchen premises and equipment	12	8	20
SITHKOP002	Plan and cost basic menus		40	40
SITHPAT006	Produce desserts	48	12	60
SITXFSA001	Use hygienic practices for food safety	6	14	20
SITXFSA002	Participate in safe food handling practices	6	14	20
SITXHRM001	Coach others in job skills		40	40
SITXINV002	Maintain the quality of perishable items	6	14	20
SITXWHS001	Participate in safe work practices	6	34	40
SITXINV001	Receive and store stock	6	34	40
SITXMGTO02	Establish and conduct business relationships		40	40
SITXHRM002	Roster staff		40	40
BSBDIV501	Manage diversity in the workplace		40	40
BSBSUS401	Implement and monitor environmentally sustainable work practices		40	40
SITHKOP004	Develop menus for special dietary requirements		40	40
SITHKOP005	Coordinate cooking operations	60	20	80
SITXCOM005	Manage conflict		40	40
SITXFIN003	Manage finances within a budget		40	40
SITXHRM003	Lead and manage people		40	40
SITXMGTO01	Monitor work operations		40	40
SITXWHS003	Implement and monitor work health and safety practices		40	40
Total hours		670	950	1,620
Total training delivery week		81 weeks		

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)
Course fee: \$14750 (including all fee for resources provided)

Total Course Fee: \$ 15000 stand-alone course only

Fee paid in ten instalments of \$ 1500. The first instalment must be paid prior to commencement of the course which includes the application fee of \$250. The consecutive instalments must be paid within two weeks of commencement of the study period.

1 study period at ABCI = 1 term (approx. 10 weeks)

Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application. In general, during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination. The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible. Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks. Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at the following locations:

Delivery Campus: 74 Sydney ST, Albion VIC 3020, Phone: 03 8597 7786 Mobile: 0480122851

Email info@abcinstitute.edu.au, www.abcinstitute.edu.au

ABN 13 616 496 596. ABCI 45461 CRICOS 03742D

All theory classes will be conducted at: 74 Sydney Street, Albion VIC 3020
All kitchen practical classes will be conducted at: 74 Sydney Street, Albion VIC 3020

Course Start Dates

We have four intakes throughout the year in January, April, July and October.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with a Australian registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Qualification

On successful completion of this course students will receive a Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Further Information

For further information on courses or related enquiries please contact the Institute at info@abcinstitute.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.



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Course information

SIT50416 Diploma of Hospitality Management

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 specialisation in accommodation services, cookery, food and beverage and gaming.

Duration:

Total volume of learning for this qualification is **74 teaching weeks (Excluding break periods)**

Holiday breaks: 9 weeks

74 teaching weeks + 9 holidays break together 83 weeks.

Volume of learning may be adjusted depending upon the student cohort. For example, students with significant industry experience may be able to complete the course in a shorter duration whilst students with little experience and/or studying with a disadvantage may require longer study durations.

Mode of delivery: Face to Face

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and student's complete tasks to appropriate workplace standards where appropriate.

Admission Requirements

Age Requirements:

- All students must be aged 18 years or over at the time of applying for admission to ABCI (all students).

Academic and LLN Requirements:

- To gain entry into this course, prospective students must:
 - display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF), or
 - attain IELTS 5.5, or provide evidence of an equivalent exam result recognised by the Department of Home Affairs (DHA), or
 - hold an International Baccalaureate Diploma Programmed (IB) diploma, where the main language of instruction was English, or
 - attained a qualification at level 3 or above in the Australian Qualifications Framework.

All students will undertake a ABCI's Language, Literacy and Numeracy assessments to confirm LLN levels, and identify any students who may require support.

Academic entry requirements were determined on the basis that ACSF Level 3 is regarded as the "minimum required for individuals to meet the complex demands of everyday life and work in the emerging knowledge-based economy."

(p.5, Australian Bureau of Statistics 4228.0 – Adult Literacy and Life Skills Survey, Summary Results, Australia, 2006).

Further, it is commonly accepted by Australian education authorities that the minimum standard for Year 12 is set as Level 3 of the Australian Core Skills Framework (ACSF).

(Education Standards Authority, NSW)

Students who indicate that they wish to pursue VET hospitality studies beyond the Certificate III will be advised that, ACSF Level 3 is required for entry into VET qualifications up to AQF Diploma level, but it is strongly recommended that students attain ACSF Level 4 should they wish to pursue studies in VET qualifications above AQF Diploma level. Whilst Australian Council for Educational Research (ACER)*has determined that "The mandatory minimum entry literacy and numeracy requirements prior to learners enrolling in a VET course of study at a Diploma level... is that learners need to display competence at Exit Level 3 in the Australian Core Skills Framework (ACSF) in both skill areas of Reading and Numeracy", ABCI institute recommends that students attain ACSF Level 4 should they wish to enroll in VET qualifications higher than AQF Diploma level.

* (p. 2, Assessment of LLN testing tools for the VET student loans program, ACER 2017)

Work based training requirement:

- Students must agree, and be able, to undertake work-based training and assessment requirements. The following Units require students to undertake training and assessment preferably in a real commercial hospitality workplace:

SITHCCC020 Work effectively as a cook (60 service periods)
SITHKOP005 Coordinate cooking operations (15 service periods).

A total of 300 hours (75 service periods at 4 hours per service period) will be completed as WBT.

Whilst students with a disability, or other learning challenge, are not precluded from enrolling in the course, ABCI will assess whether the student has the capacity to safely undertake and complete training. Students will be placed by ABCI into a workplace. The host employer will need to enter into an agreement with ABCI and the student.

Learning Support:

A range of student support strategies will be provided where required. These strategies include, but are not limited to:

- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs, or referrals to these programs;
- Tutorial services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support.

A Unique Student Identifier (USI):

- In addition, students will need to provide ABCI with their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. This lets them see all their training results, from all their previous providers. A USI Number will stay with the student for life, and must be recorded with any nationally recognised VET course they undertake.

Computer literacy requirements:

All learners enrolling in to this program must have basic computer skills. Students will need skills in MS Word and PowerPoint presentations.

Study Pathways

Pathways into the qualification Individuals may enter **SIT50416 Diploma of Hospitality Management** without a lower-level qualification. Pathways from the qualification After achieving **SIT50416 Diploma of Hospitality Management**, individuals could progress to **Advanced Diploma of Hospitality Management**.

Any alternative unit selection will need to be approved by the CEO and will be suitably documented with alternative Training and Assessment Strategy depicting the alternative units. The outcome for this qualification is either the **SIT50416 Diploma of Hospitality Management** or, should the participant depart the course before it has been completed, a Statement of Attainment for the units in which competency has been demonstrated.

Note: This ABCI may not offer all qualifications listed above in possible pathways

Employment Pathways

Employment outcomes resulting from the completion of this course may include the following roles:

- ✓ banquet or function manager
- ✓ café manager
- ✓ chef de cuisine
- ✓ chef patissier
- ✓ front office manager
- ✓ kitchen manager
- ✓ motel manager
- ✓ restaurant manager
- ✓ sous chef
- ✓ unit manager catering operations

Course Structure

Unit/s of Competency (Code)	Unit Name	Practical /Kitchen Hours	Class room training hours	Total Learning Hours
SITHCCC005	Prepare dishes using basic methods of cookery	40	20	60
SITHCCC006	Prepare appetisers and salads	20	20	40
SITHCCC007	Prepare stocks, sauces and soup	24	16	40
SITHCCC008	Prepare vegetable, fruit, eggs and farinaceous dishes	24	16	40
SITHCCC012	Prepare poultry dishes	24	16	40
SITHCCC013	Prepare seafood dishes	24	16	40
SITHCCC014	Prepare meat dishes	36	24	60
SITHCCC018	Prepare food to meet special dietary requirements	24	36	60
SITHCCC019	Produce cakes, pastries and breads	48	12	60
SITHPAT006	Produce desserts	48	12	60
SITHCCC020	Work effectively as a cook	240	40	280
SITXFS001	Use hygienic practices for food safety	6	14	20
BSBDIV501	Manage diversity in the workplace		40	40
BSBSUS401	Implement and monitor environmentally sustainable work practices		40	40
SITHKOP004	Develop menus for special dietary requirements		40	40
SITHKOP005	Coordinate cooking operations	60	20	80
SITXCOM005	Manage conflict		40	40
SITXFIN003	Manage finances within a budget		40	40
SITXHRM003	Lead and manage people		40	40
SITXMG001	Monitor work operations		40	40
SITXWHS003	Implement and monitor work health and safety practices		40	40
SITXMG002	Establish and conduct business relationships		40	40
SITXHRM002	Roster staff		40	40
SITXFIN004	Prepare and monitor budgets		40	40
SITXGLC001	Research and comply with regulatory requirements		40	40
BSBMGT517	Manage operational plan		40	40
SITXCCS007	Enhance customer service experiences		40	40
SITXCCS008	Develop and manage quality customer service practices		40	40
Total hours		618	862	1,480
Total training delivery week				74

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)
Course fee: \$17750 (including all fee for resources provided)

Total Course Fee: \$ 18,000 stand-alone course only

Fee paid in twelve instalments of \$ 1500. The first instalment must be paid prior to commencement of the course which includes the application fee of \$250. The consecutive instalments must be paid within two weeks of commencement of the study period.

1 study period at ABCI = 1 term (approx. 10 weeks)

Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

In general, during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination.

The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at the following locations:

All theory classes will be conducted at: 74 Sydney Street, Albion VIC 3020

All kitchen practical classes will be conducted at: 74 Sydney Street, Albion VIC 3020

Course Start Dates

We have four intakes throughout the year in January, April, July and October.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with a Australian registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Qualification

On successful completion of this course students will receive a Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Further Information

For further information on courses or related enquiries please contact the Institute at info@abcinstitute.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.

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Course information

SIT60316 Advanced Diploma of Hospitality Management

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.

Duration:

Total volume of learning for this qualification is **92 teaching weeks (Excluding break periods)**

Holiday breaks: 10 weeks

92 teaching weeks + 10 holidays break together 102 weeks.

Volume of learning may be adjusted depending upon the student cohort. For example, students with significant industry experience may be able to complete the course in a shorter duration whilst students with little experience and/or studying with a disadvantage may require longer study durations.

Mode of delivery: Face to Face

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and student's complete tasks to appropriate workplace standards where appropriate.

Admission Requirements

Age Requirements:

- All students must be aged 18 years or over at the time of applying for admission to ABCI (all students).

Academic and LLN Requirements:

- To gain entry into this course, prospective students must:
 - display competence at or above Level 4 in the Australian Core Skills Framework (ACSF), or
 - attain IELTS 5.5, or provide evidence of an equivalent exam result recognised by the Department of Home Affairs (DHA), or
 - hold an International Baccalaureate Diploma Programmed (IB) diploma, where the main language of instruction was English, or
 - attained a qualification at level IV or above in the Australian Qualifications Framework.

All students will undertake a ABCI's Language, Literacy and Numeracy assessments to confirm LLN levels, and identify any students who may require support.

Academic entry requirements were determined on the basis that ACSF Level 3 is regarded as the “minimum required for individuals to meet the complex demands of everyday life and work in the emerging knowledge-based economy.” However, ABCI has determined that students will require at least ACSF Level 4 in order to meet the course requirements for the Advanced Diploma.

(p.5, Australian Bureau of Statistics 4228.0 – Adult Literacy and Life Skills Survey, Summary Results, Australia, 2006).

It is ABCI policy that students who indicate that they wish to pursue VET hospitality studies beyond the Certificate III will be advised that, ACSF Level 3 is required for entry into VET qualifications up to AQF Diploma level, but it is required that students attain ACSF Level 4 should they wish to pursue studies in VET qualifications above AQF Diploma level. Whilst Australian Council for Educational Research (ACER)*has determined that “The mandatory minimum entry literacy and numeracy requirements prior to learners enrolling in a VET course of study at a Diploma level... is that learners need to display competence at Exit Level 3 in the Australian Core Skills Framework (ACSF) in both skill areas of Reading and Numeracy”, ABCI institute requires that students attain ACSF Level 4 should they wish to enroll in VET qualifications higher than AQF Diploma level.

* (p. 2, Assessment of LLN testing tools for the VET student loans program, ACER 2017)

Work based training requirement:

- Students must agree, and be able, to undertake work-based training and assessment requirements. The following Units require students to undertake training and assessment in a real commercial hospitality workplace:

SITHCCC020 Work effectively as a cook (60 service periods)
SITHKOP005 Coordinate cooking operations (15 service periods).

A total of 300 hours (75 service periods at 4 hours per service period) will be completed as WBT.

Whilst students with a disability, or other learning challenge, are not precluded from enrolling in the course, ABCI will assess whether the student has the capacity to safely undertake and complete training.

Students will be placed by ABCI into a workplace. The host employer will need to enter into an agreement with ABCI and the student.

Learning Support:

A range of student support strategies will be provided where required. These strategies include, but are not limited to:

- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs, or referrals to these programs;
- Tutorial services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support.

A Unique Student Identifier (USI):

- In addition, students will need to provide ABCI with their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. This lets them see all their training results, from all their previous providers. A USI Number will stay with the student for life, and must be recorded with any nationally recognised VET course they undertake.

Computer literacy requirements:

- All learners enrolling in to this program must have basic computer skills. Students will need skills in MS Word and PowerPoint presentations.

