RTO Policies and Procedures CRICOS Supplement

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Fees and Refunds

In accordance with applicable legislation, Le Culinaire is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as tuition fees, course materials or textbooks, and student services.

Fees payable

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment offer made by Le Culinaire. Fees must be paid in full within ten (10) days of receiving an invoice from Le Culinaire. Le Culinaire may withdraw an offer of enrolment or discontinue training if fees are not paid as required.

Students are required to pay a fee of $250 on application (The application fee is non-refundable) and a minimum 50% of total tuition fees on successful admission to a programme. The balance of fees payable for the course must be paid at least 14 days prior to the commencement of each term unless prior arrangements have been made and confirmed in writing.

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.

Schedule of Fees and Charges The Chief Executive Officer is responsible for approving the Le Culinaire Schedule of Fees and Charges. As a minimum, the schedule of fees and charges is to include:

- the total amount of all fees including tuition fees, application fees, learning resources fees, training consumable fees and any other charges for enrolling in a training programme;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/application fee;
- the nature of the guarantee given by Le Culinaire to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;
- the Le Culinaire Fees and Refund Policy.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Le Culinaire will not refund monies for the text unless a written request for a refund is received and it is satisfied that the text is in as-new condition.

Refunds - Giving notice of enrolment cancellation / withdrawal

Refund and Cancellation Policy

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Le Culinaire Administration or from www.Leculinaire.edu.au The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

STUDENT DEFAULT	NOTIFICATION PERIOD	CANCELLATION FEE
Visa refusal (Proof of refusal letter provided) **Note:** If student visa refusal is due to provide False or misleading document(s), No refundable	N/A	100% refund of tuition fee paid *Application fee and CoE fee are non-refundable
Course Cancellation prior commencement	If the student cancels 28 or more days before the course starts and **visa is not approved** through the Le Culinaire COE.	70% refund of paid tuition fees *Application fee and CoE fee are non-refundable
	If the student cancels within 28 days before the course starts and **visa is not approved** through the Le Culinaire COE.	50% refund of paid tuition fees *Application fee and CoE fee are non-refundable
	If the student cancels 28 or more days before the course starts and the visa **visa is approved** through the Le Culinaire COE.	20% refund of paid tuition fees *Application fee and CoE fee are non-refundable, unless it comes under a compassionate or compelling circumstance
	If the student cancels 28 or less day before the course commencement date	Student will not be entitled to a refund of fees paid
	If the student cancels after course Commencement date	Student will not be entitled to a refund of fees paid

**** An exit fee may be required to be paid if you choose to terminate your course prior to the course end date**
**** Tool Kit Refund Policy: If student received the tool kit, no refund applied. If student not yet receive the tool kit, fully refund applied exclude uniform with measurement.**

Course Withdrawal after commencement

All administration fees are payable in Australian (AUD) dollars only and are non-refundable.
Writing Course Withdrawal Request Form which may be obtained from Le Culinaire Administration or from www.Leculinaire.edu.au. The form must be signed by the student and the course withdrawal fee will be calculated as shown in the table:

COURSE WITHDRAWAL REQUEST AND NOTIFICATION PERIOD	FEE CHARGE
Written Withdrawal Request Form and supporting documents are received more than 28 days prior to the following instalment due date	No fee charge
Written Withdrawal Request Form and supporting documents are received within 1 to 27 days prior to the following instalment due date	100% next term fee charge
Written Withdrawal Request Form and supporting documents are received after the instalment due date	100% material fee and 100% of next term fee charge

**** An exit fee may be required to be paid if you choose to terminate your course prior to the course end date.**

A student who wishes to cancel their enrolment after the course has commenced, must give notice in writing. This may be via email or letter. Le Culinaire staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as deferral or suspension of the enrolment. For further information on deferral or suspension, please refer to the Deferral, Suspension and Cancellation Policy.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Student who may not be eligible but are requesting a refund should also be provided with a Refund Request Form so the request can be properly considered by the Chief Executive Officer. Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship.

Refunds – Refused student visa

A student who is refused a student visa to study in Australia will be entitled to a 100% refund of fees paid less the application fee ($250) and CoE fee ($50). Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to Le Culinaire.

Refunds - Misconduct

No refund will be granted to a student whose enrolment is terminated for failure to comply with Le Culinaire's policies and procedures and the requirements of their visa by Department of home Affairs (DOHA).

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances warrant it.

Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Monies refunded will be made in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Refunds - Cancellation of a course by Le Culinaire (Provider default)

If Le Culinaire defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Le Culinaire will make every effort to transfer the students' enrolment to another college. If this is unsuitable the college will pay a refund of the unused portion of the course money received from the student. This refund will be paid to students within 2 weeks of the default day with a statement explaining how the refund amount has been calculated.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Miscellaneous Charges

Le Culinaire will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student
- Replacing issued learning materials which the student has lost or damaged
- Replacing Student Card
- Re-assessment services

These miscellaneous charges are to be clearly specified in Le Culinaire Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

The Tuition Protection Service

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 tuition fees

Provider default

In the unlikely event that Le Culinaire is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.

Fees being paid in advance

Le Culinaire acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, Le Culinaire requests payment of no more than 50% of the total tuition fees for the course before the student commences the course.

Following course commencement, no further pre-paid tuition fees are taken before the beginning of the second study period.

Le Culinaire maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Le Culinaire undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including tuition fees, application fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/application fee;
- the nature of the guarantee given by Le Culinaire to complete the training and/or assessment once the student has commenced study in their chosen qualification or
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed 'not competent' on completion of training and assessment; and
- the Le Culinaire refund policy.

Student complaints about fees or refunds

Students who are unhappy with the Le Culinaire arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Chief Executive Officer. This should occur in accordance with the Le Culinaire Complaints and Appeals Policy and procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws.

Student Support Services

An initial interview is conducted with all prospective students and the information from the interview and the completed enrolment form, assist Le Culinaire to determine if:

- the student's language, literacy and numeracy skill levels are adequate to meet the requirements of the training course;
- the student has any need for individual support services or consideration of reasonable adjustment at the point of enrolment to allow training programmes to be suitably adjusted.

