



AUSTRALIAN BUSINESS
&
CULINARY INSTITUTE

AUSTRALIAN BUSINESS & CULINARY INSTITUTE

STUDENT HANDBOOK 2025 V4

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Review Process: This policy shall be reviewed annually in compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and Australian Qualifications Framework (AQF Framework); and the Education Services for Overseas Students (ESOS) Framework including but not limited to: The Education Services for Overseas Students Act 2000 (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018); and all other applicable State and Commonwealth legislation.

Next Review Due: April 2026

Version history

Version	Date	Details
V1.1	Oct 2019	Original version
V2	Dec 2020	2020 update
V3	April 2024	2024 update Changes to course details, addition of Adelaide campus and formatting
V4	April 2025	2025 update Changes on the team Melbourne and Adelaide

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Welcome

Welcome to Australian Business & Culinary Institute!

Australian Business & Culinary Institute (ABCI) is a registered Training Organization and CRICOS Provider committed to deliver high quality education to its students, meets administrative, delivery, staffing, facility, marketing, financial quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia.

The courses at ABCI are specifically tailored to industry standards and requirements.

You are about to begin your study journey with ABCI, and we want to help you make your learning journey rewarding.

The Student Handbook contains all necessary information that is useful throughout the duration of your studies.

Please feel free to provide suggestions and make comments regarding our standard of service, to help us to improve and make your learning journey as enjoyable and valuable to you as possible.

Although all attempts have been made to make the information as accurate as possible, students should check with the college that the information is accurate when planning their courses.

Information about course fees, credit transfer, recognition of prior learning, admission and enrolment procedures, examinations, and services available to students can be accessed by contacting the University directly.

Mission & Vision

ABCI provides training and assessment for several technical courses ensuring that students are provided with Australian qualifications recognized both locally and internationally.

Australian Business & Culinary Institute Contact Details

Head Office - Adelaide Campus: Level 1, 142 North Terrace, Adelaide SA 5000

Phone: 08 8311 1394

Email: charles@abcinstitute.edu.au

Website: www.abcinstitute.edu.au

Melbourne Campus:

Main office: Suite 4.16, 343 Little Collins Street, Melbourne 3000

Commercial Kitchen Address: 74 Sydney Street, Albion 3020

Phone: 0480 122 851

Email: info@abcinstitute.edu.au

Website: www.abcinstitute.edu.au

ABCI Staff Contacts Melbourne

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Dani Injoque	Marketing Manager Melbourne	daniela.injoque@abcinstitute.edu.au

ABCI Staff Contacts Adelaide

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Pankaj Bhimra	Administration Manager	pankaj@abcinstitute.edu.au
Lana McCreight	Academic Manager	lane@abcinstitute.edu.au
Daniela Cerna	Marketing Manager Adelaide	daniela@abcinstitute.edu.au
Marcia Cruz	Student Officer Support	marcia@abcinstitute.edu.au

Training Facilities

Melbourne Campus:

The training classrooms and administration are located at Level 4 suite 4.16-4.17 Little Collins Street, Melbourne, Victoria. This location is on a main road about 1 km from the center of Melbourne. It is easily accessed by train with frequent services to Parliament Station which is a gentle 5 minute walk from the Institute.

Kitchen Address: 74 Sydney Street, Albion 3020

Students will be given complete information about the location of facilities and travel between the facilities during the orientation program run by the Institute.

Adelaide Campus:

The training classrooms and administration are located at Level 1, 142 North Terrace, Adelaide SA 5000. This location is on a main road, a short walk from the city center. It is easily accessed by train with frequent services to Adelaide Railway Station which is opposite from the Institute.

Students will be given complete information about the location of facilities and travel between the facilities during the orientation program run by the Institute.

Our Obligation as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework and ESOS act 2000

requirements. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes any training partners, marketing brokers and salespeople where applicable. As the RTO we have the responsibility to provide quality training and assessment in compliance with the standards for Registered Training organization 2015 and for the issuance of AQF certification documentation

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Consumer rights

The following cooling-off period applies in Victoria under the following circumstances. The cooling off period is 7 days from the date you signed the student written agreement. To exercise this right, you must notify our office in writing that you wish to cancel within 7 days of signing the student written agreement. This can be done by email to info@abcinstitute.edu.au or by post.

Changes in ownership or third-party arrangements

Where there are any changes to agreed services, ABCI will advise the learner as soon as practicable, including in relation to any new third-party arrangements, or a change in ownership, or changes to existing third party arrangements.

Living in Australia

Australia

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 northwest of the continent.

Melbourne

Melbourne is a welcoming and safe student city that is consistently ranked as the most livable and best student city in Australia.

Whether you are studying an undergraduate or post graduate degree, an English language course or vocational training, Melbourne delivers an unforgettable student experience for more than 180,000 international students from 160 countries every year.

As Australia's epicenter for world-class education and research, the state of Victoria also boasts regional student cities offering spectacular scenery, welcoming communities, generous post study work rights and a relaxed lifestyle.

Adelaide

Adelaide is the world's third most livable city, with a vibrant atmosphere and natural beauty on its doorstep. There is so much to experience beyond the classroom, from local fresh food markets, international sporting events and world-renowned arts festivals. The layout of the city means you spend less time commuting and more time enjoying life. With a lower cost of living than other capital cities in Australia, you have more money to enjoy it too. That's why there are over 44,199 student enrolments from 130 countries and regions around the world. The city is designed for life.

ABCI 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.

A Good Choice for Study

There are more than 500,000 overseas students studying in Australia. 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, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of 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 tuition 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.

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 remote 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 counseling 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.