Study Pathways

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
- head chef
- motel owner or manager

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

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Course Structure

Unit/s of Competency (Code)	Unit Name	Practical /Kitchen Hours	Class room training hours	Total Learning Hours
SITHCCC005	Prepare dishes using basic methods of cookery	40	20	60
SITHCCC006	Prepare appetisers and salads	20	20	40
SITHCCC007	Prepare stocks, sauces and soup	24	16	40
SITHCCC008	Prepare vegetable, fruit, eggs and farinaceous dishes	24	16	40
SITHCCC012	Prepare poultry dishes	24	16	40
SITHCCC013	Prepare seafood dishes	24	16	40
SITHCCC014	Prepare meat dishes	36	24	60
SITHCCC019	Produce cakes, pastries and breads	24	36	60
SITHCCC018	Prepare food to meet special dietary requirements	48	12	60
SITHPAT006	Produce desserts	48	12	60
SITHCCC020	Work effectively as a cook	240	40	280
SITXFSA001	Use hygienic practices for food safety	6	14	20
BSBDIV501	Manage diversity in the workplace		40	40
SITHKOP005	Coordinate cooking operations	60	20	80
SITXCOM005	Manage conflict		40	40
SITXFIN003	Manage finances within a budget		40	40
SITXHRM003	Lead and manage people		40	40
SITXMGT001	Monitor work operations		40	40
SITXWHS003	Implement and monitor work health and safety practices		40	40
SITXMGT002	Establish and conduct business relationships		40	40
SITXHRM002	Roster staff		40	40
SITXFIN004	Prepare and monitor budgets		40	40
SITXGLC001	Research and comply with regulatory requirements		40	40
BSBMGT517	Manage operational plan		40	40
SITXCCS007	Enhance customer service experiences		40	40
SITXCCS008	Develop and manage quality customer service practices		40	40
BSBFIM601	Manage finances		60	60
BSBMGT617	Develop and implement a business plan		60	60
SITXFIN005	Manage physical assets		60	60
SITXHRM004	Recruit, select and induct staff		60	60
SITXHRM006	Monitor staff performance		60	60
SITXMPR007	Develop and implement marketing strategies		80	80
SITXWHS004	Establish and maintain a work health and safety system		60	60
Total hours		618	1222	1,840
Total training delivery week				92

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)
Course fee: \$20750 (including all fee for resources provided)

Total Course Fee: \$ 21,000 stand-alone course only

Fee paid in fourteen instalments of \$ 1500. The first instalment must be paid prior to commencement of the course which includes the application fee of \$250. The consecutive instalments must be paid within two weeks of commencement of the study period.

1 study period at ABCI = 1 term (approx. 10 weeks)

Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application. In general, during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination. The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks. Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at the following locations:

All theory classes will be conducted at: 74 Sydney Street, Albion VIC 3020

All kitchen practical classes will be conducted at: 74 Sydney Street, Albion VIC 3020

Course Start Dates

We have four intakes throughout the year in January, April, July and October.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with a Australian registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Qualification

On successful completion of this course students will receive a Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Further Information

For further information on courses or related enquiries please contact the Institute at info@abcinstitute.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.

Living in Melbourne

Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 24 million people, with most people staying in the 5 major cities of Melbourne, Sydney, Adelaide, Perth and Brisbane. The country is split into states and territories being: Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania.



Australia has many attractions for international students including the high quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 4.1 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay.

The city centre features world class

- department stores
- historical architecture
- theatres, galleries and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams.

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

For further information on Australia, Victoria and Melbourne please visit:

<http://www.australia.com/> or <http://www.visitvictoria.com> or <http://www.thatsmelbourne.com.au>

For further information on studying in Australia, Melbourne please visit:

<http://www.studyinaustralia.gov.au/> or <http://www.studymelbourne.vic.gov.au/>

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, Institutes and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, Institutes and schools have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and course costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring	September - November 12-22 degrees
Summer	December to February 28-32 degrees
Autumn	March to May 12 - 20 degrees
Winter	June to August 10 - 15 degrees

Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

Festivals

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

International sporting events:

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines

from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.



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Cost of living and money matters

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the Institute study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. Department of Immigration and Border Protection website:

<http://www.immi.gov.au/students/> and
http://www.immi.gov.au/students/_pdf/permission-to-work-students.pdf

Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; International students pay tax on their earnings; for further information please visit the website: www.ato.gov.au.

At the end of each financial year, international students need to apply for their tax return through an accountant.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

International students can access free banking from most of the main banks. It's easy and straight forward to open an account by popping into a branch with your passport and student card. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money through ATM's located throughout the city.

<http://www.westpac.com.au>/<http://www.anz.com.au/personal>/<http://www.nab.com.au/>

<http://www.commbank.com.au/>

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday
9.30 am – 5.00 pm Friday
Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, and telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

Accommodation and Living Cost

The estimated living costs for an international student are approximately between A\$12,000 to A\$15,000 per year. This covers food, accommodation, travel, entertainment and clothing.

Sample Monthly budget

Food: A\$200 to A\$350

Accommodation Fee: A\$350 – A\$600 (For a room in a shared house or apartment)

Public Transportation: A\$200 approximately per month (trams / trains)

Accommodation Options for students:

- Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle.

- **Hostel Accommodation:** This is a popular option for international students, especially in the first months of their arrival.
 - A small, furnished room is provided with access to a shared bathroom, laundry and lounge.
 - It is recommended that students considering Hostel accommodation options look at 2 or 3 properties prior to making a decision. Many hostels are privately run and as such, come under the Rooming House Act. Please note, if a student signs a lease they are covered by the Residential Tenancies Act.
- **Apartment / Flat rentals** vary greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For the purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason, international students are advised to secure short term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and look at areas they would like to live in.

While ABCI does not offer accommodation services or take any responsibility for accommodation arrangements, ABCI can give students information regarding external accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

Some local options include:

Particulars	Name & Location	Contact Phone
Student Accommodation Service	Barry Long West Melbourne Properties 121 Ireland St, West Melbourne Vic 3003	Mob: 0408 102 635 Email: blong@bigpond.com
Real Estate Agent	Richard A. Simpson 30 Errol Street, North Melbourne Vic 3051	Phone +613 9328 1213 Fax + 6139329 9030 Mobile 61 402 223 027 Email: RAS@wbsimpson.com.au
Hotel	Quest on Williams 170 William Street, Melbourne	Phone : +613 9605 2222
Home stay organisation	Homestay Direct Pty Ltd	www.homestaydirect.com.au phone +613 96703133
Hostel	King Street Backpackers 197 King Street, Melbourne	1800 671 115

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city centre. Students can expect to pay between approximately \$135 - \$350 per week for a room in a share house close to the city centre.

The Institute does not offer accommodation services, however the Institute 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 current accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia.

The following types of accommodation are available for International students:

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$215 - AU\$200 per week
3. Half - Board AU\$215 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

You can also access information on share accommodation at the following links:

Student Housing Australia - <http://sha.com.au/>

Share Accommodation - <http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcmvQodAmEAmw>

Youth Central Housing and Accommodation - <http://www.youthcentral.vic.gov.au/housing-accommodation>

Study in Australia - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>
www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

<http://www.domain.com.au/Search/rent/State/vic/Area/inner-city/Region/melbourne-region/Suburb/melbourne>

Transport

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns.

Students using public transport can apply for a student concession card that entitles them to discounted fares. The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (find out more information please go to www.ptv.vic.gov.au)

To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

At the moment international students cannot access concession rates of travel on the public transport system. The City of Melbourne and the metropolitan area is split into travel zones and fares are charged depending which zones you are travelling between.

Examples of travel costs on public transport

2020 myki fares For travel in Zone 1+2			
myki Money		myki Pass	
2 hour		7 day pass	
Full fare	Concession	Full fare	Concession
\$4.50	\$2.25	\$45.00	\$22.50
		\$6.43 per day	\$3.21 per day
Daily		28 – 325 days	
Full fare	Concession	Full fare	Concession
\$9.00	\$4.50	\$5.40 per day	\$2.70 per day
Cheaper travel <ul style="list-style-type: none"> – The daily fare for weekends and public holidays is \$6.50 full fare, \$3.25 concession. – When you buy a myki Pass for 365 days you receive 40 days free. – If you're only travelling in Zone 2 your fare is cheaper. – Join the early birds and travel for free on metropolitan trains when you touch on and off before 7.15am on weekdays. Just make sure your myki has a positive balance. 			
From 1 January 2020. For more on fares, visit ptv.vic.gov.au/fares			

For further information refer to:

Metrolink at <http://www.metlinkmelbourne.com.au> or by phone on 131938
Travellers Aid at <http://www.travellersaid.org.au> or by phone: (03) 9654 2600

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Medical Issues

From time-to-time people may get sick and require to access medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) when they enrol. Students may arrange this for themselves with any of a number of health insurance providers.

Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the course fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Links to their websites are:

www.oshcworldcare.com.au
www.bupa.com.au
www.ahm.com.au
www.medibank.com.au

It is a visa requirement that all overseas students possess OSHC while they are studying at the Institute.

We can arrange this for you prior to arrival with our provider OSHCworldcare. For further details or if you wish to arrange your own OSHC contact OSHCworldcare direct at www.oshcworldcare.com.au

Current fees:

- Single (for 12 months) \$553
- Family (for 12 months) \$3,897

Cost of Living

The Australian government recommend that the cost of living in Melbourne for an international student will be \$18,600 per year. If a student wishes to bring a partner the Department of Immigration and Border protection indicate that an additional \$6515 per year of study will be required for a partner. Married students with dependents will require approximately \$4000 per dependent. This may vary significantly from person to person depending on their individuals taste and requirements.

For further information refer to: <http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living>

Food

Due the diverse nature of Melbourne's population international students have a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Meals in cheaper restaurants cost approximately AUD\$10.00. However this may vary depending on the season, suburb and quality of the eatery.

Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Burger King are also available and generally range from around AUD\$6.00 - AUD\$12.00. Indicative costs of groceries are: milk 1 litre \$2.10, bread 1 loaf \$3.50, apples 1 kg \$4.00, potatoes 1 kg \$2.00, eggs 1 dozen \$3.00, cereal 1kg \$3.00, fruit juice 2 litres \$4.00, rice 1 kg \$2.00, fish and meat varies enormously depending on type/ quality.

Shoes 1 pair \$75.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$3.50
T-shirt \$25.00, Hairdresser \$25.00 to \$45.00, Newspaper \$2.50, Cinema ticket \$18.00

Shopping

The Central Business District of Melbourne and the surrounding area has many large shopping malls, department stores, discount stores, markets and supermarkets that can be reached easily by public transport. For more information on shopping and prices of staple products use any of the following links:

www.coles.com.au
www.woolworths.com.au
www.aldi.com.au

Or type "cheap shopping" into your Google browser

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

WHS (OHS) Act in Victoria

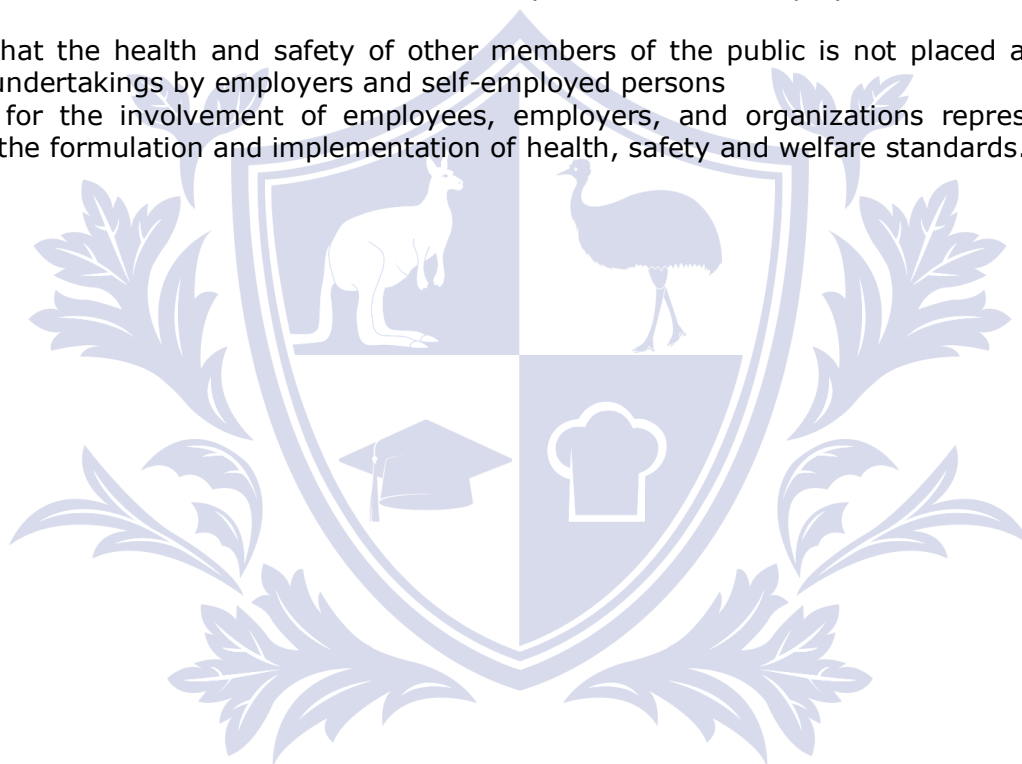
The Act in Victoria is the Occupational Health and Safety Act 2004. The objects of the Act are:

To secure the health, safety and welfare of employees and other persons at work

To eliminate, at the source, risks to health, safety or welfare of employees and other persons at work

To ensure that the health and safety of other members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons

To provide for the involvement of employees, employers, and organizations representing those persons, in the formulation and implementation of health, safety and welfare standards.



AUSTRALIAN BUSINESS
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Health and Safety and Hazard Identification Policy

All staff and students health safety and comfort will be maintained in accordance with relevant legislation.

All operations of the academy will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification

According to Occupational Safety and Health potential hazards are eliminated, isolated and minimised

Any potential and actual hazards are identified.

Any potential and actual hazards are effectively managed.

Emergency procedures are established to deal with identified hazards.

Procedures for Implementation of Hazard Identification

Situations with potential to cause hazard to staff or students are identified and noted on the Health and Safety Register.