If support services are identified, the following is a guide to support that can be provided

Individual need	Support Service
For International Students	Close student liaison is to be maintained by the Student Support Officer and the Academic Manager* who will act as the central points of contact. The Student Suppo Officer or Academic Manager will provide advice and assist students with information and referral: ▪ transition to life and study in a new environment; ▪ legal services – Queensland Legal Aid ▪ emergency and health services ▪ Student may be referred to: ▪ Lifeline 13 11 14 ▪ Beyond Blue 1300 22 4636 ▪ Salvation Army Family Welfare Centres ▪ Catholic Care, Family Support Service ▪ facilities and resources ▪ complaints and appeals processes; and ▪ any student visa condition relating to course progress and/or attendance as appropriate. (additional resources are included in the Student Handbook)
Language, literacy and numeracy skill levels	If a student's language, literacy and numeracy skills are not at the required level the student will be referred to an ELICOS college to achieve the required standard before being enrolled in Le Culinaire's programs

** Other individual needs can be considered on a case-by-case basis in consultation with the CEO/PEO

International Student Enrolment and Induction

Our approach to enrolment and induction is to provide a pathway for international students to make informed decisions about their training and assessment and enter a training pathway that is the right fit for their career goal. In doing this, Le Culinaire has legislative responsibilities to comply with that govern the process for the enrolment and induction of students from overseas.

Course entry requirements

All international students applying to enter a training programme being offered by Le Culinaire must:

▪ Be over the age of 18

▪ Demonstrate good command of written and spoken English

▪ Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience

▪ Provide their own laptop computer that is compatible with Australian power voltage requirements

▪ Meet the following Student Visa 500 requirements – Click Here:

- ▪ Be a genuine temporary entrant – Click Here
- ▪ Meet English language test score requirements – Click Here
- ▪ Demonstrate financial capacity – Click Here

- Hold Overseas Student Health Cover (OSHC) – Click Here
- Meet the health requirements – Click Here
- Be of good character – Click Here

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Immigration and Border Protection of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student's visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Le Culinaire as a provider on the CRICOS register CRICOS code 03667K. The most direct way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page Click Here.

It is important that the student visa applicant submits all required documents as without these there may be an automatic visa refusal.

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirements and health and character criteria.

Notification of entry requirements

Students must be informed about course entry requirements during the initial stages of their expression of interest. Course entry requirements information will be provided via the Le Culinaire website, student handbook and course brochure. In addition to this, Agents will be advised of student entry requirements on a regular basis by way of emails and other written notification.

Assessing Student's Qualifications, Experience and English Proficiency Procedure

Le Culinaire has a procedure to assess whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enrol, so as to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

A representative from Le Culinaire must interview the student either face-to-face or via telephone/video conference. During this interview, a check is made of the student's qualifications, experience and English proficiency. This interview is to be recorded on the Le Culinaire Student Enrolment Interview Form

- All enrolment applications and supporting documents are received and assessed by Student Admissions.
- Enrolment applications are only accepted with appropriate supporting documentation. All international students are required to submit the following with their application form:
  - copy of passport
  - an authorised copy of their visa
  - evidence of English proficiency evidenced by a recognised English Language testing score (IELTS 5.5) or equivalent
  - academic history a minimum of high school certificate year 12 or Australian year 10 equivalent (All documentation must be in English translated)
  - any other supporting information such as previously attained qualifications
  - all documentation must be certified copy
- A copy of the above documents are to be kept on student files.

Enrolment / Induction Procedure

Step 1 (Enquiry / Application)

Student will make an enquiry via an Agent, website, email, phone, etc. The student is to be provided with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about offered training programmes. It is important that the student is provided with information about their rights and obligations and a copy of Le Culinaire International Student Handbook, which contains important information for the student about the course and visa eligibility requirements, living in Australia information, etc. During this initial engagement, the agent or a representative from Le Culinaire must interview the student either face-to-face or via telephone/video conference. This interview is designed to capture important information about the applicant and to personally inform them about their rights and obligations. This interview is to be recorded on the Le Culinaire Student Enrolment Interview Form. Once the student has had the opportunity to access information, they may complete and submit the course Application/Enrolment Form available on the website along supporting documents and forward to:

Administration Manager

Email: admin@leculinaire.edu.au

Le Culinaire Hospitality Institute

424 Harris Street, Ultimo NSW 2007

Step 2 (Student Letter of Offer)

Le Culinaire will respond to the application for enrolment and the letter of offer will be issued.

The full or conditional letter of offer will be sent to the agent.

Step 3 (Le Culinaire Confirmation of payment)

Once Le Culinaire has issued a Letter of Offer. This offer is valid for 30 days only. After this date, the position will be offered to another applicant. The student is also provided with a Student Agreement that specifies the terms of the service agreement the student is entering into. The student is to be issued with an invoice for payment of the 50% of total tuition fees. It is important to note that the offer made by Le Culinaire is conditional based on the student meeting the minimum requirements for the course.

Step 4 (Student Acceptance)

To accept the offer, the student must complete the Student Agreement and return it to the Le Culinaire with evidence of IELTS proficiency (General Score of 5.5). The signed agreement must be received before the student offer expires. The student is also required to provide payment of a minimum 50% of total tuition fees on successful admission to a programme. If the student is applying from within Australia, they are also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card or Policy Statement.

Student Agreement and supporting documents are to be submitted by email with full invoiced payment to:
Email: admin@leculinaire.edu.au

Step 5 (Confirmation of Enrolment)

Once all required documentation and payment has been received, Le Culinaire will send the student the following items:

- a Confirmation of Enrolment form (COE)
- confirmation of course commencement details

- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information (Policy Statement page) if applicable
- Student Visa / Travel / Accommodation Confirmation Form if applicable

These documents are to be sent to the student's nominated postal address. The student may also nominate to have these documents sent to the agent.

Step 6 (Visa / Travel / Accommodation)

Once the student is in receipt of the Confirmation of Enrolment, they may apply for a Student Visa 500. The student applies for the visa at the Australian local Embassy or diplomatic mission within their country of origin. If the student is not successful in securing a visa, they must notify the Le Culinaire as soon as possible to access a full refund of their paid tuition fees (50% of total tuition fees). The student will not be refunded the application fee ($250) and CoE fee ($50).

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the Le Culinaire of the following:

- Confirmation of Student Visa 500
- Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Confirmation of temporary accommodation including address, phone number
- Contact details on arrival in Australia (must include a mobile phone where possible) This information is to be provided in the Le Culinaire Student Visa Travel/ Accommodation Confirmation Form and submitted by email to admin@leculinaire.edu.au

Step 7 (Induction / Course Commencement)

The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at Le Culinaire (induction day, usually one-week prior course commencement date), the student will participate in a culturally and age-appropriate orientation programmes programme. In is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details
- Mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs

Student Enrolment Induction Process

Step 1 - Student enquiry

Via website or agent and is provided pre-enrolment information including Student Handbook
Obtains an Application/Enrolment form from Agent or website
Student to complete and forward Student Application Enrolment form along supporting documents submit to Admission

Step 2 – Response to enquiry

Receives Application/ Enrolment form And supporting documents via email

Step 3 – Letter Of Offer

Assess the application and supporting documents. Letter of Offer issue and return to the student/agent

Step 4 – Acceptance of Enrolment

Receipt of completed Student Agreement (including IELTS & High School Cert etc) & completed Provider Acceptance Section of Student Agreement form sign/date
Receipt for payment of fees

Step 5 – Confirmation of Enrolment

Le Culinaire – Finance team confirms the fund is received.