Cost of Living

The Below figure are only guidelines and will vary as per current economic conditions in Australia

Students will need about AUD \$20,290 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about A\$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$7100 per year for Spouse and additional \$3040 for child.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

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.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Visa Requirements

The Department of Home Affairs publishes a full list of mandatory and discretionary student visa requirements at <https://www.homeaffairs.gov.au/trav/stud>.

Change of address

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. 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 attendance or academic performance. 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 interest 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. Additional information on student visa issues is available on the DHA web site at: <https://www.homeaffairs.gov.au/>

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the Institute using the student deferral, suspension or cancellation application form or in writing by email or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the Institute will report your deferral of commencement or suspension of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office or phone the DHA helpline 131881.

Student cancellation of enrolment

Cancellation of enrolment may result in a refund of tuition fees as stated in the Written Agreement between the Institute and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the Institute Training Manager. The student refund application form, available from the Institute, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The Institute will report your cancellation of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office or phone the DHA helpline 131 881.

Institute initiated suspension or cancellation of enrolment

The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behavior through misbehavior, a poor academic record by the student. If the Institute is intending to initiate a suspension or cancellation of enrolment, a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the final warning letter to complain or appeal against the Institute suspension or cancellation. The Institute will report any suspension or cancellation to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office or phone the DHA helpline 131 881

Institute deferral of commencement

The Institute may also decide to defer the commencement of a course. If the Institute defers the commencement of a course, the provider default conditions in the Written Agreement between the Institute and the student will be triggered and the Institute will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the Institute will report its deferral of commencement to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office or phone the DHA helpline 131 881.

Department of Home Affairs

According to the Department of Home Affairs (DHA) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on DHA Internet site on

<https://www.homeaffairs.gov.au/>.

Attendance Monitoring Policy and Procedure

Students' attendance is closely monitored, and ALL students are expected to attend a minimum 80% of their scheduled classes. If you are ill, you are required to produce a medical certificate and submit it to reception. For more details refer to Attendance Monitoring Policy and Procedure.

Monitoring student attendance and progress:

The Student Support Department makes sure that services are available to help students meet course requirements and maintain satisfactory attendance (Refer to Attendance Monitoring Policy and Procedure). The Student Support Department also ensures students are aware of the course progress requirements (Refer to Course Progress Requirement Policy), and how intervention strategies are applied to students who are identified as being at risk (where applicable).

Overseas Student Health Cover

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

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organization, commonly referred to as health funds, before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at <http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq--1>

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 enroll in whilst in Australia.

Student transfer

Under the ESOS Framework, the Institute cannot enrol students seeking to transfer from another Institute before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the Institute for a release from PRISMS (Provider registration and International Student management system). The six months is calculated as six calendar months from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Diploma program, the Diploma program is your principal course. If you are considering requesting a transfer before completing 6 months of your principal course of study, please contact the Institute administration for a copy of the transfer procedure and the application form.

Students do not need a release if:

- they have completed more than 6 months of their principal course
- they are a government sponsored student, and their sponsor supports a transfer
- their current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course

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. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. 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 the Australian Quality Training Framework that students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Please apply in writing to the Administration Manager if you wish to view your own records.

Qualification Entry Requirements

ABCI provides training and assessment for a number of technical courses ensuring that students are provided with Australian qualifications recognised both locally and internationally.

- All students must be of the age of 18 years or over at the time of applying for admission at Australian Business & Culinary Institute.
- Refer to specific course information for entry requirements.

Entry Review Process

ABCI conducts a thorough review process prior to accepting enrolments in order to ensure that you as the student meet all entry requirements and are able to successfully progress through your course and have a successful career path in your chosen discipline.

Students are required to undergo a pre-training interview. This identifies how the course will meet your needs, ascertain how suitable and appropriate the qualification is to you, identify your career goals, as well as explore if the proposed qualification will help you to achieve your goals.

You will be required to complete your Enrolment Pack for your application and participate in a Pre –Training Review.

During your pre-training review, you will cover the following:

- Description of the course, including the content and duration of the course, study method, assessment method and requirements.
- The requirements for acceptance into a course, including the minimum level of English Language proficiency and Language, Literacy and Numeracy (LLN) Quiz.
- Student rights and responsibilities as a student.
- Payment terms and conditions, including any progressive payments, any non--refundable payments, material fees, if applicable, and any other resources required for the course.
- ABCI refund policy, prior to and after enrolment.
- Outline ABCI's Recognition of Prior Learning (RPL) and Credit Transfer (CT) process and eligibility to apply.
- Any special learning needs that may impact the prospective student's ability to successfully complete the course, including but not limited to, physical needs, psychological needs, learning difficulties, language deficiencies, emotional needs, financial needs, technology needs, and travel/attendance needs.
- Outline the internal and external support services available to you.
- The ABCI Organisational structure and overview of who to approach when specific assistance is required.
- Appeals and complaints process when any issue arises, including appeals against assessment results.
- Assistance that is available to use and access technology and learning resources to complete the course.

If your chosen course is not considered the best option, we will endeavor to guide you towards other courses, within or external to ABCI, or if possible, another suitable information source.

If an initial application is accepted, you will be forwarded a Letter of Offer. After payment is received along with written agreement, a Confirmation of Enrolment (COE), will be issued. Details such as course commencement, location, timetable, required resources and any other applicable information will be conveyed at this stage of the enrolment process. Once all details have been checked by the ABCI Administrative team, the application will be converted to an enrolment form and processed on the student management system.

The designated staff member will evaluate all information and documentation gathered from the application. If relevant, you may receive recommendations from the LLN assessor the Training Manager regarding the acceptance into ABCI, or you may be directed to another course or information source. You will be informed of the evaluation outcome.

If accepted, an orientation program will also be conducted prior to commencement of the course.