Recommended actions are identified in accordance with appropriate authorities where necessary.

Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

Responsibility

Tutors are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the Director on a day-to-day basis.

The Director is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

Evaluation

Policies and procedures for student guidance and support will be evaluated by the Audit Team as and when deemed necessary throughout the year to meet legislative and safety requirements as well as annually as part of the educationally quality audit.

Health and Safety Procedures:

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point

The assembly point is on the footpath outside adjacent buildings in Queen Street or .

First Aid Kits

First Aid kits are kept in each building occupied by the Academy.

First Aid Procedures

If students are ill and need to leave class they will tell the tutor who will make sure that the student can get to a doctor if necessary.

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Director

Safety Rules:

All persons on Academy premises must observe the following safety rules:

Do not run around the Academy, only walking is permitted.

Use handrails when coming up and down the stairs.

You are not allowed to drink alcohol or bring or consume drugs on the premises.

If you spill something you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.

You must not use any matches or fire lighting equipment within the premises.

You must not tamper with fire extinguishers.

Emergency Procedures:

The following procedures are to be followed in the case of an emergency.

Fire and Explosion

Sound alarm.

Initiate site emergency evacuation procedure.

Call fire service dial 000

Serious Injury

Call for assistance.

Call ambulance dial 000

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to the Director

Bomb Threat

Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.

Call police dial 000

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow "serious injury" procedure referred to above.

Notify management

Robbery

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person's features, height, build, clothing etc).

Call the police dial 000

Notify management.

Gas Leak

Notify management, who will then notify gas engineers.

If necessary follow the fire and explosion procedure set out above.

Evaluation

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the Audit Team as part of the annual quality audit.

Staff / Student relationship

All staff must maintain the professional nature of the student/tutor relationship. The practicalities of training activities dictate that staff and students will be placed in an environment where a trusting relationship may be developed. The tutor must at all times conduct him or herself in a manner that maintains this relationship at the professional level.

The tutor is in a leadership role and must be able to exercise that responsibility without fear or favour whether it be in making an assessment decision or in the extreme case of an injury befalling a student.

Evaluation

Evaluation of the policy and the support available will be by student feedback on their experience of the support they have received. This will be collated and reviewed by the Management Team in conjunction with a member of the Advisory Group as part of the annual quality audit

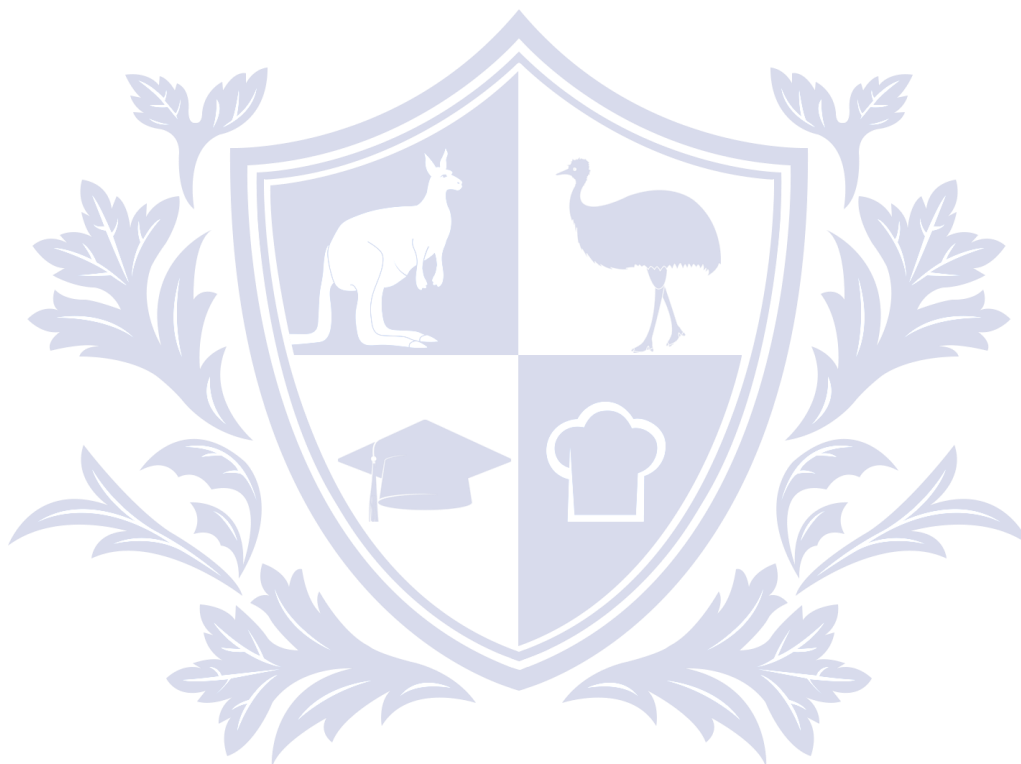
You can access the full Act on the following link:

[http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/750E0D9E0B2B387FCA256F71001FA7BE/\\$FILE/04-107A.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/750E0D9E0B2B387FCA256F71001FA7BE/$FILE/04-107A.pdf)

Policies and Procedures

Please refer to the ABCI website for a complete set of ABCI policies and procedures:

www.abcinstitute.edu.au



AUSTRALIAN BUSINESS
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Student Application, Selection Enrolment and Orientation

Purpose

This policy is to set out the student application, selection and enrolment requirements for the students

applying to undertake a nationally recognised course(s) at the.

Policy

- students entering a nationally recognised course have an adequate knowledge and skills to successfully undertake the course
- Persons seeking to enrol with the Institute are assessed and admitted using fair, equitable and transparent procedures based on clearly defined, consistent and equitable criteria.
- The Institute provides an opportunity for every prospective student to apply for recognition for prior learning or current competence or credit transfer in a course, based on the skills and knowledge gained through prior work, life experiences and education and training.

Process and Procedure

1. Enquiry

The prospective student makes an enquiry directly to the Institute or through one of the Institute nominated representatives. The Institute or its' representative provides the course flyer or prospectus which contains:

- Clear and concise information in relation to the Institute as a training organisation such as Company Name, Trading name, ABCI No, Contact details.
- The code, title and currency of the qualification, descriptions of the qualification and options available including course content, estimated duration, expected locations at which it will be provided, expected modes of delivery, indicative total fees, any work placement arrangements (If any).
- any requirements the Institute requires the learner to meet to enter and successfully complete their chosen course, including the minimum level of English language proficiency and academic requirements
- any materials and equipment that the learner must provide

2. Application

Students will complete the application form and submit to the Institute or to the Institute's representative.

Students will need to submit proof of English language proficiency and/or the certified documents of relevant academic qualifications. If originals are submitted, Student Admissions, or the Institute's representative, will make a copy of all the documents and give the original back to the student. All the photocopies taken of originals should be signed by Student Admissions, or by the Institute's representative, including a date confirming it is a copy of the original.

Where the Training and Assessment Strategy requires it, additional evidence may be requested, such as work experience. Where this evidence includes evidence of previous employment for example, the evidence should be verified with the employer, and confirming the employment details and the types of activities undertaken, to meet the requirements of the course.

• Selection Criteria

The following are the minimum requirements for all students. Each course may have its own specific entry requirements and these will be documented in the Training and Assessment Strategy for that course, and reflected the same in the respective marketing materials.

- The minimum age requirement is 18 years of age.
- Entry into Certificate III to Diploma level courses requires demonstration of LLN standards at exit ACSF Level 3.
- Demonstration of LLN standards at ACSF Level 4 is recommended for entry into qualifications above Diploma level
- All students will be required to complete ABCI LLN tests. Where a student has provided evidence of suitable LLN levels, then the tests will be used to determine if the student will require any learning support during their course.
- Students who are from a non-English speaking background may also be able to prove their English language proficiency to the required level of the courses by completing an English language exam, approved by DHA. The following table shows required scores.

Required Score			
EAL	IELTS	PTE	TOFEL
Certificate III	5.5	42	46

4. Determining the suitability of the course for the student – Pre-Training Review

It is in the best interests of both the Institute and the student that the course is suitable for the student, so prior to offering a place to the student the Institute will assess the student's suitability.

In determining the suitability, the Institute will consider the following:

- That the student clearly understands the requirements of the course including time and effort required
- The implication of practical requirements including work placement, if any, are understood by the student
- Student's previous educational achievements
- Student's previous work experience and knowledge, particularly in relation to the course
- Student's aspirations and likely benefits in undertaking the course.

5. Letter of Offer and Acceptance of Agreement

Upon receipt of a completed application form and all the required documentation, Student Admissions will ensure that all necessary entry requirements are met as per the course entry requirements.

Student Admissions will refer any issues of concern to the ABCI Manager. The ABCI manager will contact the student to resolve any issues, and then advise Student Admissions of their decision as to whether or not to proceed with the student's enrolment application.

1. For successful students who met the course entry requirements, Student Admissions will issue the student with a Letter of Offer and Acceptance of Agreement, which will include:
 - The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
 - The training and assessment, and related educational and support services the Institute will provide to the learner including the:
 - o Estimated duration
 - o Expected locations at which it will be provided
 - o Expected modes of delivery
 - The Institute's obligations to the learner, including that the Institute is responsible for the quality of the training and assessment in compliance with the RTO Standards 2015, and for the issuance of the AQF certification documentation.

-
- The learner's rights, including:
 - o Details of the Institute's complaints and appeals process, and
 - o If the Institute, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
 - All relevant fee information including:
 - o Fees that must be paid to the Institute, and
 - o Payment terms and conditions including deposits and refunds
 - The learner's right to obtain a refund for services not provided by the Institute in the event the:
 - o arrangement is terminated early, or
 - o the Institute fails to provide the agreed services.
2. For those that are assessed as not being suitable, Student Admissions will issue a rejection letter explaining the reasons for the rejection to the student as to how they did not meet the course entry requirements.

6. Confirmation of Enrolment

The Institute will confirm the enrolment, and issue a Confirmation of Enrolment to the prospective student when all the following conditions have been met:

- The prospective student accepts the Letter of Offer, and returns the signed Acceptance of Agreement to the Institute
- The prospective student has provided the necessary evidence to satisfactorily meet any conditions specified in the Letter of Offer
- The prospective student has paid the minimum course fee as indicated on the Letter of Offer.

7. Orientation

Courses commence with an orientation program, which all students are required to attend. Timetables, including campus location and room allocation and course structure information are provided to new students at the orientation. The orientation program is designed to introduce students to the key personnel and familiarise them with the premises and procedures as well as to welcome them.

Topics covered at the orientation include, but are not limited to:

- Student support services
- Emergency and health services

-
- Student security and safety
 - Facilities and resources
 - Complaints and appeals processes
 - Student fees and payments
 - RPL options specific to the course.

Additionally, the following will be covered for international students during the orientation time:

- Student's transition to life in new environment
- Student visa conditions
- National code and ESOS Act
- Overseas Student Health Cover, including keeping a valid OSHC while on student visa
- Working and student visa requirements
- Transport and travel using public transport, taxis, rail and road crossings
- Internal and External support services available to students in the transition to life and study in a new environment.



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International Student Attendance Policy and Procedure

Purpose

The purpose of this policy is to ensure the students are regularly attending classes and meeting their visa requirements.

Scope

This policy applies to all international students of Australian Business and Culinary Institute.

Policy

1. The Institute must monitor international students' course attendance for each course in which the student is enrolled.
2. The Institute must formally assess each student's attendance at the end of each week of their compulsory study period. Academic calendar with the compulsory study period (term) dates will be published at the start of every year in the Institute website and notice board.
3. Classes will be scheduled for 20 hours per week for each student in general. Students are expected to attend all their scheduled classes during each study period. Satisfactory course attendance is defined as successfully attending at least 80% of the scheduled classes of their enrolled course.
4. The Institute must implement intervention strategy to identify, notify and assist students where student have failed to attend 5% and 10% of the total scheduled classes for the enrolled course or have been absent for more than five consecutive days without approval.
5. If the student fails to attend for more than 20% of the total scheduled classes for the enrolled course, the student will be assessed as not meeting the attendance requirement and the Institute must give the student a written notice of intention to report for unsatisfactory course attendance, mentioning the reasons and given a chance to appeal against the decision within 20 working days
6. The Institute must only report unsatisfactory course attendance in PRISMS in accordance with the following:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the Institute, or

- the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the student has chosen not to access the external complaints and appeals process, or the student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

7. The Institute will not report a student only if the student's records indicate the student is making satisfactory course progress and the student is attending at least 70% of all scheduled course contact hours for the enrolled course.

Process and procedure

1. There are four compulsory study period in a year, Term1, 2 3 and 4. Each term is approximately 10 weeks in duration, but may extend to 15 weeks. Course duration is documented in the respective course Training and Assessment Strategy.
2. Students are scheduled to attend 20 hours of classes per week. Thus, they will be expected to participate in at least 800 hours (20 hours X 40 weeks) of classes in a year.
3. Satisfactory course attendance is defined as the student is attending at least 80% of the total scheduled classes for the course that they are enrolled (In general 640 Hours for a 1-year course - 80% of 800 Hours).
4. At the start of every study period, the required number of hours that the student needs to attend the classes for the enrolled course will be calculated and recorded in the database system.
5. The timetable with scheduled classes will be emailed to students at the start of each term.
6. Attendance will be marked by the trainer in every scheduled class and entered in the database system by the student support officer regularly. Students must sign the attendance sheet when leaving the class.
7. The Student Support Officer will calculate the absence percentage at the end of every week based on the total hours allocated for that student for the enrolled course and act as below

Stage 1 – 1st warning Letter

At 10% absence, the 1st warning letter will be sent out to the student. At this stage, it is a warning only, and the student will be advised of the risk of being reported for not meeting the course attendance requirement.