Le Culinaire – Admissions team will issue the CoE. Then it is sent to student/agent

Step 6 – Student to:

Apply for Student Visa (subclass 500) on receipt of the PRISMS eCOE (If the student's Visa is unsuccessful then a full Refund of the tuition fees will be refunded. The student will not be refunded the application fee ($250) and CoE fee ($50).

Step 7 – Induction/Course Commencement

At Induction confirm the following

- Accommodation details, contact details, including email, mobile number and next of Kin
- OSHC
- Conduct culturally and age-appropriate orientation programs

The above details will be re confirmed at the beginning of the 2nd study period.

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Induction / Orientation Programmes

Le Culinaire is committed to ensuring that our international students are provided with age and culturally appropriate orientation. Orientation is a final step of the enrolment process and is aimed at welcoming our international students to Le Culinaire and ensuring that their stay in Australia is safe and successful.

Who participates in orientation?

Le Culinaire will deliver an orientation programme to every international student commencing with our courses. There are no exceptions to this requirement. Orientation is desirably delivered to a group of international students but may also be undertaken for a single student only. Students who are transferring to Le Culinaire from another CRICOS provider are still required to undergo orientation.

The CEO/PEO will appoint people within Le Culinaire to organise and facilitate international student orientation.

What is delivered during orientation?

The orientation programme may be adapted for a specific target audience. For instance, if the target audience is from a specific country or region, gender or age, the programme may be adapted to ensure that the information is not only culturally and age appropriate but includes content that best reflects the needs of the audience. The standard orientation programme is defined by the suggested programme which is attached to this policy. The major themes in the programme include:

- Introductions to staff and students
- Issue and sign for learning resources
- Introduction to Le Culinaire
- Facility Tour
- Introduction to the local town/city
- Safety and security brief
- Visa conditions and responsibilities
- Overseas Student Health Cover
- Home Stay Briefing
- Emergency and health services
- Complaints and appeals
- Australian Culture
- Australian Climate / Environment
- Welfare and support services

Students are to be provided with an orientation information package. This may be provided in hard copy or via a digital set of files via the college website. If the student will need to refer to this information.

Where is orientation delivered?

The orientation programme is ideally delivered in a classroom setting with access to audio visual presentation equipment. This will allow the content to be delivered using visual aids which are key to communicating to a linguistically diverse audience. The programme may be delivered in an alternative setting if approved by the CEO. An alternative setting may include an outdoor area. A programme which is delivered without the use of audio visual equipment must be supported by appropriate printed material. Where the group is very small, the venue may be changed to suit, such as a

conference room or an office used to engage with an individual learner. In all instances, the orientation is to be delivered on the premises of Le Culinaire.

When is orientation delivered?

The orientation programme is ideally delivered one week prior student commence with Le Culinaire. Variation to this must be approved by the CEO/PEO. The time required to deliver the orientation programme is one (1) day. It may be appropriate to deliver the programme in a shorter duration for very small groups or individuals.

Why is orientation delivered?

Le Culinaire recognise that a culturally and age appropriate orientation programme will assist students to adjust to study and life in Australia. The programme presents information to students that will inform their decisions whilst staying in Australia in regard to living arrangements, staying safe and generally getting those most out of their time here in Australia. A sound orientation lays the foundation successful study with Le Culinaire. It also must be recognised that the National Code Part D: ESOS standard, 6.1 requires that the registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme.

How is orientation delivered?

The content of the orientation program is delivered in a facilitator led format using presentation aids.

Orientation of younger students will also need to include the allocation and introduction of the student's Welfare Officer who is responsible for the young person's care and accommodation arrangements. Orientation for young people may also include:

- specifying welfare dates for holiday periods and travel arrangements
- accommodation options / permission
- special attendance requirements
- reporting progress to parents
- specifying laws applicable
- permission to participate in sport or other social activities outside of scheduled study periods

Orientation programmes must also be delivered in a culturally appropriate manner. This means that the delivery must occur in an environment where students and staff recognise and appreciate diversity during the learning experience. A culturally inclusive environment encourages all persons regardless of age, gender, ethnicity, religious affiliation, socioeconomic status, sexual orientation or political beliefs to engage in the orientation effectively. To promote a culturally appropriate environment in the orientation, the following strategies should be applied:

Use positive non-verbal behaviours

- take time interact personally with students before the session and during any breaks
- reinforce the importance the organisation places on celebrating the differences in our cultures whilst promoting the establishment of common interests
- provide each student the opportunity to introduce themselves
- ensure correct pronunciation of student names
- establish ground rules for communicating with each other
- avoid using language with ethnic, cultural or religious connotations
- avoid using any references to ethnic or cultural stereotypes

- respond promptly to any behaviour which may be considered discriminatory
- encourage open and respectful group discussion

Given the high level of ethnic diversity in our local communities, engaging with students from culturally diverse backgrounds is not a consideration that is unique to international student enrolments. It is important; however, that we recognise that international students require special consideration to ensure their study commences with a positive tone and they feel welcome and comfortable during their study.

Standard – International Student Orientation SAMPLE

Time	Topic
8:30AM-10:30AM	Orientation Registration
	Orientation Welcoming by CEO/PEO
	Introductions to staff and students
	Safety Brief
	Cultural acceptance and inclusivity
	Outline of orientation programme
	Topic
	Outline of orientation programme
	Refer to Student Handbook, College Policy and Procedure link
	Introduction to Le Culinaire: ▪ dress requirements, ▪ standards and availability ▪ stationery requirements ▪ ID Card and photo ▪ Student amenities ▪ Training Plan / Timetable ▪ Institute routines and expectations (e.g. behaviour, mobile phones, Bullying/harassment etc) ▪ Internet access and use of personal laptop
	Facility Tour
10:30AM-11:00AM	**Morning Tea**