Orientation Program

Our orientation program covers a wide range of queries and questions relevant to your course:

- Fees and fee refunds
- English skills and study
- Assessment
- Recognition of prior learning credit transfer
- Institute contact details
- Student visa conditions
- Health insurance,
- Banking and tax file numbers,
- Transport and travel between campuses,
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Student code of behavior,
- Attendance requirements,
- Course progress requirements,
- Meeting the course requirement within the set timeframe
- Keeping address and contact details up to date,
- Support services for students,
- Legal services for students
- Emergency and health services for students
- Institute facilities and resources

The purpose of the orientation session is to inform and introduce studying, Melbourne and Adelaide's costs of living, transportation, facilities, banking and accommodation. In addition, ABCI staff will be introduced on a tour of the college.

It is essential that you attend the orientation, otherwise you may miss out on information that affects your study, your visa and your enjoyment of your stay in Australia. You will also have the opportunity to ask any questions you may have.

After your orientation program, please go through the list below and make sure that you can check off each item as having been done and understood. If there are any items that you cannot check off then you should contact ABCI so that these matters could be properly explained to you.

Have you:

- Received a copy of the Student Handbook?
- Checked your enrolment status and if required, please make relevant amendments of necessary information?

- Obtained the names and contact details of key administrative staff members of the college?
- Understood the terms cheating and plagiarism ?
- Familiarize yourself with the key support services of ABCI?
- Known the type of assessment you will receive in your course?
- Understood the criteria, weighting, and submission dates of the assessments you have been set?
- Understood the nature of the feedback you are likely to receive from teachers?
- Understood the different assessment outcomes?
- Understood the number of contact hours you have per week?
- Located the toilets in the Institute?
- Located the emergency exits in the Institute?
- Familiarize yourself with the public transport timetable?
- Understood the Institute attendance requirements?
- Understood the Institute academic progress requirements?
- Understood the Overseas Student Visa Requirements?
- Understood work-based training and assessment requirements

Course Cost Payment Plan:

An initial deposit is due prior to your enrolment into the course (this is a part of the total course cost)

- Tuition Fees: \$1,500
- Material Fees: In full
- Hospitality Kit: (Where applicable)

Monthly Payment* (Due on Enrolment Day) = Total Course Cost – Initial Deposit

*Monthly Payment=Calendar payment will be due on the *same date* each month (i.e.-the enrolment day of the course)

Our courses

Hospitality

Course code	Course name
SIT30821	Certificate III in Commercial Cookery (109883K)
SIT40521	Certificate IV in Commercial Cookery (109562E)
SIT50422	Diploma of Hospitality Management (113356K)
SIT60322	Advanced Diploma of Hospitality Management (11351B)

Business and management

Course code	Course name
BSB50820	Diploma of Project Management (111790H)
BSB80120	Graduate Diploma of Management (Learning) (111791G)

Construction and design

Course code	Course name
RII60520	Advanced Diploma of Civil Construction Design (114555F)

Information technology

Course code	Course name
ICT60220	Advanced Diploma of Information Technology (114418D)

Course Delivery

A number of approaches to course delivery are used by Institute staff. Course delivery approaches may include teacher-led classroom delivery; workshops; seminars; tutorials and supervised study. During class time, students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Work Based Training (WBT)

Work based training is required for some courses. Please refer to individual courses above for specifics.

WBT is aimed at giving students a varied experience in a real-life situation, under normal commercial pressures. The learners doing this course will be doing work-based training within a course length (Refer to Delivery Schedule for more information). This will include a session for WBT Induction and another for the logbook discussion/feedback and written assessment.

Each student will complete work placement with an approved Host Employer or provide evidence of having completed the required training with their employer, if they are employed in a suitable hospitality establishment. Each learner will have tasks to be performed at work, which will be assessed by the trainer upon completion of placement.

During work-based training, students will be able to obtain practical skills and experience in real workplace settings.

This will assist students to be job-ready at graduation.

Use of computing equipment

Backup Discs/Memory sticks

It is strongly recommended that students purchase a memory stick in order to save important files.

Access to Computers

- Computers are available if a student wishes to do any work outside of class time. Students will need to check with the course coordinator regarding their availability and the supervision requirement.

Use of Computers

- Food and drinks are not permitted in computer rooms at any time.
- Students are not permitted to load or copy any software, including games, onto Institute computers.
- Disciplinary action will be taken for any breach of these rules.

Use of the internet

- Students may only browse the internet and use email or chat lines only for the purpose of their course related research.
- Sites known to contain material which is pornographic or illegal under International, Australian or State laws should not be visited and students should be aware that site visits may be logged.

Course Assessment

Definitions:

Assessment	The process of collecting evidence and making judgments about whether competency has been achieved or learning outcomes satisfactorily completed.
Graded Assessment	Refers to the awarding of marks that contribute to the final grade of a module/unit.
Irregularity for the purposes of student examination or other legitimate assessment processes	The unauthorized use or attempted use by or for any student of any means to gain unfair advantage in any examination, test, assignment, essay or other work, the assessment of which forms part of the final assessment. It includes any action taken by a student which would constitute an unfair advantage or intentionally fraudulent attempt to demonstrate competency in an examination or assessment context which forms part of a final assessment. An irregularity includes misconduct and plagiarism.
Misconduct for the purposes of student examination or other legitimate assessment processes	An action by a student which is in breach of any legitimate directions issued by the examination supervisor or printed on the examination material or notices. This includes taking into an examination any material with the intention of using said material to obtain an unfair advantage.
Moderation	The process of establishing comparability of standards of student performance in order to ensure that assessment is valid, reliable and fair.
Plagiarism	The act of copying and inclusion of another's work, including information downloaded from the Internet.
Validation	The act of reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgments made by a

range of assessors against the same competency standards.

A number of approaches to course assessment are used by the Institute staff. Assessment approaches may include: observation of performance in class; case studies; projects; assignments; presentations; role plays; written tests and exams; work experience or work placement.