Stage 2 – 2nd warning letter

At 15% absence, 2nd warning letter will be sent out to the student where the student will be asked to meet the student support officer and explain the reason for the poor attendance. The student support officer will discuss with the student and devise an intervention strategy together with the student. The intervention strategy may include but not limited to (where appropriate)

- Deferring a course if there is a compassionate and compelling circumstance
- Ask the student to attend any internal or external counselling sessions, if required
- Determine if additional support is needed to help the student to successfully complete the course.
- Advising the student to enrol in an alternative course if there is one that is of more interest to them
- Arranging for the student to receive either internal or external counselling.

Stage 3 – Intention to report

At a point where the student is not attended 20% of total scheduled classes of that study period, the student will be identified as not meeting the satisfactory course attendance. At this point the student will be issued with an "Intention to report for unsatisfactory attendance" letter explaining the reason and given a chance to appeal against the decision within 20 working days.

The Institute will issue intention to report notice only at 70% of attendance where student academic progress is satisfactory (Achieved competency in at least 50% of the scheduled units till date)

Any students who are absent for 2 weeks of scheduled classes (5 consecutive scheduled classes), without any notice, will be sent out a warning letter to meet the student support officer and explain the reason for the absent and advice that he/she will be at risk of not meeting the satisfactory course attendance requirement. The student continues to be absent for another 2 weeks of classes without compassionate and compelling circumstances (where the student must apply for deferment) will be sent out with intention to cancel enrolment under disciplinary action stating that student is absent for 4 continues weeks of scheduled classes without getting approval or deferment.

Reporting to PRISMS

If the student does not appeal the decision within the 20 working days from the date of intention to report letter sent out, the student will be reported on PRISMS.

If the student appeals the decision within the 20 working days, the complaint and appeal process will be followed. Students will only be reported to PRISMS if the internal and external complaints processes have been completed, and the decision or recommendation supports the Institute, or the student has failed to access the internal appeal process and has chosen not to access an external complaints and appeals process, or the student withdraws from the internal or external appeals processes by notifying the Institute in writing.



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Student Support Services Policy and Procedure

1.0 Policy

- 1) This policy/procedure supports the *RTO 2015 standards and The National Code of Practice 2018 Standards 2, 6 and 10* to provide student support services to enrolled students.
- 2) This policy ensures that all students are given support while studying with Australian Institute of Business and Trade (ABCI). This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.
- 3) ABCI provides students with access to academic and personal/welfare support services available to assist them in meeting course requirements.
- 4) There is no cost to access student support services provided within ABCI.
- 5) There are also no costs for a referral to an external support service however accessing services outside ABCI may incur costs and should be clarified prior to engaging external support services.
- 6) ABCI conducts an age and culturally sensitive Student Orientation Program to enrolled students to provide them with the following, but not limited to, information:
 - a) About ABCI
 - b) Legislative frameworks
 - c) Client Feedback
 - d) Offered qualifications or training programs
 - e) Credit Transfer
 - f) Recognition of Prior Learning
 - g) support services available to assist them in the transition into life and study in Australia
 - h) legal services
 - i) emergency and health services
 - j) facilities and resources
 - k) complaints and appeals processes; and
 - l) information on visa conditions relating to course progress
 - m) ABCI's relevant policy and procedures including but not limited to:
 - Monitoring International Student Academic Progress Policy and Procedures
 - Critical Incident Policy and Procedures
 - Transfer between Course Providers Policy and Procedures
 - Extending Course Duration Enrolment Policy and Procedures
 - Complaints and Appeals Policy and Procedures (and Intervention programs)
 - Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedures
 - n) Applicable student visa conditions
 - o) Student's rights and obligations
 - p) ABCI's rights and obligations
 - q) All information contained in the Student Information Handbook (copy to be provided to them during the orientation program or to refer them to ABCI's website).
- 7) ABCI implements a critical incident policy and procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

Critical incidents include but not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual/physical assault, drug or alcohol abuse
- Non-life-threatening events

- 8) ABCI will help student's access study support and welfare-related services during the duration of their course.
- 9) Students will be provided with the Change of Personal Details form, which is also available at the Reception,
- 10) ABCI ensures that staff members who interact directly with overseas students are aware of its obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies.

2.0 Procedure

Opening hours / Working schedule of the Institute

Monday – Sunday Training and Delivery hours:

09:00 a.m-1:00 p.m	Shift 1
1:30 p.m -17:30 p.m	Shift 2

(Office hours Monday to Sunday: 9 am to 5pm) Reception is handled.

Our head office is at: _____

Please call for all enquiries Phone: _____

Email: _____

For any emergencies and after office hours, please call _____

Scope: This policy applies to all ABCI staff who deals with all matters concerning Vocational Education and Training.

1. ABCI is committed to supporting students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.
2. ABCI assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:
 - a. student support services available to students in the transition to life and study in a new environment

-
- b. legal services
 - c. emergency and health services
 - d. facilities and resources
 - e. complaints and appeals processes, and
 - f. any student condition relating to course progress and/or attendance as appropriate.
3. ABCI provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
4. ABCI provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and all other issues. These services are provided at no additional cost to the student. If ABCI refers the student to external support services, ABCI will not charge for the referral.
6. ABCI designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of ABCI's support services.
7. ABCI provides sufficient student support personnel to meet the needs of the students enrolled with the Institute.
8. ABCI ensures that its staff members who interact directly with students are aware of ABCI's obligations under the potential implications for students arising from the exercise of these obligations.
9. These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.
10. ABCI has documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. Refer: critical incident policy procedure for more details

ABCI has a Student Services team designated to support students. Reception is open daily from 9.00am – 5 pm Monday to Sunday. Students are free to approach any ABCI staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.

The official point of contact for students is the ABCI Manager of ABCI who has access to up-to-date details of ABCI's support services. There are also other staff members available to support students. Their contact details are available in the Student Handbook.

Nominated Student Support Officers:

Whilst all staff employed by ABCI has the responsibility to provide support to all students, the management shall nominate at least one 'Student Support Officer' who shall be available to all students when the campus reaches the maximum capacity 125 students in the campus on an appointment basis, through the standard ABCI hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical.

Student Support Services Referral List

The Student Support Officer is able to provide links to external sources of support where staff at ABCI is not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.

Currently the role and responsibility this 'Student Support Officer' is maintained by the persons detailed below:

1. Student Support Officer Email: apply@abcinstitute.edu.au
2. Academic and student general support: CEO and the ABCI Manager
3. Additional student support will be given by: CEO, ABCI Manager, Director and all student admin officers day to day.

Academic, Language and Learning Support

Academic support is the responsibility of the trainers/ trainers. Students are advised to approach their trainers, if they need assistance in meeting course requirements.

The Trainers and ABCI Manager can assist students with the following:

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues

ABCI cares about the needs of our students. Students are encouraged to talk to the trainers or ABCI Manager if they have any issues that are hindering their academics or are not able to cope with the academic demands due to any reasons. We are dedicated to continuously improve our services to meet the needs and expectations of our students. Our friendly and experienced staff is on hand to give advice. For any issues, students are encouraged to contact our receptionist and they will direct you to the appropriate staff member to advise your queries.

All staff at ABCI are available to provide general advice and assistance with matters, however students requiring special or intensive assistance should contact the ABCI Manager who may refer you to external support services if required. Accessing external support services may incur fees.

Educational and Support Services

ABCI strives to maximize opportunities for access, participation and outcomes for all students. ABCI ensures the provision of access and equity services to students as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent students from accessing and participating in our services.

The following support will be available to learners:

Language, Literacy & Numeracy (LLN) support Based on the results of the applicant's enrolment, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that ABCI may be able to provide for a learner, with a view to creating an action plan that best addresses a student's LLN needs.

Please note: Students who are taking courses at ABCI require a high level of Literacy to be able to perform tasks such as interpreting standards and regulations. ABCI will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by ABCI (for the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to accommodate the student's needs without significantly disadvantaging other student's involvement in the course, or without causing the training provider significant financial disadvantage). Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at www.literacyline.edu.au. Any costs incurred will be the responsibility of the student. The types of assistance ABCI will be able to offer:

1. Telephone Support Monday to Friday from 8:30am to 5pm.
2. Training on using Learning Management System

Support for students with Learning and LLN challenges

- Provision of seating close to trainer
- Ensure the course content are presented in clear, plain and clear English.
- Reading difficulties provision of seating close to screen.
- Ensure all course materials are written in plain English.
- The trainer may read written materials to student on a one-to-one basis.
- Additional training and tutorials, within reason, will be made available by ABCI personnel to ensure a successful outcome for students. Additional training and / or tutorial may be negotiated.

The following processes will be applied for students considered to be "at risk":

Student Services Personnel will counsel students as appropriate and/or refer them to qualified counsellors. Personnel are required to respond to an attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance. If students require extra support or counselling, they are encouraged to make contact with a member of our team who will be eager to assist and refer them to the appropriate support services.

External Counselling/Personal

- *Support Lifeline* – 13 11 14 or www.lifeline.org.au
- *Relationships Australia* - 1300 364 277 <http://www.relationships.org.au>
- *Men'sLine Australia* – (For men of any age) 1300 78 99 78
- *Kids Helpline* (For young people aged 5-25) – 1800 551 800

Mental health websites Mindhealthconnect.org.au

- Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- Beyondblue.org.au Beyond blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.
- Anxietyonline.org.au

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- Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder. [Headspace.org.au](https://headspace.org.au)
 - Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

Mental health service

www.reachout.com

ReachOut.com is Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look. It's got information on everything from finding motivation, through to getting through really tough times.

Jeanhailes.org.au

Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives. VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

Induction and Orientation

Induction and orientation is conducted prior to the commencement of each course. Its purpose is to inform new students of most aspects of life at ABCI, to provide an introduction to study requirements and to provide an opportunity for you to ask any questions.

Duration of study period (excluding holidays)

Terms (10 to 12 weeks each)

ABCI 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.

Student Identification Card

Each student will be issued with a Student Identification Card during the orientation process. Students and staff must carry their cards with them at all times.

Building Security

ABCI will ensure only staff and students are able to access the premises. This will include a reception area that is always manned or locked with appropriate access only.

Critical Incidents

ABCI has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and the campus region where the main campus is located. Information will include the contact numbers for emergency services and a senior staff member.

ABCI also has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

- 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; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

For the latest Critical Incident Policy and Procedure please email to
Recommended agencies are listed below.

The ABCI Manager will ensure that the Student Support Services are reviewed regularly in VET and management Meetings and corrective actions are applied as appropriate.

Procedure to support increased student numbers

Human resources will be reviewed on an annual basis. Criteria used to judge need of student support officers may include:

- a) Appeal of content to the cohort of students
- b) Contemporary nature of the content
- c) Authenticity of the language
- d) Appropriate levels
- e) Teacher guidance and user friendliness of materials
- f) Sequencing of materials, graded by difficulty
- g) Provision for independent learning
- h) Attractiveness and suitability of visuals
- i) Culturally tuned to the current cohort of students
- j) Educationally sound, organization of content
- k) Inclusion of graded tests and progress checks
- l) Approach e.g. task-based, functional, structural
- m) Integration of pronunciation
- n) Support materials e.g.cds, dvds, websites
- o) Extension activities e.g. role plays, simulations, games, quizzes, surveys
- p) Good grammar and vocabulary explanations
- q) Flexibility of use
- r) Cost and value for money

An annual budget for recruiting new staff will be made available to the CEO.

Trainers will be informed of the process for the recruiting staff during induction, staff meetings and professional development sessions. The GM will have the responsibility of making sure the recruitment of human resources is adequate and up-to-date and will seek advice and suggestions from trainers on a regular basis.

Supplementary texts and other training resources will be purchased on a needs basis to meet the needs of students and the delivery of courses.

Catalogues from publishers and inspection copies of new texts will be made available to staff and trainers will be encouraged to read reviews of new resources in journals and on-line.