Time	Topic
11:00AM-1:00PM	Introduction to Sydney ▪ Orientate students with a map ▪ Outline the general layout of the city ▪ Use the map to identify places of interest ▪ Transport arrangements ▪ Shopping / Sports / Culture
	Safety and security ▪ street safety ▪ road safety / basic traffic rules ▪ public transport safety ▪ swimming safety / beach safety arrangements ▪ mobile phone safety ▪ cyber safety ▪ safety in your accommodation ▪ what to do in an emergency ▪ critical incident procedure ▪ the role of emergency services (Police / Fire / Ambulance / SES) ▪ contacting emergency services for assistance (000)
	Your Visa responsibilities: ▪ Attendance ▪ Course Progress ▪ Behaviour ▪ Changing Education Providers ▪ Changing Accommodation Provider ▪ Keeping us informed of your contact details ▪ Working in Australia (up to 20 hours per week during term time)
	Overseas Student Health Cover (OSHC): ▪ How to access services ▪ Local health centres ▪ Local hospitals ▪ Emergency services (included in cover)
1:00PM-1:30PM	**Lunch**
1:30PM-2:30Pm	Home Stay Briefing: ▪ Outline home stay policies ▪ Duty of care for international students ▪ Using simple Australian manners, greetings, please and thankyou ▪ Family routines e.g. meal times, bed times ▪ Homestay house rules, e.g. hygiene, bathroom use, internet use ▪ Electricity and water are expensive. Students should avoid excessively long showers or leaving heating/cooling on when they are not in the room ▪ In Australia, it is common for all household members to share in tasks like doing the dishes, setting the table, taking out the rubbish etc. ▪ Most homestays are happy for students to have friends visit, this should be arranged in advance. ▪ Outline considerations for phone and internet use

Time	Topic
2:30PM-2:50PM	**Afternoon Tea**
2:50PM-4:00PM	Australian Culture: ▪ composition of society ▪ family structure ▪ family life ▪ customs ▪ manners
	Australian Climate / Environment: ▪ rainfall ▪ temperature range ▪ humidity ▪ clothing considerations ▪ keeping hydrated ▪ personal hygiene
	Welfare and support: ▪ transition to life and study in a new environment ▪ legal services (how to access / cost) ▪ facilities and resources ▪ locating Churches, Temples & Mosques ▪ complaints and appeals processes ▪ counselling support ▪ mentor programme ▪ how to access support
	Counselling support provider briefing
	Conclusion

Complaints Handling

Le Culinaire is committed to providing a fair and transparent complaint handling process.

What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- Le Culinaire as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of Le Culinaire, its trainers, assessors or other staff; or
- a learner of Le Culinaire.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about Le Culinaire or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Relationship to continuous improvement

Frequently, the complaints handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making a complaint

A complaint may be received by Le Culinaire in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person. To make a complaint, the person is recommended to complete the Le Culinaire - Complaint Form. This form is available via our website or can be obtained from the Le Culinaire office

The completed complaint form is to be submitted to the Reception either in hard copy or electronically via the following contact details:

Le Culinaire Hospitality Institute

424 Harris Street, Ultimo 2007 NSW

Email: reception@leculinaire.edu.au

If a complainant has any difficulty accessing the required form or submitting the complaint to Le Culinaire, they are advised to contact site train immediately at the following phone number:

Office Contact Number: 02 9211 3945

Complaint handling procedure

Le Culinaire will apply the following procedure to its complaints handling:

▪ A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on the website. There is no time limitation on a person who is seeking to make a complaint. A person who makes a complaint must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that Le Culinaire had received the complaint and will review the relevant issues and provide a response as soon as practicable. The acknowledgement must inform the complaint that they will receive a written response within 14 days and explain the complaint handling process and the persons rights and obligations.

▪ A written record of all complaints is to be kept by Le Culinaire including all details of lodgement, response and resolution. The complaints register within student management system (axcelerate) is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling must be stored securely to prevent access to unauthorised personnel.

▪ A complainant is to be provided an opportunity to formally present his or her case at no cost.

▪ Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.

▪ Where a complaint is made about or involves allegations about another person, Le Culinaire is obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the issues raised.

▪ This may be achieved through direct meetings or meeting via an electronic means. Le Culinaire must maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner

▪ Where a complaint is received by Le Culinaire which involve allegations about alleged criminal conduct, Le Culinaire are to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.

▪ The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the Le Culinaire website.

▪ The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.

▪ The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) working days of the lodgement of the complaint.

▪ Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where Le Culinaire Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Le Culinaire should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Le Culinaire and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.

▪ Le Culinaire shall maintain the enrolment of the complainant during the complaint handling process.

▪ Decisions or outcomes of the complaint handling process that find in the favour of the learner shall be implemented immediately.

▪ Complaints are to be handled in the strictest of confidence. No Le Culinaire representative is to disclose information to any person without the permission of Le Culinaire Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form

▪ Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: Principles of Natural Justice and Procedural Fairness

▪ Complaint handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Le Culinaire to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Le Culinaire as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

▪ put forward arguments in their favour,

▪ show cause why a proposed action should not be taken,

▪ deny allegations,

▪ call for evidence to disprove allegations and claims,

▪ explain allegations or present an innocent explanation, and

▪ provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Le Culinaire also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Le Culinaire

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Le Culinaire to investigate the matter, then in these circumstances Le Culinaire reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Third Party Review

Where the person making a complaint is not satisfied with the handling of the matter by Le Culinaire, they have the opportunity for a body or person that is independent of Le Culinaire to review his or her complaint following the internal completion of complaint handling process. Before a person seeks a review by an independent third party, they are requested to first allow Le Culinaire to fully consider the nature of the complaint and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have the right then seek a review by an independent third party. To request a review by an independent third party, the complainant should inform the Academic Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the Le Culinaire Chief Executive Officer will advise of an appropriate party independent of Le Culinaire to review the complaint outcome (and its subsequent handling) and provide advice to Le Culinaire in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested. This advice is to be accepted by Le Culinaire as final,

advised to the person making a complaint in writing and implemented without prejudice. Where the Le Culinaire appoints or engages an appropriate independent person to review a complaint, the Le Culinaire will meet the full cost to facilitate the independent review.

Where a complaint is received by Le Culinaire and the Chief Executive Officer feels that they may have bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints

Once the complaint handling process has concluded; where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their complaint.

Please note that for international students there is additional information about unresolved matters following this section.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to **the Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to **the National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at https://www.dese.gov.au/national-training-complaints-hotline
- In relation to matters relating to privacy, the person may refer their complaint to **the Office of the Australian Information Commissioner** via the following details: https://www.oaic.gov.au/privacy/privacy-complaints/ or call on 1300 363 992

This guidance is also communicated to learners within the Student Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Le Culinaire for information. External agencies will typically request a copy of any record of how the complaint was handled from the person. Le Culinaire is to ensure that the person is provided with a written response that they may use for this purpose.

Unresolved International Student Complaints

Where an international student complaint is unable to be resolved, the international student may refer the matter to the Overseas Students Ombudsman. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman can consider matters relating to:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. The following website provides more information about accessing the services of the Overseas Students Ombudsman.

http://www.ombudsman.gov.au/making-a-complaint/overseas-students

The Le Culinaire is to cooperate fully with agencies such as the National Training Complaints Service, Overseas Students Ombudsman, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Le Culinaire considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Le Culinaire internal arrangements

Record Management of Complaint Records

Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the complainant or generated by Le Culinaire. There is also a record of the complaint maintained within the Le Culinaire student management system Axcelerate. This includes the details about the

Complaint and a diary log which records the progress of the complaint handling and closure. This record also records identified opportunities for improvement that result from complaints handling.