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.

Students who are dissatisfied with their assessment outcome may apply for appeal for the outcome by contacting their trainer or assessor.

Students are entitled to a maximum of three assessment attempts for each assessment.

If after three assessment attempts, student's competence is "Not Yet Competent", they will be required to repeat the unit and pay any fees associated with repeating the unit.

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.

Assignment:

An assignment is regarded as any work required for the assessment of competency; the due date for assignments is final. Assignments received after the due date may not be assessed.

Submission of Assignments:

- Assignments are usually completed outside normal class times and time allocations are reasonable.
- All assignments should be submitted using the appropriate "Assignment Cover Sheet". Students should retain a backup copy of their assignments until the original is returned.
- All assignments must be presented in word-processed format. All assignments will be marked on content, in relation to the performance criteria. The assignment outline may specify a presentation content or style of format.
- All assignments are to be submitted to your teachers in scheduled class time. Assignments will not be accepted by any of the Administration staff at any time; they will only be accepted by the relevant teacher concerned.

Types of Assessment:

Case Studies	A case study is a written or verbal presentation of a situation that either did or could happen in a related area. Students are then required to solve problems or make decisions.
Presentations	Students may be required to make a presentation to the class, either as an individual or as part of a group. This usually involves research of the topic, design of the presentation and selection of appropriate presentation aids such as videos, poster, overhead transparencies, etc. A written submission may be required to support the presentation.
Tests	Students may be required to complete a written test. This may consist of short answer questions, multiple choice, open ended essay, sentence completion, structured essay, true and false questions, or matching pairs questions.
In Class activities/ exercises	Students may be assessed by way of an in class exercise and/or experiential

activity during a class.

Assessment Guidelines:

Refer to Assessment task guidelines

Irregularity for the purposes of student examination or other legitimate assessment processes:

The unauthorised use or attempted use by or for any student of any means to gain unfair advantage in any examination, test, assignment, essay or other work, the assessment of which forms part of the final assessment. It includes any action taken by a student which would constitute an unfair advantage or intentionally fraudulent attempt to demonstrate competency in an examination or assessment context which forms part of a final assessment. An irregularity includes misconduct and plagiarism.

Course Assessment Policy

During all parts of the assessment process the academic standards and integrity of the Institute will be maintained and safeguarded, and the principles of natural justice will be followed in all proceedings.

Assessments will be planned, conducted and validated by appropriately qualified staff.

Teachers shall inform students of the requirements for assessments and will ensure that they have every opportunity, consistent with the policy and procedures, to complete all assessments for a module/competency.

Assessment:

Assessment of all the courses are competency based and to achieve the qualification, the student must be competent in all the units to be included in the qualification.

Conducting Assessments:

All the assessments/re-assessments need to be conducted as per "assessment of competencies policy" which provided the detailed information about the system to be used for conducting assessments.

Outcome:

Assessment satisfactorily completed = S

Assessment not satisfactorily completed = NS

Assessment not submitted = NC

Final result:

If all assessments of the unit is satisfactorily completed = C (Competent)

If any assessment of the unit is not satisfactorily completed = NYC (Not Yet Competent)

Complaint and Appeal:

Students have a right to appeal against an assessment/re-assessment/CT/RPL outcome, the essential nature of an appeal is that it is a request by a student to reconsider a decision made by the institute. The detailed information about complaint and appeal is mentioned in "complaint and appeal policy"

Plagiarism and Cheating:

Academic integrity is an essential component of teaching and learning. All cases of cheating and plagiarism are unacceptable and must be reported to the Training Manager. Please refer to the Plagiarism and Cheating policy for further details.

Re-assessment:

Students who receive an 'NYC' may re-submit the assessment twice free of charge. Please refer to the re-assessment policy for further details.

Student Academic records:

Students wishing to access their own records anytime, must put the request in writing to the administration Manager using the "Letter Request Form" available at reception. This request will be process within 14 working days.

Breaches of Copyright

- Unauthorized use of software images or files is a breach of copyright and is regarded as a serious matter by the Institute.
- It is against Institute policy for students to copy or reproduce any licensed software on the Institute computing equipment.
- Students who abuse the use of computer software images or files will be held legally accountable.

Non-compliance with Institute policy on computer usage (may result in any of the following):

- Suspension of computing privileges
- A disciplinary review which may include suspension or expulsion from the Institute
- Legal action

Access and Equity Policy

The Australian Business & Culinary 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.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs in Australia must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015.

This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide ABCI with your USI, or
- Provide ABCI with permission to access or create your USI on your behalf.

For information about exemptions for individuals, please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

You are required to fill in the Valid Form of identification if institute is applying USI on your behalf.

The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate 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.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer Procedure. To apply for credit

transfer, students must complete the credit transfer application form and attach copies of verified documents to support the application.

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). An essential requirement of RPL is that you can prove that you currently have the required competencies.

For more details refer to RPL Policy.

Fees and Charges Policy

Australian Business & Culinary Institute will charge a range of fees and charges for programs and courses.