Following are the useful links and contact details:

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenityvic.com.au/	9740 9539
Accommodation	http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au http://www.hostelworld.com http://www.reiv.com.au	
Asthma	www.asthmavic.org.au/	1800 645 130
Abortion & Grief Counselling		1300363550
Consumer credit and debt	www.cclcvic.org.au	1800 808 488
Australian Search and Rescue		
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinemelbourne.org	9951 5522 13 11 14
Depression	www.depressiondoctor.com	
Depression (National Initiative)	http://www.beyondblue.org.au	1300 22 4636
Department of Immigration and Border Protection	www.immi.gov.au	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence		8745 6999

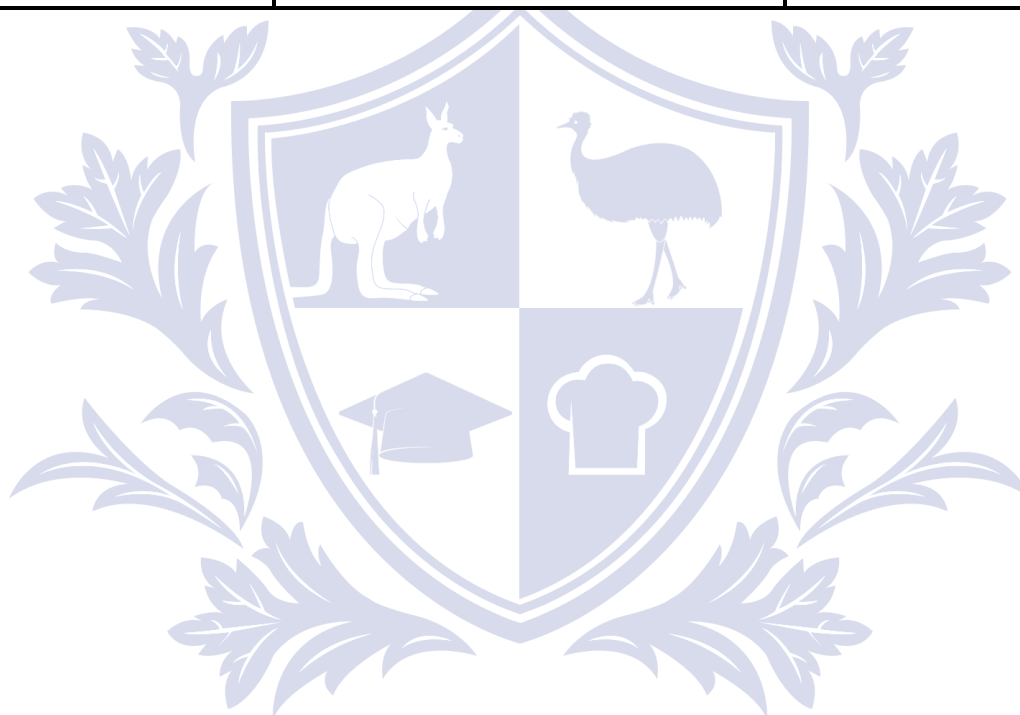
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728
Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au	9856 7090
Family planning information	www.fpahealth.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvsq.or.au	1800774744
HIV/AIDS	www.sesiahhs.health.vic.gov.au	9332 9700
Lifeline	www.lifeline.org.au or www.crosscultural.net.au	9391 2244
Legal information and advice	www.lawaccess.vic.gov.au	1300 888 529
Mental health advice	www.mentalhealth.asn.au	9816 5688
Maternal and Child Health Line		132229
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Rape Crisis Centre	www.vicrapecrisis.com.au	1800 424 017
Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfvic.org.au	9879 2600
Serious illness (sufferers & families)	www.can-survive.org	1300 364 673
Smoking - Quitline		13 18 48 /137848
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Student Centre (SMSC)	http://www.studymelbourne.vic.gov.au/help-and-advice/support-	1800 056 449

Delivery Campus: 74 Sydney ST, Albion VIC 3020, Phone: 03 8597 7786 Mobile: 0480122851

Email info@abcinstitute.edu.au, www.abcinstitute.edu.au

ABN 13 616 496 596. ABCI 45461 CRICOS 03742D

	services/study-melbourne-student-centre	
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605



AUSTRALIAN BUSINESS & CULINARY INSTITUTE

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CRITICAL INCIDENT POLICY AND PROCEDURE

Purpose of the policy:

This policy and related procedures have been developed to assist ABCI staff and students in responding appropriately to incidents that may cause trauma to an individual and/or affect the campus. It establishes basic procedures and reporting systems to cover prevention, immediate responses and follow-up actions to deal with the immediate consequences and the longer-term implications of a critical incident. In accordance with the requirements of the National Code the policy includes specific processes for dealing with critical incidents affecting international students. When an international student is involved the ABCI, management will necessarily take on tasks that would normally be handled by the family. It is important to have efficient, sensitive and supportive strategies for dealing with such an occurrence that minimise confusion, conflicts and breaches of confidentiality. A further useful resource is 'Pandemic Planning in the Workplace', published by the Department of the Prime Minister and Cabinet (2009), available at: www.dpmc.gov.au/publications/pandemic/docs/Pandemic_Planning_in_the_Workplace.pdf

1.0 Policy

This policy/procedure supports *RTO 2015 standards and Student Support Services and Standard 14.2 – Staff capability, educational resources and premises of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018'* which states:

"The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken."

This procedure ensures that any critical incident that occurs is documented, reported and action taken by ABCI (ABCI) where required.

This document outlines the ABCI policy, support mechanisms and procedures for managing a critical incident. The policy ensures the ABCI has:

- An effective approach in responding to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff.

2.0 Definitions

A Critical incident is defined as '*a traumatic event, or the threat of such (within or outside Australia which causes extreme stress, fear or injury.*' (Definition from National Code 2018).

A Critical Incident is a traumatic or tragic event or situation, or the threat of such (within or outside Australia) affecting an ABCI student or staff member that causes extreme stress, fear or injury and emotional distress within the Academy community. Critical incidents are not limited to but could include:

- Death (including the death of a dependant residing in Australia for an international student)
- serious illness causing declining health of a student or staff member over time
- serious injury preventing or severely affecting a student's ability to continue with a course
- severe verbal or psychological aggression
- natural disaster
- domestic violence, sexual assault, drug or alcohol abuse.
- Non-life-threatening events could still qualify as critical incidents.

Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependant residing in Australia)
- Accidental, Suicide, Result of an injury or terminal illness, or Murder
- **Serious Illness** which causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.

Reporting:

Police must be notified in any case of sudden unexpected death.

Police actions include:

- Reporting such death to the Coroner
- Notifying next of kin
- Obtaining official identification of the deceased (this must be done by someone who has known the deceased for some time)
- Conducting investigations on behalf of the Coroner, eg interviewing witnesses and others who may have been involved, collecting clothing and other items for use in evidence, delivering specimens for analysis. The Educational Services for Overseas Students (ESOS) Act 2000 requires the college to notify the Department of Education and the Department of Immigration and Border Protection (DHA) as soon as practical after a critical incident involving an international student and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

On-campus Incidents

If the incident is on campus, the first action will be to contact the emergency services - fire, ambulance or police (Calling "000") – as would be the case with other WH&S matters. The CEO/Student Support Manager must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the CEO/Student Support Manager who will communicate other staff as appropriate. Emergency 24 hr contact number for ABCI is 0433150060.

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

Non-life threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.

3.0 Procedure

Procedure Immediate Response (within 24 hours) When a critical incident has been identified, whether occurring on or off campus:

The staff member witnessing the incident or receiving the news immediately contacts the ABCI Manager, Mr. Mevan Sooriyarachchi on 0480122851 (or if he is unavailable, the CEO of AIBT, Mr. Abu Sadek on 0433150060).

Key details to be reported include:

- time, location and nature of the incident, eg threat, accident, death or injury
 - names and positions of person/s involved, eg staff, international or domestic student
 - current location of the student/staff member
 - whether emergency services have been called
 - whether an interpreter is required.
1. The above details should be documented for further reference. The management will seek additional information about the incident and will request that details are not immediately made public, if appropriate. The management will communicate with other staff as appropriate, including the student admin officers (if an international student is involved) and the ABCI manager.
 2. The management or nominee calls an immediate meeting with the following staff to make decisions as to how to proceed:
 - ABCI Manager
 - Student support officers
 - Trainers

This group becomes the Critical Incident Team. One member of the team should scribe for all meetings to keep a record of all content and decisions made.

-
3. At the initial meeting of the Critical Incident Team the tasks are to:
 - create a clear understanding of the known facts
 - plan an immediate response
 - plan ongoing strategies
 - allocate individual roles/responsibilities for ongoing tasks.

 4. Issues to be considered include:
 - Notifying next of kin/significant others. What is the most appropriate manner of contact?
 - Arrangements for informing staff and students
 - Guidelines to staff about what information to give students
 - Issuing a written bulletin to staff if the matter is complex
 - Briefing the student support officer/other staff (if an international student is involved) and other staff; delegating a staff member to deal with inquiries
 - Liaising with necessary emergency services/hospital/medical
 - Managing media/publicity
 - Identifying those students and staff most closely involved and therefore most at risk.

These people are likely to be:

- those directly involved
- personal friends/family of those involved
- others who have experienced a similar past trauma
- other students and staff.

- Arrange a time and place for an initial group/individual debriefing session with counsellor/s. This session provides an opportunity to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

• Organise tasks, timelines and individual responsibilities for the next hours/days, etc. See the list below in Additional Action (48 – 72 hours)

- Plan ongoing feedback and regular meetings so the Critical Incident Team is in constant touch and working together
- If the case of a student's death, notify the CEO and relevant teaching staff so records are stopped
- Confirm access to Academy emergency funds if necessary
- If the incident involves death or serious injury to an international student, assist the student's family as needed.

This assistance may include:

- liaising with consular staff
- hiring interpreters

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- making arrangements for visits from family and friends, eg accommodation, travel, crisis support and referral to appropriate services
 - making arrangements for hospital/funeral/memorial service/repatriation – obtaining a death certificate
 - assisting with personal items and affairs including insurance issues – assisting with visa issues
 - notifying the student's Homestay or accommodation provider.
- Complete a Critical Incident Report (see Appendix 9 for proforma).

Additional Action (48 – 72 hours)

Issues to be discussed at subsequent meetings of the Critical Incident Team may include:

- Who is the decision maker?
- Who will follow up?
- Availability of mobile phones
- Notification of and liaison with sponsor/agent if applicable
- Liaison with police, doctors, hospital etc.
- Hiring independent interpreters
- Death notices
- Funeral/memorial service requirements
- Refunds of tuition fees to pay repatriation or associated expenses
- Copy of death certificate
- Consideration of personal items and affairs (including household and academic)
- Insurance matters (including OHSC cover, ambulance cover)
- Formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessments or exams)
- Liaison with academic staff or supervisors
- Arrangements for further support/counselling sessions for groups/individuals as necessary
- Liaison with DHA re visa issues if studies will be interrupted
- Fee issues if applicable
- Legal issues if applicable, eg access to legal services, right to sue
- Condolence letters to family
- Financial assistance for victim's family if residing in Australia
- Roster of staff/students for hospital visits
- Restore normal functioning of Academy Follow-up – Monitoring, Support, Evaluation • Assess need for ongoing support for affected students/staff
- Maintain contact with any injured/affected individuals
- Critical Incident Team to evaluate effectiveness of critical incident management plan, with feedback from staff/students and relevant community personnel.
- Be aware of any possible longer-term issues, e.g. inquests, legal proceedings Policy

Reporting procedure

The critical incident policy works together with other policies and procedures serving the students by taking necessary actions during any incidents and record keeping of the incidents and action/s.

The ABCI management will identify and report all critical incidents which includes the incidents occurred outside of Australia that can affect a learner e.g. a natural disaster in the region or village where the learner comes from that has affected their family, and the learner returns to their home country immediately.

The management notifies the department of immigration and border protection (DHA) of a change of the students visa status in accordance with section 19 of the ESOS Act within 14 days after the event specified below occurs:

- any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed;

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the CEO/Student Support Manager shall confirm that the incident falls under the definition provided above of a 'Critical Incident.'

When a staff member feels, a critical incident has occurred, they are required to contact emergency services where required and contact the CEO/Student Support officer immediately.

- A 'Critical Incident Report' (Appendix 9) is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the Student Support Manager and given to the CEO/CEO.
- The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident.
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires ABCI to notify the appropriate government agency(s) soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance; the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

Consultation of Action Plan

- The CEO will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.
- Where required, a meeting with appropriate staff/students will be organised to follow up the incident. This meeting will determine issues and responsibilities relating to :
 - Assessing risks and response actions
 - Liaison with emergency and other services
 - Contact with students' relatives and other appropriate contacts
 - Liaison with other external bodies, such as home stays, carers or foreign embassies, and

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- Counselling and managing students and staff not directly involved in the incident.
 - Media Management (Where required)
 - Where appropriate, ABCI may be required to provide support to the family in the form of:
 - Hiring interpreters
 - Making arrangements for hospital/funeral/memorial service/repatriation
 - Obtaining a death certificate
 - Assisting with personal items and affairs including insurance issues
 - Assisting with Visa issues

Follow up & Review of Critical Incident

Where a critical incident has occurred and all immediate action and reporting requirements have been fulfilled, ABCI will conduct a follow up and review of the specific critical incident. This follow up and review will involve those staff members initially involved in the incident and action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

Record keeping requirements of a Critical Incident

All records of a critical incident are to be maintained by ABCI and it is the responsibility of the CEO/CEO to ensure that all paperwork, immediate action, and follow up action is completed.

Stress Management

The student counsellor is responsible for implementing and delivering stress management strategies, including the following stages:

- 1 Debriefing as soon as possible after the event on an individual or group basis
- 2 Further debriefing one or more days after the incident
- 3 Follow up 2 to 3 week's later, individual or group basis.
- 4 Ongoing counselling as required.
- 5 Recovery time for staff involved and the Critical Incident Team members

Appendices to the Critical Incident Policy and Procedures

(Please find the appendices from the policy procedure available at ABCI reception or by emailing to info@abcinstitute.edu.au

Appendix 1: Managing the Media

Appendix 2: Specialised Skills and Knowledge Needed Within the Critical Incident Team

Appendix 3: A Critical Incident in a Cross-cultural setting: Preparing Yourself and Others

Appendix 4: Police Involvement

Appendix 5: Funeral Information

Appendix 6: The Grieving Process

Appendix 7: Things to Remember Appendix 8: Emergency Numbers for Critical Incident Policy and Procedures

Appendix 9: Critical Incident Report Form

Appendix 10: Incident notification letter to the parents



AUSTRALIAN BUSINESS
&
CULINARY INSTITUTE

Monitoring Course Progress Policy and Procedure

SCOPE:

This policy applies to all AIBT international VET students and AIBT staff who deal with all matters concerning VET.

Purpose

The purpose of this policy is to ensure that Australian Business and Culinary Institute monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Definitions

CoE means Confirmation of Enrolment

Compassionate and Compelling Circumstances include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- where Australian Business and Culinary Institute is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

DET means Department of Education and Training

Study period is defined as one term of the course in which the student is enrolled.

Satisfactory Course Progress is where students do not fall into the categories identified below.

Unsatisfactory Course Progress is where a student:

- Is judged as Not Yet competent in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit
- Is judged as Not Satisfactory in one assessment task within a clustered unit of competency
- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress.
- Has been absent for 5 consecutive days or more
- Does not participate in the course as per the course scheduled requirements.

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
 - receiving English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding attending academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress; receiving mentoring;
 - referral to external organizations where Australian Business and Culinary Institute is unable to address the identified learning or academic issues:

being placed in a suitable alternative subject within a course or a suitable alternative course; or a combination of the above and a reduction in course load.