All records regardless of their format (excluding Axcelerate) will be saved in a digital format into a secure folder located on the Le Culinaire file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on Axcelerate are to be accessible only to administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of complainants.
- Records must be kept to in a location to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

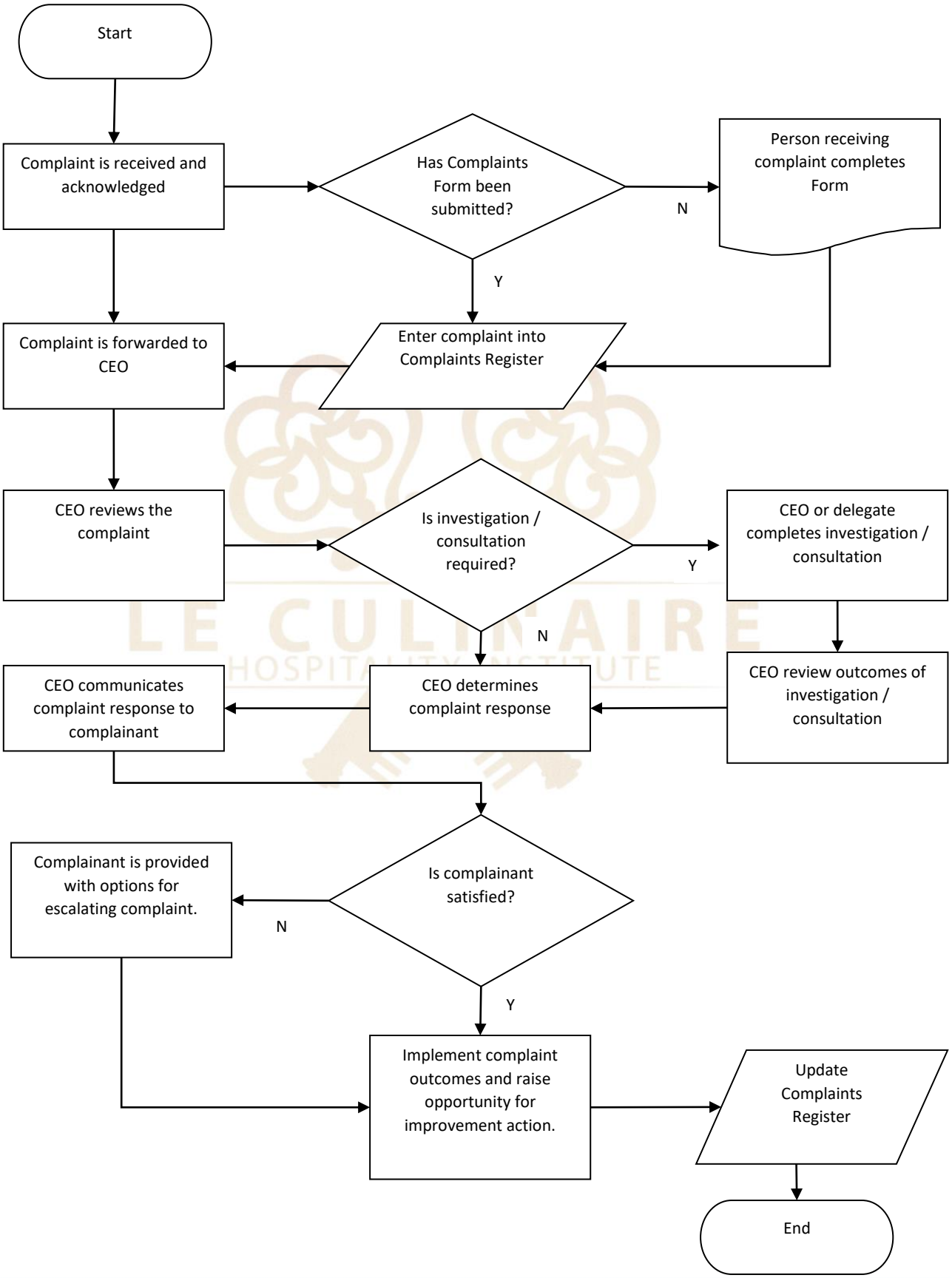
Period of Retention of Complaints Records

Le Culinaire is to retain records relating to complaints handling for a minimum of five (5) years

Destruction of Complaints Records

The Le Culinaire CEO is the only person who can authorise (in writing) the destruction of complaint handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

Complaints Handling Process



Appeals Handling

Le Culinaire is committed to providing a fair and transparent appeals handling process.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with Le Culinaire. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty-eight (28) days of the decision or finding being informed to the learner.

It is important to note that a learner may appeal any decision made by Le Culinaire or a third party providing services on Le Culinaire behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Le Culinaire may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early resolution of appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made.

Relationship to continuous improvement

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making an appeal

An appeal must be received by Le Culinaire in writing using the specified form within twenty eight (28) working days of the decision or finding being informed to the person. To appeal a decision, the person is required to complete the Le Culinaire - Request for Appeal of a Decision. This form is available via our website. The completed Request for Appeal form is to be submitted to the Academic Manager either in hard copy or electronically via the following contact details:

424 Harris Street, Ultimo NSW 2007

Email: reception@leculianire.com.au

If a person seeking an appeal has any difficulty accessing the required form or submitting the appeal to Le Culinaire, they are advised to contact Le Culinaire immediately at the following phone number: Insert Phone Number

Appeal handling procedure

Le Culinaire will apply the following procedure to its appeals handling:

- Appeals must be lodged within twenty eight (28) working days of the decision or finding being informed to the person. An appeal must be submitted using the Le Culinaire - Request for Appeal of a Decision.

- A person who submits an appeal must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the appeal is received. This acknowledgement is intended to provide the person making an appeal assurance that Le Culinaire had received the appeal and will review the relevant issues and provide a response. This acknowledgement is intended to provide the person making an appeal assurance that Le Culinaire had received the appeal and will review the relevant issues and provide a response as soon as practicable. The acknowledgement must inform the person making an appeal that they will receive a written response within 14 days and explain the appeal handling process and the persons rights and obligations.

- A written record of all appeals is to be kept by Le Culinaire including all details of lodgement, response and resolution. The appeals register within the student management system (Axcelerate) is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel.

- An appellant is to be provided an opportunity to formally present his or her case at no cost.

- Each appellant may be accompanied and/or assisted by a support person at any relevant meeting.

- The appeals policy must be publicly available. This means that the appeals policy and procedure must be published on the Le Culinaire website.