- 1. Enrolment**
The student shall pay the Fees as outlined in the Letter of Offer & Written Agreement
- 2. Fee Payment**
 - 2.1 Students must pay course fees, application fee and OSHC to secure their enrolment with Institute.
 - 2.2 Students will pay the same fee at time of enrolment until completion of the same course. However re-scheduling of any course or subject may incur fee increases.
 - 2.3 Enrolment in a new course will incur any new fees charged.
 - 2.4 Tuition fees will not be transferred to another educational institution.
 - 2.5 Application fee, accommodation placement and airport pickup fees are non-refundable.
 - 2.6 An initial deposit payable on enrolment as mentioned in the Letter of Offer.
 - 2.7 Balance of fees is to be paid on an installment program outlined in Payment plan
 - 2.8 Late payment of Fees will incur a penalty on the fee installment owed to Institute as referred in the Payment Agreement.
 - 2.9 Institute may restrict or withhold services or materials from the student if fees are overdue.
 - 2.10 Fees paid by credit card will incur a further charge of 3% as a surcharge.
 - 2.11 A late payment fee of AUD 50.00 for every 7 days will be charged if fee paid after the due date as indicated on the student's payment plan.
- 3. Course Abandonment**
 - 3.1 In the event a student abandons the course, all fees due are payable to Institute upon demand.
 - 3.2 International students are not allowed by Government regulations to transfer to other institutes prior to completing the first six months of their principal course.
- 4. Course Deferral, Suspension or Cancellation**
 - 4.1 Institute may defer, suspend or cancel a student's enrolment in accordance with Deferral, Suspension & Cancellation Policy.
 - 4.2 Institute may at its discretion defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course Commencement Institute will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.
 - 4.3 Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Agreement
 - 4.4 Regarding cancellation of a student's enrolment during the course refer to the Institute Refund Policy.
- 5. Tuition Fee Protection**
Institute assures the security of student fees through its compliance with the requirements of the Education

Services for Overseas Students Act 2000 (ESOS).

6. Recognition of Prior Learning & Obligations to Recognise AQF Qualifications

Institute will ensure that a student's prior knowledge and skills are recognized; providing they are able to demonstrate satisfactory achievement of the performance outcomes within that course requirement (refer to Institute Credit Transfer & RPL Policy).

7. Recommencement of Course

Students who have left studies at Institute for any reason and return after being away for 10 weeks or more to continue their studies will be charged a recommencement fee of \$200.

8. Course Materials

8.1 Course fees include the cost of resource materials, equipment, and tools required for specific courses.

8.2 Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged.

9. Hospitality Course Requirements

Course fees do not include the cost of Hospitality Course Uniform, Toolkit & Shoes required for all Hospitality students which include practical observation in the commercial kitchen or Work Based Training.

Student chef uniform: \$ 110

1. Chef jacket with white removable stud buttons
2. Trouser Black & White checked Yarn Dyed easy fit
3. White Apron
4. White Necktie
5. White Skullcap

Tool Kit: \$ 210

1. Tool cover
2. Chef's knife 200mm (Sharplex)
3. Flexible Boning Knife 150mm (Sharplex)
4. Paring Knife 100mm (Victorinox)
5. Vegetable peeler (Victorinox)
6. Sharpening Steel 250mm (Sharplex)
7. Set of star Nozzles (Tomkin)
8. Bread Knife (Sharplex)
9. Turning Knife (Sharplex)
10. Filleting Knife
11. Spatula
12. Dough Scraper Plastic
13. Tong
14. Whisk
15. Piping Bag
16. Wooden spoon

Safety Shoes with Steel Cap: \$55

10. Additional Charges

10.1. Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents:

Re-issue of Student ID Card \$10

Re-issue of certificates and transcript \$50



Re-enrolment per unit
\$300

Other Fees:

Application Fee (not refundable)	\$250
Airport Pickup	\$150
Home Stay Fee	Depends on specific arrangements

Refund Policy

1. PURPOSE

- 1.1. The purpose of this procedure is to outline the system used for ensuring students meet the behaviour requirements of the Australian Business & Culinary Institute. The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

2. RESPONSIBILITY

- 2.1. The Administration Manager is responsible for reviewing the refund requests and processing them.

3. PROCEDURE

- 3.1. Refund application requests must be made in writing on the student refund request form provided at Australian Business & Culinary Institute, or alternatively, the refund request form may be downloaded from the website (www.ABCI.edu.au) or requested via email from info@abcinstitute.edu.au.
- 3.2. Filled in form must be submitted with the administration department.
- 3.3. The Administration Manager will process and approve the refund amount (if applicable) based on the circumstances listed below.
- 3.4. Refund will be made directly to the account stated in the refund request form and the student will be informed about the same via an email.
- 3.5. If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email.
- 3.6. Any refund given will be recorded in the Australian Business & Culinary Institute Student Information System (VETTRAK) so that each student's financial status is known.

FEE REFUND CONDITION	REFUND APPLICABLE
<p>PROVIDER DEFAULT Provider default is applicable in the following situations:</p> <ul style="list-style-type: none"> ● The course does not begin on the agreed commencement date, or ● The course ceases to be provided at any time after it commences but before it is completed, or ● The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason. 	<p>This applies to all students at Australian Business & Culinary Institute.</p> <p>In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows:</p> <ul style="list-style-type: none"> ● The refund amount = <i>weekly tuition fee</i> x <i>the number of weeks in the default period</i> ● <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. ● <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7 <p>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 Australian Business & Culinary Institute at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another institute. 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 the</p>

VISA REFUSED PRIOR TO COURSE COMMENCEMENT

In the event where student's initial visa is not granted.

Tuition Protection Service will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another provider/institute which will accept them into an alternative course.

REFUND PROCEDURES:

- The student will need to supply in writing to the Australian Business & Culinary Institute the nominated method of re-imbursement.
- The money will be refunded to the student within 14 days after the written request is received.

In the event that the student's visa has been refused, the refund amount shall be calculated as follows under Section 9 of the refund specifications:

- The refund amount = the total course fee minus 5% of the course fee received up to a maximum of \$500
- The total course fee also includes any non-tuition fee paid.

REFUND PROCEDURES:

A written request for refund and proof of visa refusal from the Australian Government must be sent to the Institute no later than four weeks after visa refusal.