PRISMS means Provider Registration and International Student Management System (PRISMS)

Policy

1. Completion within expected duration

- All courses for international students are CRICOS registered and expected duration of study is as recorded on the CRICOS register.
- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment.
- In order for students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress requirements as specified in the definitions in this policy. Where requirements are not met, Australian Business and Culinary Institute course progress monitoring procedures will be followed.
- Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress requirements or an approved deferral or suspension of studies has been granted in accordance with Australian Business and Culinary Institute's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress requirements are at risk of having their visas cancelled.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

2. Reporting students

- Where a student has demonstrated unsatisfactory course progress in two consecutive study periods despite interventions implemented, Australian Business and Culinary Institute will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress.
- Students have the rights to appeal against this decision as explained through Australian Business and Culinary Institute *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- An appeal will only be considered if Australian Business and Culinary Institute has not recorded or calculated the student's results correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on

the student's results or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress.

- All records will be kept on the student's file including warning letters and the notice of intention to report.

Procedure

1. Monitor course progress

Procedure	Responsibility
<p>A. Meet with the student to discuss intervention strategies</p> <ul style="list-style-type: none"> • Where a student's course progress is unsatisfactory as defined above, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy. Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the <i>Intervention Meetings and Strategy Form</i>. • Ensure form is signed by the student to state that they agree to the intervention strategy. Implement intervention strategy as soon as possible and within 5 working days of the meeting. • The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa. • To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. • Place all documentation on the student's file. 	<p>Student Administration Officer & VET Coordinator</p>

<p>B</p> <ul style="list-style-type: none"> • Monitor student's progress • Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required. • Review and update the intervention strategy as required. • Discuss revisions with the student. • Implement any revised interventional strategy immediately. • Record outcomes of each meeting in the <i>Intervention Meetings and Strategy Form</i>. • Include the form in the student's file. 	<p>Student Administration Officer & VET Coordinator</p>
<p>C. Send Second Warning Letter to student</p> <p>Where the student continues to fail to demonstrate satisfactory course progress, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.</p> <p>At the meeting, discuss the reasons for continuing unsatisfactory course progress and advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.</p>	<p>Student Administration Officer & VET Coordinator</p>
<p>Inform student of intention to report following continuing unsatisfactory course progress</p> <p>Review students' course progress within 10 working days of the completion of the study period and where the student has failed 50% or more of the units in their course for two consecutive study periods and despite interventions implemented, the student will be informed of the intention to report them via PRISMS.</p> <p>Send letter to the student notifying them of the intention to report.</p> <ul style="list-style-type: none"> • The <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course</i> 	<p>Student Administration Officer & VET Coordinator</p>

<p><i>Progress</i> will be sent by post to the student as an attachment to an email.</p> <p>Inform student in the same letter of their right to access Australian Business and Culinary Institute's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. Students who choose to access this process will not be reported if they appeal within 20 working days indicating Australian Business and Culinary Institute's intention to notify. Students must continue to attend classes during the appeals process as specified in Australian Business and Culinary Institute's <i>Complaints and Appeals Policy and Procedure</i>.</p> <p>Place a copy of the Letter and any other relevant documentation will be placed on the student file.</p>	
<p>E. Following the Notification of Intention to Report</p> <p>If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements within 7 working days.</p> <p>DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider.</p> <p>Await advice from the DET as to whether the student's visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not.</p> <p>Include a hard copy of the PRISMS entry on the student's file.</p>	<p>Student Administration Officer & VET Coordinator</p>

Completion within the Expected Duration of Study Policy and Procedure

SCOPE:

This policy applies to all ABCI international VET students and ABCI staff who deal with all matters concerning VET.

1. Policy

This policy and procedure supports Standard 8 of the National Code 2018 to ensure that students enrolled with ABCI complete the course within expected duration and as per study plan.

2. Responsibility

The Course Coordinator and Student Services Officer are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3. Procedure

The following procedures ensure that students complete their studies within the expected duration of the course and ABCI only extends the duration in the circumstances outlined in Standard 8 of the National Code of Practice for Providers to International Students.

- ABCI defines Study load for an international student as 20 hours per week and duration of a standard study period for ABCI may vary between 10 -15 weeks (per term).
- The Course Coordinator / Student Services Officer and an assigned trainer is responsible for monitoring students course progress and ensuring that the intervention strategy is put in place for students where students are identified at risk of not completing the program within the expected duration as per ABCI Satisfactory Course Progress Policy.
- The Student Services Officer is responsible for monitoring the students' CoE course duration and make variations to COEs where extension is required based on intervention outcomes as defined in ABCI Satisfactory Course Progress Policy.
- A copy of CoE will be kept in each student's file and variations to the CoE will also be retained within the student file and the Student Management System (ABCI Manager).
- Procedures for monitoring course progress and attendance shall be implemented and appropriate intervention processes followed where students are not meeting these requirements at the end of each study period. ABCI shall monitor all students' ability to complete their course within the expected duration in a number of ways:
 - Trainers / Assessors will meet regularly to ensure that students are progressing across all areas of training being provided.
 - Course progress will be monitored for each unit by Student Administration and the assigned Coordinator or the Student Services Officer.
 - Timetable and schedule for the course will be developed and implemented and reviewed by the Student Administration Officer at the end of each study period, or earlier if required.

Where a student is identified as being at risk of not completing the program within the expected duration, ABCI shall implement appropriate intervention strategies as defined in its Satisfactory Course Progress Policy.

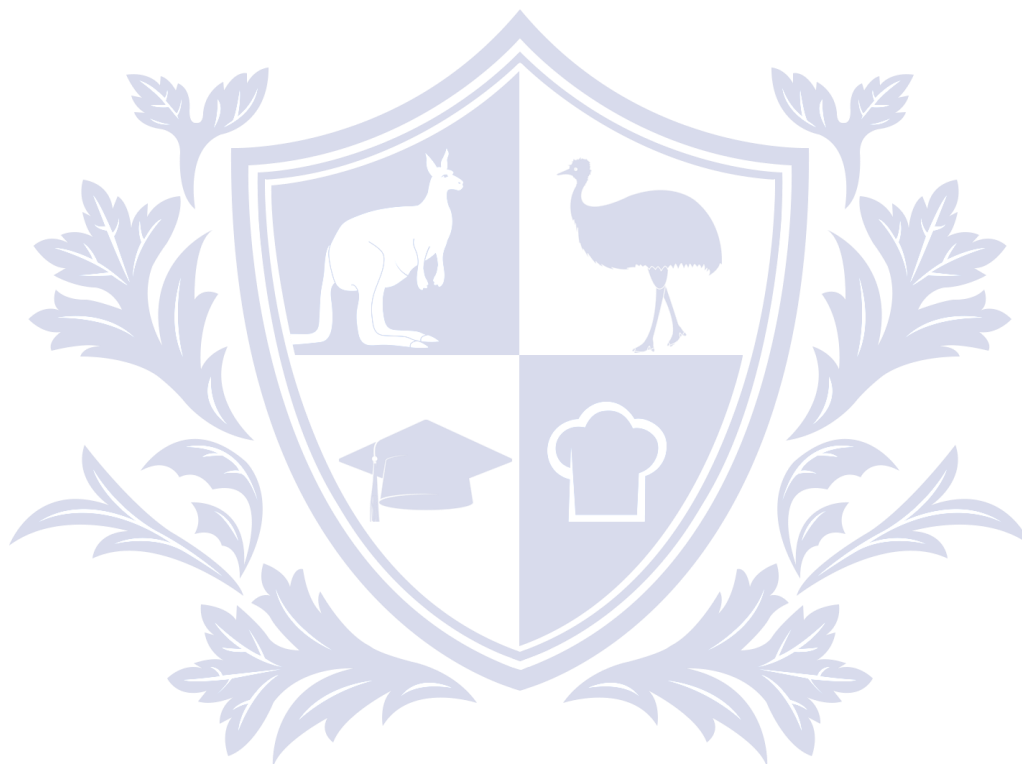
These intervention steps will include a meeting with the student to identify the cause that compelled the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required.

These strategies may include:

- Requesting that the student make an appointment with the relevant trainer to redo failed units,
- Requesting that the student to redo failed units during the college break time in college,
- Providing one-to-one assistance and counseling with a qualified trainer,
- Discussing with other trainers and/or other relevant staff members issues relating to time management skills, examination techniques, motivation and other issues which may be impacting on the student's ability to complete his or her course,
- - Reducing the student's unit load temporarily,
- - Where appropriate, request that the student undertake an English language course to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily. Such additional English classes may incur a fee,
- - Extending the students CoE end date to enable the student to complete units,
- During the course of intervention, where the trainer/assessor identifies that the student may not satisfactorily complete the increase study load (including the not yet competent units from the previous study period) the study load may be varied to allow satisfactory course progress.
- Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progress, the Student Services Officer will prepare intervention strategy as per ABCI Satisfactory Course Progress Policy to ensure the student has the opportunity to complete the course successfully. Where this is the case the student's study period may be extended and the PRISMS updated by making student course variation and variation will be recorded in PRISMS and student's file including the reasons of variation.
- ABCI will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
 - A. ABCI implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress;
 - B. Demonstrable evidence of compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit); or
 - C. An approved deferment or suspension of study has been granted under Standard 8 of the National Code 2018
- All meetings must be documented and any strategies arranged must also be documented,
- All changes to a student's course duration is to be reported to the appropriate government agency via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files,
- If ABCI extends the duration of the student's enrolment, the student will be advised to contact Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including need to obtain a new visa.

Associated documents:

- ABCI Course Progress Policy and Procedures
- Student Attendance Policy



AUSTRALIAN BUSINESS & CULINARY INSTITUTE

Intervention Policy and Procedure

SCOPE:

This policy applies to all ABCI international students.

POLICY

The National Code 2018, Monitoring Course Progress, requires registered providers to have a documented intervention strategy.

The intervention strategy policy has been produced to assist the ABCI in determining how to assist students at risk of not satisfactorily meeting program progress requirements as required by the Monitoring Course Progression Procedure.

For coursework students, at a minimum the intervention strategy must be activated where the student has failed or deemed not yet competent in 50% or more of the courses or units studied in any study period.

Terms	Definitions
Appeal	Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.
At risk	Being "at risk" of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"> Failing 50% or more units in a study period for VET students
Intervention Strategy	An individual plan to provide academic support and/or assistance to an international student identified 'at risk' of achieving satisfactory academic progression.
Not Yet Competent (NYC)	Not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency for VET students
PRISMS	Provider Registration and International Students Management System The management information system used by the Department of Education and department of Immigration and border protection (DHA) to record international student program enrolment details.
Study period	Study period refers to 10 weeks of study for VET students
Unsatisfactory Academic Progress	Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in two consecutive study periods.
Satisfactory Academic Performance	An international VET student is displaying satisfactory academic performance if the student is achieving a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.

PROCEDURE

	STEPS	Responsible	COMMENTS
1.	Student has been assessed as at risk of not meeting course progress requirements at end of study period or has been monitored mid study period.	Assessors/Trainers	Assessment undertaken according to Monitoring Course Progression Procedure.
2.	Intervention Strategy activated.	Assessors/Trainers	Student at risk has been contacted by Assessors/Trainers and has arranged a meeting to discuss an intervention strategy.
3.	Tailoring of Intervention Strategy.	Assessors/Trainers	Intervention strategies should be tailored to suit each individual student's needs.
4.	Intervention strategies.	Assessors/Trainers /Student Support	<p>Intervention strategies can cover, but are not limited to:</p> <ul style="list-style-type: none"> transition support; English language support; study skills support; welfare support; reduction in course load; Increased contact. <p>Transition Support</p> <p>Students requiring transition support shall be directed to the Student Support Officer for assistance with:</p> <ul style="list-style-type: none"> • accommodation problems; • cultural shock, home sickness; • local customs and etiquette; • Balancing work commitments and studies. <p>Study skills support</p> <p>Students requiring assistance with study skills shall be directed to the ABCI manager/CEO/Academic Manager.</p> <p>Students can receive assistance in:</p> <ul style="list-style-type: none"> • time management;

STEPS	Responsible	COMMENTS
		<ul style="list-style-type: none"> • assessment expectation; • class attendance and participation; • reading and note taking skills; • academic referencing and plagiarism; • Research, web searching, and library skills and more. <p>Welfare Support</p> <p>Students shall be directed to Student Support Officer, Medical Doctor or Counsellor to receive assistance with personal issues influencing progress.</p> <p>Reduce Load</p> <p>Students shall reduce their load under an intervention strategy however this should be done in conjunction with one or more of the above listed interventions.</p> <p>Student reducing their load may be eligible for a fee refund, please refer to the refund policy.</p> <p>Change of course</p> <p>A student shall transfer to a suitable alternative course as part of an intervention strategy on receiving an unsatisfactory progress letter. Trainers must be notified as student will need a new offer letter and CoE.</p>
5. Training Plan	Assessors/Trainers	An amended Training Plan will be required for student who has an intervention in place due to failure of one or more courses. The student must receive a copy of the amended Training Plan.
6. Evidence of Intervention Strategy	Assessors/Trainers	Documentary evidence of the measures implemented is to be placed in student's file. Student should receive a copy.

Notes

When an intervention strategy has activated for a student, documentation or notes must be kept in the student's file (electronic or hardcopy) for all follow-up meetings, the support provided and strategies undertaken by the student.

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If it is noted that the student is not following the intervention strategy in place for the student it is recommended that the student is sent a letter reminding the student that if they do not meet course progress requirements they will be excluded or suspended from their course which will result in them being reported to Department of Immigration and Border Protection which may result in their student visa being cancelled.

Implementation

The Intervention policy will be implemented in conjunction with ABCI's course progress policy procedures.