- The handling of an appeal is to commence within seven (7) working days of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable

- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within fourteen (14) working days of the lodgement of the appeal

- Appeals must be resolved to a final outcome within sixty (60) calendar days of the appeal being initially received. Where Le Culinaire's Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Le Culinaire should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) calendar days is considered acceptable and in the best interest of Le Culinaire and the appellant. An appellant should also be provided with regular updates to inform them of the progress of the appeal handling. Updates should be provided to the appellant at a minimum of two (2) weekly intervals.

- Le Culinaire shall maintain the enrolment of the appellant during the appeal handling process.

- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.

- Appeals are to be handled in the strictest of confidence. No Le Culinaire representative is to disclose information to any person without the permission of Le Culinaire Chief Executive Officer. A decision to release information to third parties can only to be made after the appellant has given permission for this release to occur. This permission should be given using the Information Release Form.

- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: Principles of Natural Justice and Procedural Fairness

- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Third Party Review

Where the appellant is not satisfied with the handling of the matter by Le Culinaire, they have the opportunity for a body or person that is independent of Le Culinaire to review his or her appeal following the internal completion of appeals handling process. Before a person seeks

a review by an independent person, they are requested to first allow Le Culinaire to full consider the nature of the appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the

outcome, they can then seek a review by an independent person. To request a review by an independent person, the person making an appeal should inform the Academic Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the Le Culinaire Chief Executive Officer will advise of an appropriate party independent of Le Culinaire to review the appeal outcome (and its subsequent handling) and provide advice to Le Culinaire in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested. This advice is to be accepted by Le Culinaire as final, advised to the appellant in writing and implemented without prejudice

Where the Le Culinaire appoints or engages an appropriate independent person to review an appeal, the Le Culinaire will meet the full cost to facilitate the independent review.

Where an appeal is received by Le Culinaire and the Chief Executive Officer feels that they may have bias or there is a perception of bias, then the appeal is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Appeals

Once the appeals handling process has concluded; where the person seeking an appeal of a decision remains not satisfied with the outcome of the appeals handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their appeal.

Please note that for international students there is additional information about unresolved matters following this section.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

In relation to consumer related issues, the person may refer their matter to the Office of Fair Trading

In relation to the delivery of training and assessment services, the person may refer their matter to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at https://www.education.gov.au/NTCH

In relation to matters relating to privacy, the person may refer their matter to the Office of the Australian Information Commissioner via the following details: https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint or call on 1300 363 992

This guidance is also communicated to learners within the Learner Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Le Culinaire for information. External agencies will typically request a copy of any record of how the appeal was handled from the person. Le Culinaire is to ensure that the person is provided with a written response that they may use for this purpose

The Le Culinaire is to cooperate fully with agencies such as the Office of Fair Trading, National Training Complaints Service, Overseas Students Ombudsman or ASQA that may investigate the handling of an appeal. Le Culinaire considers that it would be extremely unlikely that appeals are not able to be resolved quickly within Le Culinaire internal arrangements.

Unresolved International Student Appeals

Where an international student appeal is unable to be resolved, the international student may refer the matter to the Overseas Students Ombudsman. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman can consider matters relating to:

refusing admission to a course

- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent

The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. The following website provides more information about accessing the services of the Overseas Students Ombudsman.

http://www.ombudsman.gov.au/making-a-complaint/overseas-students

The Le Culinaire is to cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading, Overseas Students Ombudsman or ASQA that may investigate the handling of a complaint. Le Culinaire considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Le Culinaire internal arrangements.

Record Management of Appeals Records

Records relating to appeals will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the appellant or generated by Le Culinaire. There is also a record of the appeal maintained within the Le Culinaire student management system Axcelerate. This includes the details about the appeal and a diary log which records the progress of the appeal handling and closure. This record also records identified opportunities for improvement that result from appeals handling. All records regardless of their format will be saved in a digital format into a secure folder located on the Le Culinaire file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must

only be accessible to persons authorised by the Chief Executive Officer. Records stored on Axcelerate are to be accessible only to administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of the appellant.
- Records must be kept to in a location to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