The refund amount will be calculated for the student for the commenced course as follows:

- The refund amount = *weekly tuition fee x the number of weeks in the default period*

Where:

- *The weekly tuition fee* = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.
- *The number of weeks in the default period* = number of calendar days from the default day to the end of the period to which the payment relates / 7

If the student has paid any tuition fee for the second course, the refund will be calculated as:

- The refund amount = the total course fee minus 5% of the course fee received up to a maximum of \$500

REFUND PROCEDURES:

A written request for refund and proof of visa refusal from the Australian Government must be sent to the Australian Business & Culinary Institute no later than four weeks after visa refusal.

Refund will not be granted.

VISA REFUSED PRIOR TO COURSE COMMENCEMENT

In the event where a student enrolls in a Package Program and the first course has commenced and the student visa is refused before the commencement of second course.

VISA REFUSED PRIOR TO COURSE COMMENCEMENT

No proof of refusal from the Australian

Government.

VISA REFUSED AFTER COMMENCEMENT DATE

In the event that a student's Visa is not granted and the course has commenced.

The refund amount = *weekly tuition fee x the number of weeks in the default period*

- *The weekly tuition fee* = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.
- *The number of weeks in the default period* = number of calendar days from the default day to the end of the period to which the payment relates / 7

The tuition fee does not include any non-tuition fees that might have been paid by the student.

CANCELLATION BEFORE COMMENCEMENT DATE

In the event that the student cancels their enrolment and requests a refund in writing, a minimum of 10 weeks in advance to the course commencement.

A 70% refund of monies paid for tuition fees will be issued to the student.

CANCELLATION BEFORE COMMENCEMENT DATE

In the event that the student requests a refund in writing 6 weeks up to 9 full weeks prior to the course commencement.

A refund of 50% of monies paid for the tuition fees will be issued to the student.

CANCELLATION BEFORE COMMENCEMENT DATE

In the event the student requests a refund in writing 5 full weeks or less prior to course commencement.

No refund will be issued.

CANCELLATION BEFORE COMMENCEMENT DATE

If a student requests to defer to any following intake/s before the commencement of the course initially applied for due to personal reasons.

There will be no refund of monies paid towards initial deposit.

CANCELLATION ON OR AFTER COMMENCEMENT DATE

Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences.

No refund will be issued which includes all monies paid to Institute for Overseas Student Health Cover (OSHC), airport pick up, accommodation booking and board.

CANCELLATION ON OR AFTER COMMENCEMENT DATE

There is a student default due to any of the following reasons.

- The student failed to pay an amount he or she is liable to pay in order to undertake the course.
- The student breached a condition of his or

No refund will be issued to a student either before or after commencement of course.

her student visa.

- Misbehaviour by the student

CANCELLATION ON OR AFTER COMMENCEMENT DATE

If a student fails to attend a course after the start of the Course.

No refund will be issued which includes all monies paid to Australian Business & Culinary Institute.

CANCELLATION ON OR AFTER COMMENCEMENT DATE

In the event that the student seeks and is granted approval by Australian Business & Culinary Institute to transfer to another provider prior to completion of six months study of the principal course.

No refund will be issued of any course money paid in advance.

CANCELLATION ON OR AFTER COMMENCEMENT DATE

If a Student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan.

No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the institute for services already rendered.

4. REFUND CONDITIONS

- 4.1. At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence, If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.
- 4.2. Fees not listed in this refund section are not refundable. 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.
- 4.3. 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.
- 4.4. If a student withdraws after any number of deferments, the date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the institute refund policy and other related policies.

This agreement and the availability of complaints and appeals processes don't remove the right of the student to take action under Australia's consumer protection laws (Standard 3.2 d – The National Code 2007).

Student Support and Welfare Services

Student Support Services

The training manager, student contact officer, teaching staff and administrative staff of the Institute are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counseling. Students requiring special or intensive assistance must contact the training manager or the student contact officer who may refer them to external support services, if required. The Institute will not charge for support services it provides for referring students to external support services. However, students will have to pay any fees charged by external support services that they use.

Academic Study Skills Support

A free service is available to students. Students who wish to take advantage of this service should see their Course Coordinator. In particular, help is available with time management, assignment preparation, referencing and bibliographies, writing reports, reading skills, numeracy skills, giving presentations, library research and note taking. Students are also encouraged to seek assistance from their individual teachers and Course Coordinator with all aspects of their studies to ensure successful completion of the course.

English language and literacy support

Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group.

Counseling services

Institute Refer for external counseling services:

External counseling
services Mary Duong
(Consultant)

Email: razielduong@yahoo.com.au;

Familyrelationalive@hotmail.com Phone:

0420346525/0404652315

Student social activities

Students are given the opportunity to participate in a range of social activities organised by Institute.

Job search and career advice

Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, work experience and market information.

Accommodation assistance

Help is provided to students to select from the various housing options available to international students in Melbourne.

Facilities

ABCI provides students with the range of facilities to enhance and support their learning experiences.

- Computer and Internet access
- Student Common Room
- Spacious air-conditioned classroom with modern technological capabilities
- Library access
- Current research based learning materials and learner friendly resources
- Commercial Kitchen fully equipped to deliver the appropriate Training

Services

ABCI will support students throughout the duration of their course. Students are encouraged to ask to help so that they can assimilate and adjust to their new learning environment and life in Australia. Some of the services we provide include assistance with:

- Application and enrolment
- Seeking Work
- Student accommodation
- Airport reception
- Language and literacy support
- Transition and cultural support
- Personal Counseling
- Mentoring
- Career advice
- Referral to local community, health, financial, legal, migration or other services
- Sport and recreational clubs

Evacuation Procedure

From time to time evacuation procedures may occur.

- Please cooperate with your teacher in evacuating the building, as directed, by going to and staying in the assembly area until advised otherwise.
- You may not re-enter the building until advised by your teacher, Course Coordinator or the Institute CEO

Dispute resolution procedure

The Institute has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution process undertaken by the Institute. The Institute will make no charge to the student for its dispute resolution process or referral to the independent mediator. If you have a complaint or appeal you should take the following steps:

- Contact the Institute to obtain a copy of the complaints and appeals procedure and the application form.
- Complete the application form and lodge it with the Institute.
- Follow up with the Institute.