1. ABCI implements a documented intervention strategy, which are made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the academic/course progress requirements. This strategy specifies:
 - a. procedures for contacting and counselling identified students
 - b. strategies to assist identified students to achieve satisfactory course progress; and
 - c. the process by which the intervention strategy is activated.
2. The objective of this intervention strategy is to identify any necessary action to assist the student, who is identified as failing or at risk of failing to meet academic/course progress requirements, in order to achieve or regain satisfactory course progress.
3. At a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. ABCI activates an intervention strategy at any point before the end of the study period.
4. Within 5 working days of the completion of a unit, the Student Support Officer will review the academic progress of all students and identify those students who are "at risk" of not meeting satisfactory course progress requirements and provide report as evidence.
5. Depending upon the scenario, the required steps will be taken as per the 'Monitoring Student Course Progress Policy'.
6. In the process of following the intervention strategies, the responsible Student Support Officer will ensure that he/she records and maintain the following documents to monitor further course progress levels of the students:
 - Intervention Monitoring Database
 - Appointment Recorded in the student journals of student management system
 - Appendix A Course Progress Intervention Recording Form

(Copies of all the notification letters, warning letters, Intervention summary sheet & all the other relevant documents required to be placed & retained in the student's academic file)

7. The warning letter will inform the Student that he or she is able to access ABCI's complaints and appeals process as per ESOS Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.
8. If the student believes there are reasons why they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:
 - a. ABCI has not recorded assessment outcomes correctly.
 - b. There are compassionate or compelling reasons which have contributed to their unsatisfactory progress. These circumstances could include but are not limited to:

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- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - Where the ABCI is unable to offer a pre-requisite unit
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- c. ABCI has not implemented their intervention strategy in accordance with their documented policies and procedures.
 - d. ABCI has not implemented any other policies which may impact upon their results – e.g. Assessment policy.
 - e. ABCI has not provided the complaints and appeals policy to the student.
9. The intervention meetings will be initiated by the Student Support Officer; however appropriate personnel such as counsellors may be called on to assist with the process
10. At the intervention meeting academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:
- a) academic skills support
 - b) additional English/Tutorial support
 - c) increased monitoring
 - d) a mentor programme
 - e) personal counselling
 - f) provision of customised timetable
 - g) being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - h) a combination of the above and a reduction in course load.
11. Assessment Re-assessment: If the student fails his/her assessments, he/she will be provided with ongoing support as prescribed in the Training and Assessment Policy and Procedures: Assessment and Re-assessment and the Assessment Appeals.
12. The Intervention Strategy could be activated by:
- a. a letter to the student
 - b. personal contact with the student by a suitably authorised staff member
 - c. contact with the student by the course trainer/assessor/coordinator/ABCI manager
13. Documentary evidence of the intervention measures implemented should be kept in each student's file.
14. Students will be required to accept the intervention strategy proposed by ABCI **within 5 working days** by signing the Intervention Strategy Plan. Students failing to accept the

proposed interventions strategy will be reported to the DHA for unsatisfactory academic progress.

15. If a student attends an intervention meeting, has signed the Intervention training Plan but fails to adhere to the plan, the student will be sent an intention to report letter after the end of the second consecutive study period. They will be provided with a copy ABCI's complaints and appeals policy and form advising the student of a 20 working days period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to the DHA for unsatisfactory progress.

Note: Sample student file

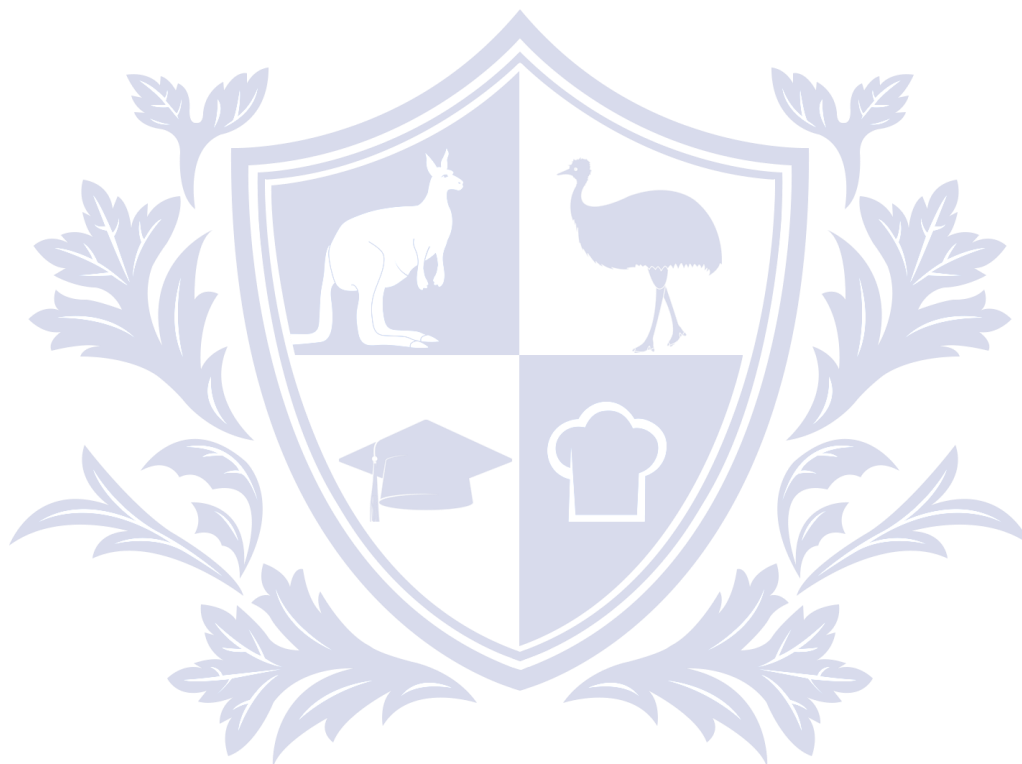
16. Students failing to attend the intervention meeting without a **reasonable excuse (refer to compassionate and compelling circumstances)** will be sent an intention to report letter after 5 working days of the scheduled meeting. They will be provided with a copy ABCI's complaints and appeals policy and form advising the student of a 20 working days period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to the DHA for unsatisfactory progress reported to the DHA for unsatisfactory academic progress
17. Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be issued by the authorised PRISMS administrator and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date. Refer to the 'Completion within the Expected Duration of Study policy' for the procedure and its implementation process.

Reporting 'Breach of Student Academic Progress' – Notice of Intention to Report

18. Where ABCI has assessed the student as not achieving satisfactory course progress, the student will be notified in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access ABCI's complaints and appeals process in accordance with the Complaints and Appeals Policy and Procedures and that the student has 20 working days in which to do so.
19. All students who fail below 50% academic/course progress requirement for two consecutive terms (study periods) and have no supporting reasons shall be reported via PRISMS to the DHA for a breach of their Visa condition.
20. Students have 20 working days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. This does not mean that the complaints/appeals process must be finalised within 20 working days.
21. If a student chooses to access ABCI's complaints and appeals process, ABCI must maintain the student's enrolment while the complaints and appeals process is ongoing.
22. Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results support ABCI's decision, ABCI will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.
23. After all complaints and appeals processes are finalised and a student is deemed to have failed to meet satisfactory course progress, ABCI must report this via PRISMS.
24. This process of reporting breaches into PRISMS is the responsibility of the ABCI manager/student support officer who monitors the projected academic progress fortnightly. They are also supported by the monitoring conducted by the CEO/CEO.

25. A copy of all letters, details of phone calls made, and any reports are to be kept in the student files.

Note: Please approach ABCI's reception to request the current Course Progress Intervention Recording Form or email at info@abcinstitute.edu.au



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Complaints and Appeals Policy

1. Purpose

This Complaints and Appeals Policy and Procedure ensures that Australian Business and Culinary Institute responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements of the Standards for RTOs 2015 and National Code 2018, Standard 10.

2. Scope

This policy and procedure applies to both enrolled and prospective Australian Business and Culinary Institute students.

3. Responsibility

The Student Services Officer is responsible for the implementation of this policy and procedure and ensuring that staff and students are made aware of its application.

4. Definitions

Complainant refers to a person who has lodged a complaint with Australian Business and Culinary Institute.

Complaint means a person's expression of dissatisfaction with any service provided by ABCI Australia including academic and non-academic matters.

Appeal refers to the process where a student requests for the case to be reviewed if dissatisfied with a decision made by Australian Business and Culinary Institute.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a course of study.

Non-academic matters include those matters related to student enrolment, induction, or orientation process, quality of education and discrimination or harassment that the student may have experienced.

Student/s refers to all persons enrolled or seeking to enrol in a unit of study/course under any subsidized or full fee-paying students.

Natural Justice means general procedural fairness in the handling of complaints and appeals that involves all the following elements:

- The right to a fair hearing
- The right to attend hearings with a friend or support person, if required
- The opportunity for all parties involved to be heard
- The respondent having full knowledge of the nature and substance of the complaint

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- The Complainant not determining the outcome, but may be a party to it
 - The right to independent, unbiased decision-making
 - A final decision that is based solely on the relevant evidence

5. Policy

Australian Business and Culinary Institute understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly. This Complaints and Appeals Policy and Procedure will be provided to all staff and students as part of staff induction and student orientation programs and will be made publicly available on Australian Business and Culinary Institute's website at <http://www.abcinstitute.edu.au/> and the Student Handbook.

Australian Business and Culinary Institute will ensure that:

- It has necessary structure in place to deal with Complaints and Appeals by forming a
- Complaints and Appeals Committee with authorized members from different areas.
- All prospective students will be provided with information about the Complaints and Appeals Policy and Procedure prior to enrolment.
- The principles of Natural Justice shall apply to student complaints and appeals proceedings.
- Students will be provided with details of external appeal authorities they may approach, if required.
- All complaints and appeals will be handled professionally and confidentially. For internal complaints and appeals:
 - A. the student will have an opportunity to formally present their case, in writing or in person and at no cost to the student.
 - B. the student may be accompanied and assisted by a support person at any relevant meetings.
 - C. at the conclusion of the appeal meeting, the student will be given a written statement of the outcome, including details of the reasons for the outcome.
- The student's enrolment will be maintained while an internal complaint or appeal is in progress.
- Australian Business and Culinary Institute will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation.
- Where a complaint or appeal cannot be resolved through conciliation, the student may contact an appropriate external and independent agent to review the decision implemented by Australian Business and Culinary Institute.
- If a student complaint or appeal highlights a systemic issue requiring change, the issue will be reported at Australian Business and Culinary Institute's management meeting as part of the continuous improvement process.
- Nothing in this policy restricts the student's right to pursue other legal remedies, nor does the availability of dispute resolution processes remove the right of the student to take action under Australia's consumer protection laws.
- All complaints are managed fairly, equitably, efficiently and in a timely manner.
- The complainant and the respondent will not be discriminated against or victimised.

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- The complainant and the respondent will have the opportunity to present their case at each stage of the procedure.
 - The complainant and/or the respondent will have the right to have a representative present during any negotiations with Australian Business and Culinary Institute or its appointed representatives.
 - The complainant and/or the respondent will have the right to appeal a decision.
 - Discussions relating to complaints and appeals will be recorded in writing. Reasons and full explanation for decisions and actions taken as part of this process will be provided to the complainant and/or respondent in writing.
 - Records of complaints and appeals handled under this procedure and their outcomes shall be maintained in accordance with Australian Business and Culinary Institute's Student Records Archiving Policy.
 - Academic and non-academic staff will be communicated and trained to ensure that they understand this policy and procedure and its application.

6.Procedure

6.1 Informal Complaint

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned or relevant Departmental Manager before it becomes a formal complaint.

The Student Services Officer and other Complaints and Appeals Committee members are available to assist students to resolve their issues at this level.

Assuming it is agreed that the complaint is dealt through this informal complaint procedure, the staff member who is consulted, shall discuss the complaint fully with the complainant and with the complainant's consent, anyone else involved, to see if it can be resolved informally. This may involve referral of the complaint to a third party.

Complaints dealt in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Australian Business and Culinary Institute staff involved determine that the issue in question or complaint is relevant to the wider operation of Australian Business and Culinary Institute.

6.2 Formal Complaint

If complaints are not resolved through an informal process, students can access the formal procedure, which will take place in three stages:

6.2.1 Stage 1: Formal Complaint

Formal complaints should be submitted in writing to Student Services Officer . The Student Services Officer or a delegate, will consider and investigate the complaint within ten (10) working days from the date submitted by the complainant.

In this process, the Student Services Officer or a nominated member from Complaints and Appeals Committee, may seek information and clarification by written or verbal request or by face-to-face interview with the complainant and/or the respondent. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany him or her.

The Student Services Officer or a nominated member from the Committee, will then Endeavour to resolve the complaint and will provide a written report to the complainant on the steps taken to address the complaint, including the reasons for the decision. The complainant will be notified of their decision in writing within ten (10) working days.

If a complaint investigation time exceeds the above timeframe, the Student Services Officer or nominated member from the Committee will notify the complainant in writing, the reason and the new timeframe.

The complainant will be advised of their right to access an Internal Appeals process (Stage 2) if they are not satisfied with the outcome of the complaint in Stage 1.

6.2.2 Stage 2: Internal Appeals (continuing from formal complaint or outcome from alternate process)

Where the complainant is not satisfied with the outcome of the formal complaint in Stage 1, or for an individual who is not satisfied with an outcome of an alternate process, they may lodge an appeal in writing within ten (10) working days of receiving notification of the outcome of their respective matter/formal complaint.

An Internal Appeal Process is initiated when the Student Appeal Form is lodged to Student Services by the respective individual, referred to as the Applicant.