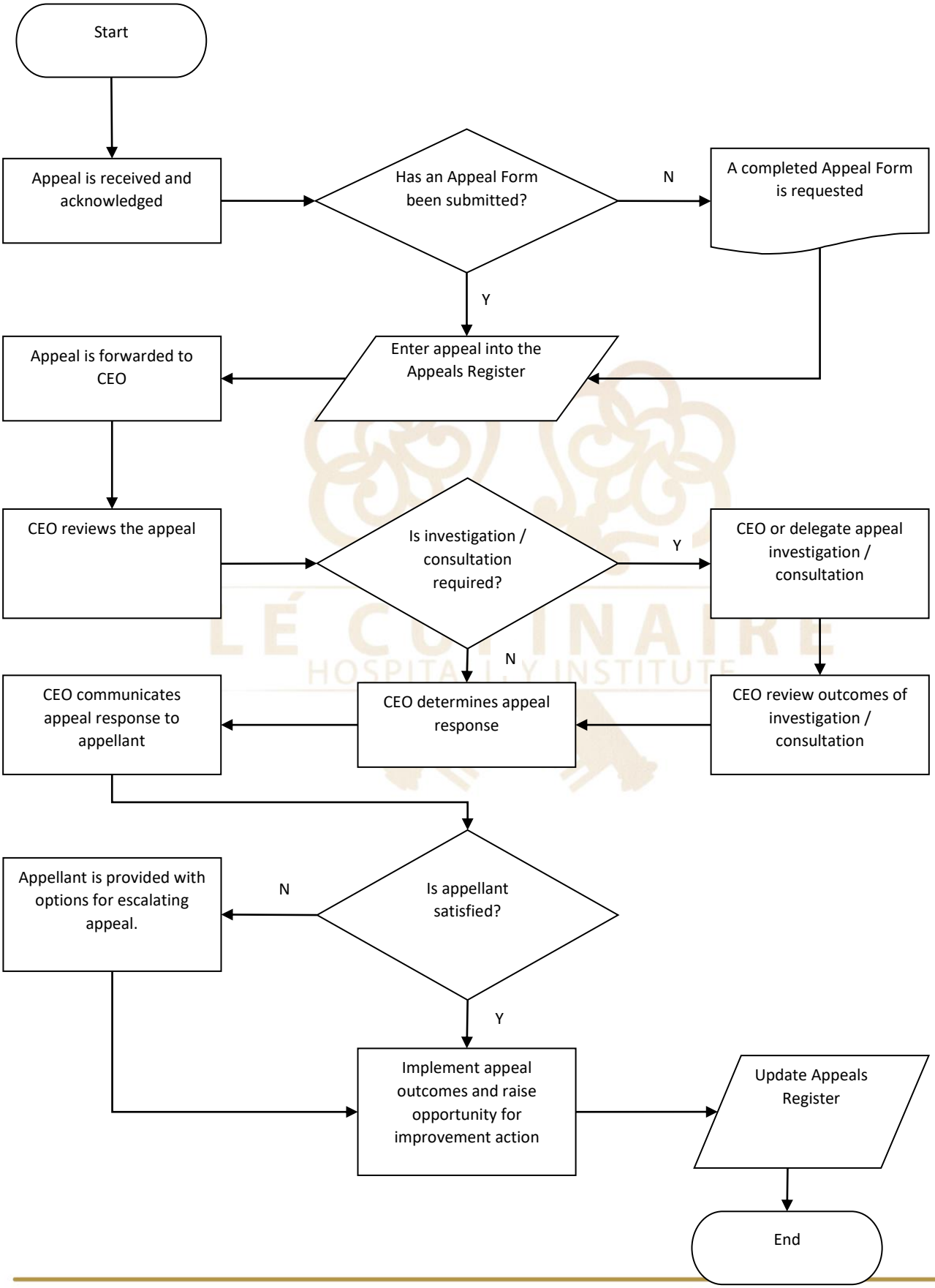
Period of retention of Appeals Records

Le Culinaire is to retain records relating to appeals handling for a minimum of five (5) years.

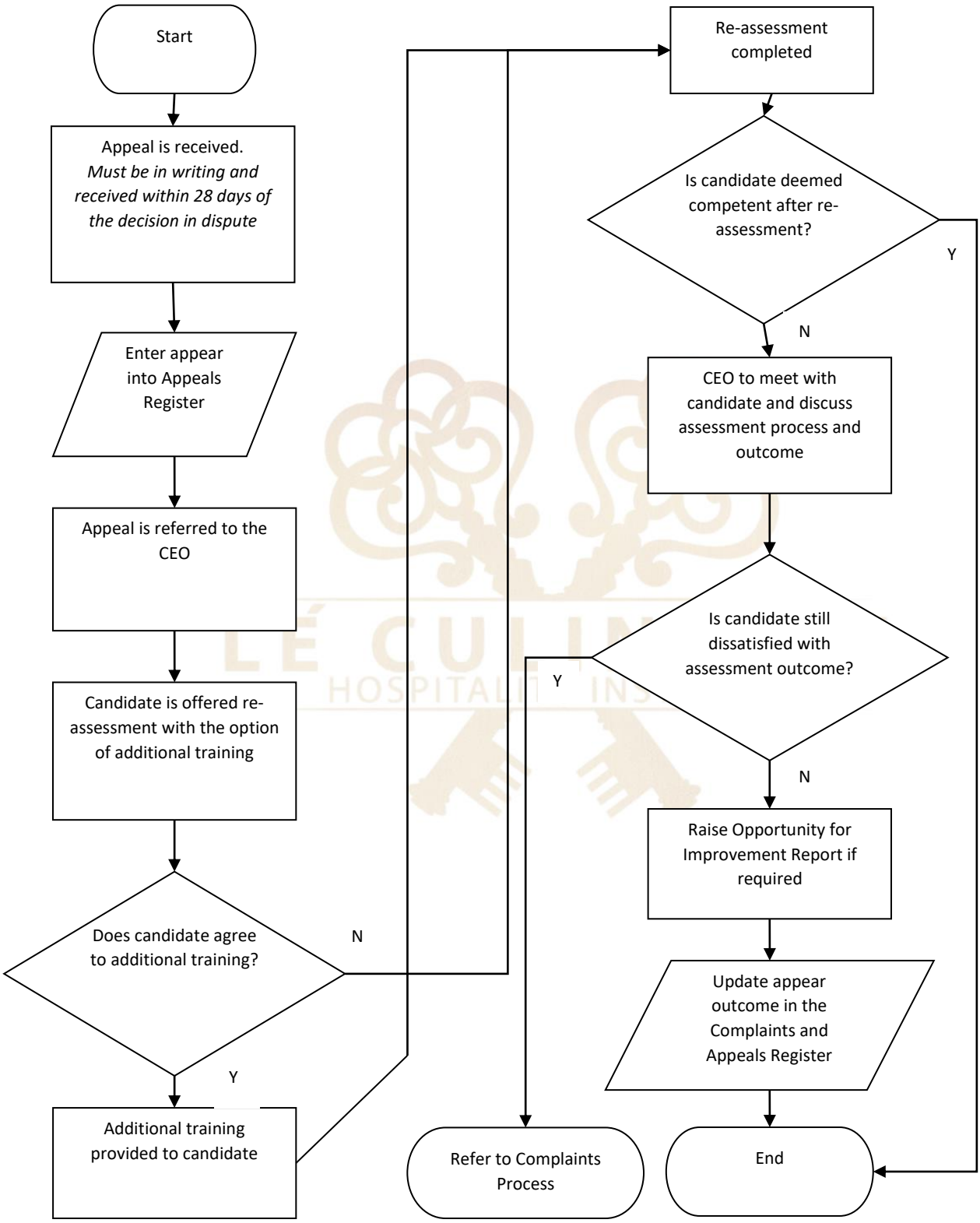
Destruction of Appeals Records

Le Culinaire's CEO is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

Administrative Appeals Handling Process



Assessment Appeals Handling Process



Agent Management

Le Culinaire will appoint Agents to be non-exclusive representatives and to perform the services for the terms set out in an agreement referred to as an Agent Agreement. Each Agreement will be a non-exclusive Agreement and the Agent acknowledges that Le Culinaire may appoint other representatives as it so chooses.

Le Culinaire will make each Agent aware of the requirements of the Migration Act 1958, ESOS Act (2000) and the National Code and the Agent will undertake to comply with all regulatory and statutory requirements under any Agreement reached. The specific requirements of Le Culinaire and the Agent will be contained in a written agreement signed by both parties.

The Agreement will set out the following obligations of the Agent:

- At all times act in an ethical manner
- Promote courses with integrity and accuracy
- Recruit students in an honest, ethical and responsible manner
- Inform students accurately about the requirements of the courses
- Uphold the high reputation of Le Culinaire and the Australian education sector
- Assist suitable qualified applicants to complete all required documentation
- Ensure that all fees and charges collected are paid directly into the Le Culinaire designated account
- Ensure that applications and acceptances of offer documents are submitted to Le Culinaire in a timely manner
- Ensure all applications are accompanied by a current residential address and contact details
- Advise students that if their visa application is rejected Le Culinaire will refund all monies paid less application fee to the address provided
- Undertake all advertising and marketing for Le Culinaire using the current documentation supplied by Le Culinaire
- At all times comply with Standard 4 of the National Code
- Advise students that information collected by Le Culinaire about changes to student enrolment or any breaches by the prospective students must be reported to Dept. of Immigration and Border Protection
- Advise the student that if they come to Australia on a student visa they must have the primary purpose of studying and that is must be on a full time basis
- Any school age children who accompany them are required to pay full fees if they enrol in either government or non-government school
- Keep confidential all information provided by Le Culinaire including the terms of any formal Agreement

Monitoring Education Agents

The Director will, no less than every 12 months, undertake a teleconference or videoconference with each appointed education agent. The purpose of this engagement is to monitor the activities of the education agent and ensure their practices are aligned with the obligations outlined above. Specifically, this annual engagement is to address the following points:

- review of the agent's recent activity and initiatives to promote the services of Le Culinaire with integrity and accuracy;
- review any changes to administrative processes internal to Le Culinaire;

- review any changes to marketing material or course information that impacts on the activities of the agent; and
- discuss future course schedules and student capacity

The outcomes of this annual meeting are to be minuted and submitted to the CEO for acknowledgement.