Helpful Contacts:

	Melbourne	Adelaide
Fire, ambulance and police emergency	Phone 000	
Dyslexia	www.http://dyslexiaassociation.org.au dyslexia.association@gmail.com	
Translating and Interpreting Service	Phone 131 450	
Lifeline 24 hour Counseling Services	Phone 131 114	
Doctor	Royal Melbourne Hospital, Grattan St, Parkville, VIC 3050 Ph 03 93427000 Medical Center, 23 QV Terrace, 292 Swanston St, Melbourne Vic 3000 Ph 03 8663 7000	Royal Adelaide Hospital 1 Port Road, Adelaide SA 5000 Ph 08 7074 0000 Medical Center Globe Medical 21 Hindmarsh Square Adelaide SA 5000 Ph 08 8232 7372
Dentist	Melbourne city dental group Ground floor, ACTU house 393 Swanston St, Melbourne Vic 3000 Ph 03 9662 2638	Adelaide dental Level 3, 51 Rundle Mall, Adelaide SA 5000 Ph 08 8231 1124
Community health centre	North and West Melbourne Neighbourhood Centre 58 Errol St, North Melbourne Vic Ph 03 9328 4812	Connecting Up 25 Leigh Street, Adelaide SA 5000 Ph 1300 731 844
Physiotherapist	Collins Street Physiotherapist	City Physiotherapy & Sports Injury

	Level 7, 520 Collins St Melbourne Vic Ph 03 9629 4299	Clinic Level 6, 108 King William St, Adelaide SA 5000 Ph 08 8212 4886
Religious institutions	The Anglican Diocese of Melbourne 209 Flinders Lane, Melbourne 3000 St Francis Catholic Church (Melbourne) Mosque 66 – 68 Jeffcott Street, Melbourne, Ph:0393282067 Buddhists Melbourne Buddhist Centre, 1 Pitt Street, Brunswick	Adelaide Catholic Parish 39 Wakefield St, Adelaide SA 5000 Ph 0417 080 955 Mosque 22-28 Little Gilbert St, Adelaide SA 5000 Ph 08 8231 6443 Buddhists Buddhist Temple Wat Ratanaprathib Vihara 45 Smith St, Thebarton SA 5031 Ph 08 8443 5856
Study in Australia	https://www.homeaffairs.gov.au/trav/stud	
Youth Central	http://www.youthcentral.vic.gov.au/	

Relevant Legislation

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

Occupational Health & Safety	http://www.business.channel.vic.gov.au/
Equal opportunity	http://www.eoc.vic.gov.au/ https://www.humanrightscommission.vic.gov.au/the--law/equal--opportunity--act
RTO & CRICOS registration	https://www.asqa.gov.au/
Educational services for overseas students	http://aei.dest.gov.au/aei/esos/default.htm
Department of Human Affairs	https://www.homeaffairs.gov.au/
Education and Training reform Act	http://www.dms.dpc.vic.gov.au/

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Please make good use of the web sites indicated or contact the CEO or Training Manager 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.

Student Code of Behavior

The Student Code of Behavior requires the following rights and expectation to be respected and adhered to at all times.

- 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
- 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 Grievance 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
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent academic performance by attending required
- The expectation that students will complete all directed learning activities and assessments.
- The expectation that student will meet the attendance and academic requirements of the course

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

- A member of the Registered Training Organisation staff will contact students in the first instance to discuss the issue or behavior and 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. (Step1)
- Where the issue or behavior continues, students will be invited for a personal interview with the Training Manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step2)
- Should the issue or behavior continue, the student would be provided with a final warning in writing and a time frame in which to rectify the issue a copy of this letter will be included on the student's personal file (Step3)
- After the three steps in the discipline procedure have been followed, should the issue or behavior still continue, training services will be withdrawn, and the student will be notified in writing that his/her enrolment has been suspended or cancelled.
- 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.

International Student Complaints and Appeals Policy

Purpose

This policy outlines internal complaints and appeals process that:

- Requires a written record if the complaint or appeal cannot be resolved informally;
- Provides a student with the opportunity to formally present his or her case at minimal or no cost;
- Allows the student to be assisted or accompanied by a support person;
- Provides a written statement of the outcome, including details and reasons for the decision; and
- Requires that processes begin within 10 working days of the RTO receiving the formal written lodgment of the complaint or appeal.

This policy ensures international students have a fair and inexpensive complaints and appeals process for the resolution of any type of dispute and includes access to an independent external body if necessary. The policy and complaint and appeal lodgment forms are freely available to students through the RTO's website; and a summary is



outlined in the Student Letter of Offer, Student Handbook or by contacting a staff member.

The RTO will make prompt decisions as a student's visa will restrict his or her length of stay in Australia.

The RTO will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the RTO, its education agents or any related party with which the RTO has an arrangement to deliver the overseas student's course or related services; and complaints against any staff member or other students. It will commence the complaints and appeals process within 10 working days of receiving the complaint or appeal submission and will finalise the outcome as soon as practicable.

When the RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, it will:

- inform the student in writing, including the reasons that more than 60 calendar days are required, and
- regularly update the student on the progress of the matter

Students will be given an opportunity to formally present their case. They may be accompanied, assisted or represented by a support person at meeting and throughout the complete process. The process will be implemented at no cost to the student.

It is expected that both the RTO and the student will ensure that the process is conducted in a fair and transparent manner; and both parties will work towards a satisfactory outcome.

The RTO will provide the student with a written record of the outcomes of the internal appeal including the reasons of the outcome.