Within ten (10) working days of receiving the Student Appeal Form, the Complaints and Appeals Committee will convene an investigator or Student Appeal Committee to hear the appeal and propose a final resolution. The Applicant's appeal will be deliberated by an independent and impartial officer/committee of Australian Business and Culinary Institute, referred to as the Reviewer. Where the Committee has been convened as the Reviewer; if a member of the Committee has been involved in the complaint process, they will not be included in the Appeal Committee to ensure fair process. The Reviewer will conduct all necessary consultations with the Applicant and other relevant persons and determine the outcome of the appeal. The complainant or respondent may ask another person to accompany him/her at any meeting with the Reviewer.

The Reviewer may:

- a) uphold and confirm the decision
- b) vary the decision; or
- c) set the decision aside and substitute a new decision.

The Reviewer will advise the Applicant in writing of the outcome of the appeal, including the reasons for the decision, within ten (10) working days.

The Applicant will be advised of their right to have the decision reviewed by an independent external body (Stage 3) if they are not satisfied with the outcome.

6.2.1 Stage 3: External Mediation

If the Applicant is dissatisfied with the outcome of the Internal Appeal on Stage 2, they may refer the decision for review by an external dispute resolution process facilitated by the Resolution Institute (RI) or Ombudsman within twenty (20) days of the decision being made.

For International Students

International students are advised to contact the Ombudsman office in their respective state.

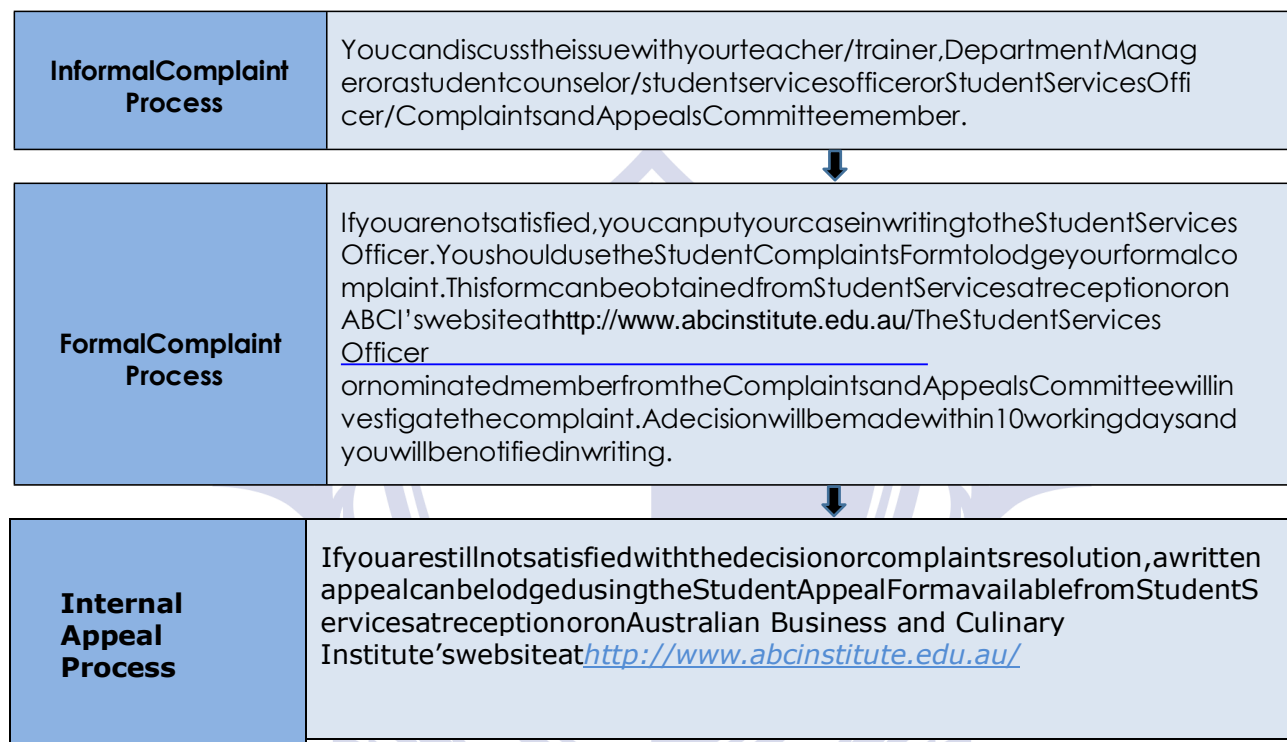
- The Ombudsman or Dispute Assessment Officer will consider a students' appeal and make a decision. The students will be provided with a written copy of the outcome.
- Please note that these complaints and appeal procedures do not restrict a student's right to pursue other legal remedies through the Australian legal system.
- Following receipt of the outcome of the external appeal, Australian Business and Culinary Institute will immediately implement the decision and convey the outcome to the student.
- If an appeal is against Australian Business and Culinary Institute's decision to defer, suspend or cancel an international student's enrolment due to misbehaviour, Australian Business and Culinary Institute only needs to await the outcome of the internal appeals process (supporting Australian Business and Culinary Institute) before implementing its decision to change the student's enrolment status.



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Please note that the availability of Australian Business and Culinary Institute's Complaints and Appeals process does not remove the student's right to take action under Australia's consumer protection laws.

Flow Chart ABCI Student Complaints and Appeal Procedure



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	<p>ABCI will appoint a Student Appeal Committee or investigator to ABCI hear the appeal within 10 days of you lodging your appeal in writing. A meeting will be convened so that you can discuss your concerns with the committee or investigator. You will be advised in writing of the outcome within 10 working days of the meeting.</p>
External Appeal	<p>If you are not satisfied with the outcome of the internal appeal, a written appeal can be lodged with an independent external agency for mediation within 20 working days of receiving the outcome of the internal appeal.</p> <p>International Students can make an external appeal with the Ombudsman. You can find out more about how the Ombudsman can help by visiting www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page.</p> <p>If you need help with the appeal, you may contact the Student Service at reception.</p>



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Student Information Policy & Procedure

ABCI employs an effective Student information policy and procedure to inform all potential students about the training, assessment, support services and their rights and responsibilities prior to enrolment.

ABCI ensures that the information provided accurately represents facilities, practices and resources. The CEO is responsible for implementing this policy and reviewing its effectiveness. This policy is implemented in compliance with the requirements of the Standards for Registered Training Organizations (RTO's) 2015 Standards 4 and 5 and the National Code 2018 part D Standards 1 and 2.

For more information on this policy, please contact the ABCICEO at sadek7777@yahoo.com or collect the current copy of this policy from ABCI office reception.

EVACUATION POLICY

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point

The assembly point is on the footpath outside adjacent buildings in Bell Street.

First Aid Kits

First Aid kits are kept in each building occupied by the Academy.

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First Aid Procedures

If students are ill and need to leave class they will tell the tutor who will make sure that the student can get to a doctor if necessary.

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Director

Safety Rules:

All persons on the institute's premises must observe the following safety rules:
Do not run around the institute, only walking is permitted.
Use handrails when coming up and down the stairs.
You are not allowed to drink alcohol or bring or consume drugs on the premises.
If you spill something you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.
You must not use any matches or fire lighting equipment within the premises.
You must not tamper with fire extinguishers.

Emergency Procedures:

The following procedures are to be followed in the case of an emergency.

Fire and Explosion
Sound alarm.
Initiate site emergency evacuation procedure.
Call fire service dial 000

Serious Injury

Call for assistance.
Call ambulance dial 000
If machinery is involved, stop machinery.
Give appropriate first aid and comfort the person.
Do not put others or self in unnecessary danger.

Report situation to the Director

Bomb Threat

Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located.
Call police dial 000
Act according to advice of police.
If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defense, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow "serious injury" procedure referred to above.

Notify management

Robbery

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person's features, height, build, clothing, etc.).

Call the police dial 000

Notify management.

Gas Leak

Notify management, who will then notify gas engineers.

If necessary follow the fire and explosion procedure set out above.

Evaluation

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the Audit Team as part of the annual quality audit.

General Information

A. Upon Arrival in Australia – important things to remember to do

- Call home
- Settle into your accommodation
- Contact ABCI
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend student orientation
- Request for a student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend course specific orientation sessions

- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).

B. Change of Address information from students

Upon arriving in Australia you are required to advise ABCI of your residential address and telephone number and of any subsequent changes to your residential address.

This is extremely important. Under the Education Services for Overseas Students (ESOS) Act 2000, ABCI is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

It is your responsibility to ensure that you always update your address details at ABCI to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Immigration and Border Protection (DHA) website: www.immi.gov.au

C. Use of Personal Information

Personal information is collected solely for the purpose of operating under the Australian Quality Training Framework. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2018. ABCI is required, under s19 of the ESOS Act 2000, to inform the DHA about any changes to student's enrolment and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

D. Student Safety

Student Identification Card

Each student will be issued with a Student Identification Card during the orientation process. Students and staff must carry their cards with them always.

Building Security

ABCI will ensure only staff and students are able to access the premises. This will include a reception area that is always manned or locked with appropriate access only.

Use of personal information

Information is collected during your enrolment in order to meet the Institute obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and the National Vocational Education and Training Regulator Act 2011.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the National VET Regulator the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Tuition Protection Service (TPS). In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of VET Quality Framework that students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Apply to the

Course Coordinator if you wish to view your own records. Once the request has been approved the Course Coordinator will arrange a time for you to view your own records. You must view your records at the Institute and you cannot take records away from the Institute.

Student Code of Conduct

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and comfortable study and work environment at ABCI for all students and staff. This Student Code of Conduct applies to all students of ABCI, across all courses.

Student rights:

All students have the right to:

- Be treated fairly and with respect by ABCI staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counseling, if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimization

Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors. Students are also required to adhere to academic rules and regulations as directed by ABCI or its representatives.

Student responsibilities:

- Treat other students and ABCI staff with respect and fairness.
- Follow any reasonable direction from a member of ABCI.
- Avoid swearing, drinking and eating in classrooms and other learning areas.
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing the ABCI's or other student's property.
- Behave responsibly by not being under the influence of drugs or alcohol.
- Avoid using mobile phones or any other electronic devices that may disrupt classes.
- Attend all scheduled classes.
- Do all assessment tasks and examinations honestly and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices and following both written and verbal directions given by ABCI staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of ABCI that relate to them.

Breach of Code of Conduct

A student breach of conduct occurs when a student behaves in a manner described below:

- Attacks, attempts to attack or threatens a person on ABCI premises.
- Acts against the Equal Opportunity practices of ABCI which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following :
 - Age
 - Impairment
 - Industrial activity
 - Lawful sexual activity
 - Marital status

-
- Physical features
 - Political belief or activity
 - Pregnancy
 - Race
 - Religious belief or activity
 - Sex
 - Status as a parent or a car
 - Disobeys or disregards any lawful direction given by an officer of ABCI.
 - Acts dishonestly or unfairly in connection with an assessment conducted by ABCI.
 - Deliberately prohibits any teaching activity, assessment or meeting of ABCI.
 - Engages in any conduct or activity damaging to the management and good governance of ABCI.
 - Wilfully damages or wrongfully deals with any ABCI property.
 - Attends ABCI whilst under the influence of alcohol or affected by drugs.
 - Carries or uses such items as firearms, knives, syringes, etc as a weapon.
 - Fails to pay fee on time
 - Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or wilfully places another person in a position of risk or danger.
 - Constantly interrupts class time through the use of mobile phones/other electronic devices
 - Uses abusive language.

Issuance of Certificates

The issuance of certificates will be done in accordance with ABCI's Issuing Certificate Policy and Procedure. Processing will normally take twenty (20) working days, provided all paperwork and fees are cleared.

Work Health and Safety (WHS) /Occupational Health and Safety (OHS) and other Legislative Requirements

ABCI is committed to providing a healthy and safe workplace and to eliminate conditions and incidents that could result in personal injury or ill health. We have policies and procedures that promote a safe and harmonious studying environment and which meet the various statutory compliances. In summary, under our WHS/OHS Policy, students are:

- required to take reasonable care of themselves and others in the college
 - have a responsibility to co-operate with all health and safety provisions
 - have a responsibility to comply with relevant WHS/OHS management
- system policies, procedures and programs, as appropriate
 - must not bypass or misuse systems or equipment provided for WHS/OHS purposes
 - are required to carry a student identification card at all times while on ABCI premises

For more details on WHS/OHS, please refer to ABCI's Compliance with Legislation Policy and Procedure. The document also includes policies and procedures on:

- Anti- Discrimination
- Emergency
- Environment
- Privacy
- Bullying

Important Websites

1. Department of Immigration and Border Protection <http://www.immi.gov.au>
2. Department of Education www.education.gov.au
3. Student hotline: 1300 363 079
4. Study in Australia <http://www.studyinaustralia.gov.au>
5. The Australian Commonwealth Register of Institutions and Courses for Overseas Students <http://www.cricos.dest.gov.au>
6. National Code
2018 <http://www.aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2018/Default.htm>
7. IELTS <http://www.ielts.org.au>
8. City of Melbourne <http://www.melbourne.vic.gov.au>
9. Department of Immigration and Border Protection <http://www.immi.gov.au>
10. Department of Education www.education.gov.au
11. Student hotline: 1300 363 079
12. Study in Australia <http://www.studyinaustralia.gov.au>
13. The Australian Commonwealth Register of Institutions and Courses for Overseas Students <http://www.cricos.dest.gov.au>
14. National Code
2018 <http://www.aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2018/Default.htm>
15. IELTS <http://www.ielts.org.au>
16. City of Melbourne <http://www.melbourne.vic.gov.au>
17. Department of Immigration and Border Protection <http://www.immi.gov.au>
18. www.training.gov.au
19. <http://australia.gov.au/about-australia>
20. <http://www.abs.gov.au>
21. <https://www.melbourne.vic.gov.au/>
22. <http://www.cricos.dest.gov.au>



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