A written record, that outlines the reasons for the outcome, will be placed in complaints and appeals file and recorded on the complaints register. The student will be notified within 10 working days of concluding the internal review process that they have a right to an external complaints and appeals body. The RTO will provide a list of suggested external bodies. There will be little or no charge to the student for the services of an external mediation body. When an external person is required to hear a student complaint or appeal, the RTO recommends that it is mediated by a member of the Institute of Arbitrators and Mediators Australia (IAMA) --Association of Dispute Resolvers (LEADR). Phone 1800 651 650 Email infoaus@leadriama.org <http://www.leadriama.org>

If the complaint or appeal is settled during the internal complaints and appeals process, and the outcome is in favour of the student, the RTO will take immediate steps to implement the outcome decision and will take preventative or corrective action. The RTO will notify/advise the student immediately of the decision and the corrective action.

This policy and procedure does not exclude the right of the student to pursue resolution through other means such as exercising their rights under legislation such as Consumer Protection laws and other legal avenues.

Summary of the Complaints and Appeals Process

Informal Complaint Procedure

1. Student has a complaint
2. Approaches Trainer/CEO with complaint
3. Trainer/CEO resolves complaint internally on an informal basis

Formal Complaint Procedure

- Student has a complaint
- Student lodges the complaint in writing to the CEO within 5 business days of the incident occurring, or as

soon as practicable

- The written complaint will be acknowledged by the RTO in writing, along with an outline of the processes to be followed and an estimated timeframe
- Review of the complaint to begin within 10 working days of the written complaint being received
- The student's enrolment will be maintained during the review process (if there is a threat the student will be deported)
- A written statement detailing the outcome of the complaint review will be given to the student
- In the event of a favorable outcome for the student, the RTO will immediately advise and implement any decision
- If student unhappy with result, they are able to lodge internal appeals process
- Student able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review. (Refer to Policy for External Providers)

Overseas Student Transfers [National Code 2018]

Purpose

The purpose of this procedure is to address standard 7 of the revised National Code 2018 Overseas student transfers

Responsibility

The CEO is 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.

Requirements

- 1.0 The RTO must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code 2018.
- 1.1 No fee can be charged to the student by the Institute for issuing release from system.
- 1.2 Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of the National Code 2018.
- 1.3 If a letter is refused by a registered provider a student may appeal the provider's decision.

Method

Release from System

- Students must apply for a release on the appropriate form
- Applications for a letter of release will be considered by the Training Manager and responded to within 14 days of being received by the Institute.
- A release from System will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
- A release will normally be granted in the following situations:
 - The Institute is unable to continue to provide the course; or
 - The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the Institute and can demonstrate clearly how this will be alleviated through a transfer; or
 - The current course of study is clearly not consistent with documented course requested for on their application.
- A release will normally not be granted in the following situations:
 - The requirements of the written agreement have not been met by the student; or



- The student does not satisfy any of the situations which normally lead to release being granted; or
 - The proposed transfer will risk the student's progression through a package of courses; or
 - The student has unsatisfactory attendance progress and has been or is about to be reported to DHA; or
 - The student cannot be granted release until registered provider confirming that a valid enrolment offer has been made.
- If a release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the Institute complaints and appeals procedure.
 - A copy of the student's release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the Institute must be placed in the student's file.

Enrolling a transferring student

- The Institute will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has provided release from system;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- In the event that the Institute knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
- The Institute will not seek to enroll a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.

Student Security and Safety Policy

Introduction

ABCI places high priority on student security and safety and therefore does its utmost to enhance its support services for clients in order that they achieve better living experiences while studying in Australia. Our goal is to provide an environment which ensures that student welfare is not compromised in any way, and also assist in circumstances which are not within the classroom or outside the premises of Institute.

Policy

This policy addresses the security and safety measures taken by Institute to ensure that the goals set out above are met.

Management Staff

Management staff are located at each campus to monitor and ensure that student security and safety measures are enforced.

Travelling To and From Institute & Facilities

- There are no classes that operate at Institute outside 0800 hours to 2200 hours on any given day
- The main Delivery Site in Melbourne: City campus: Suite 4.16-4.17, 343 little Collins St, Melbourne 3000
- Commercial Kitchen in Melbourne: Sunshine Campus: 74 Sydney ST, Albion VIC 3020



- The main delivery site in Adelaide: Level 1, North Terrace, Adelaide SA 5000
- All facilities of Institute are located in well-lit and high density areas.
- All facilities are next to all modes of public transport: train, trams and buses. These areas are considered as low risk and therefore safe for public access.
- All facilities are compact and have very close street access providing a controlled environment.

Although Institute delivery sites and facilities are well located and easily accessible by public transport, students are advised to take all practicable steps to ensure their own safety at all times especially where sessions operate after 1800 hours.

Occupational Health and Safety

- While ABC Institute will ensure that its premises meet the Australian Occupational Health and Safety guidelines, students must take all practicable steps to ensure their own safety while at the Institute.
- Accidents, incidents or hazards occurring within Institute premises must be reported to personnel or trainers concerned immediately. Students must also fill out the Incident Report form available at all Course delivery sites.

Emergencies and Evacuation

This is a written set of instructions to help Institute staff/students deal with incidents or situations that could pose a threat to life, health or property.

This Emergency Management Plan covers the following emergency situations:

1. Fire
2. Flood
3. Power failure
4. Chemical Spill / Leak
5. Medical Emergencies
6. Violence
7. Bomb Threats

This Emergency Management Plan is based on a practical assessment of potential hazards associated with Institute workplace (taking into account the size and complexity of the work site) and the number and type of occupants and the possible consequences of an incident occurring as a result of those hazards. The detail information is on Emergency Management Plan.

First Aid

First Aid Kit – located in each Institute campus.