Course Credit

Policy

This policy implements a procedure for Le Culinaire to process any student's applications for course credit and document any results, including student verification of the outcome. It will provide a process that ensures that students receive written verification of the outcome of the course credit application and records are kept with student files. It also ensures that any changes to course duration that occur from granting a course credit, after a Student Visa is granted, are reported to the appropriate government agency(s).

Definitions

'Course Credit' is defined by the National Code as follows:

Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.

'Credit Transfer' (CT)

The granting of exemption or credit by a Registered Training Organisation to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit

Recognition of Prior Learning' (RPL)

The acknowledgment of skills and knowledge that have been gained through training, work, or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the units of competency (elements and performance criteria) as described in the relevant endorsed Training Package. To support this type of application evidence of where and how the skills were obtained are required. I.e. A certificate where the codes do not match but are of similar skills and knowledge would require an ability to assess the learning outcomes against the learning outcomes of the current course.

Procedure

All students are made aware of the ability to apply for course credit via a RPL or CT application throughout the enrolment and induction process of the course. This is supported with information provided in the 'Student Handbook.'

Students are to place any applications for course credit by the 2nd week of the first term of study in their enrolled course. To apply for course credit the student must complete either a 'Credit Transfer Application Form' or a 'RPL Application Form.

All applications are to be submitted to Student Administration and include original documents to be sighted and copied by Student Administration. Applications will not be accepted unless all required information is included.

Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred.

A 'Credit Transfer Application Form' must be accompanied by nationally recognised Certificates and/or with detailed Statement of Attainments indicating the units successfully completed including unit codes and titles and dates of completion.

Students are required to submit their application with supporting evidence as required and outlined in the applications:

Credit Transfer

Students who have completed a Nationally Recognised qualification / unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s). The student must provide the original certificate to be sighted by Le Culinaire to verify the Credit Transfer.

Recognition of Prior Learning

Where students have gained relevant skills and knowledge other than undertaking accredited training for the unit, a student may be eligible for Recognition of Prior Learning. Students must complete an application form and submit to Student Administration with supporting evidence as required. This evidence must be clearly identifiable, and support the applicant's case for Recognition of Prior Learning by addressing the relationship of evidence to the Unit of Competency credit is being sought.

Applications are received by Student Administration in the first instance and the application and supporting documentation is copied and placed into the student file. Where originals are required to be sighted the Administration and Student Support Manager will sight the originals and indicate on copies that originals have been sighted and return originals to the student. Le Culinaire shall at no time accept original certificates.

The application is then forwarded to the Principal to be assessed and outcomes determined

Where any application for course credit is received by Le Culinaire, either RPL or CT, Le Culinaire is to assess the application and provide an outcome to the application within 14 working days of receiving it, or as soon as practical where further information is required to determine the outcome.

Where either of the above, Credit Transfer or Recognition of Prior Learning, applications are received the following must occur:

Procedure

All students are made aware of the ability to apply for course credit via a RPL or CT application throughout the enrolment and induction process of the course. This is supported with information provided in the 'Student Handbook.'

Students are to place any applications for course credit by the 2nd week of the first term of study in their enrolled course. To apply for course credit the student must complete either a 'Credit Transfer Application Form' or a 'RPL Application Form.'

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Recognition of Prior Learning

Where students have gained relevant skills and knowledge other than undertaking accredited training for the unit, a student may be eligible for Recognition of Prior Learning. Students must complete an application form and submit to Student Administration with supporting evidence as required. This evidence must be clearly identifiable, and support the applicant's case for Recognition of Prior Learning by addressing the relationship of evidence to the Unit of Competency credit is being sought.

Applications are received by Student Administration in the first instance and the application and supporting documentation is copied and placed into the student file. Where originals are required to be sighted the Administration and Student Support Manager will sight the originals and indicate on copies that originals have been sighted and return originals to the student. Le Culinaire shall at no time accept original certificates.

The application is then forwarded to the Principal to be assessed and outcomes determined.

Where any application for course credit is received by Le Culinaire, either RPL or CT, Le Culinaire is to assess the application and provide an outcome to the application within 14 working days of receiving it, or as soon as practical where further information is required to determine the outcome.

Where either of the above, Credit Transfer or Recognition of Prior Learning, applications are received the following must occur:

- Student Administration must adjust the student's CoE to reflect any reduction in the period of study the student is enrolled.

- Le Culinaire needs to provide the student a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Credit Transfer or Recognition of Prior Learning applications and a copy is to be kept on the students' file. (Appendix A)

Student Transfers

Le Culinaire will not enrol international students transferring from their principal course (i.e. the main course of study or the highest qualification indicated on the student's current visa) with another registered provider before they have completed 6 months of their principal course with that registered provider. This requirement must be applied unless:

- the original registered provider or course in which the student is enrolled has ceased to be registered
- the student has a valid letter of release from the original registered provider agreeing to the transfer
- the original registered provider has had a sanction imposed on its registration
- 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

Le Culinaire will release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not commenced their principal programme
- has a realistic and accurate understanding of what the transfer represents to their study options
- can no longer be provided with the training delivery and assessment services in the principal course by Le Culinaire

Le Culinaire will not release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not made satisfactory academic progress and is seeking a transfer to avoid being reported to Department of Home Affairs (DOHA)

- has not attended the course as required and is seeking a transfer to avoid being reported to the Department of Home Affairs (DOHA)
- has not paid all tuition fees

Procedure for assessing applications for transfer to Le Culinaire

Le Culinaire receives an application from a student who is onshore and who has indicated that they are currently studying at another institution.

The Chief Executive Officer uses PRISMS to ascertain if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.

Where the above is satisfied, Le Culinaire application process proceeds as for all offshore students.

Where the above is not satisfied, students are asked to provide an appropriate letter of release in support of their application. They may be provided with a “conditional” offer, which clearly states that an offer of a place is contingent on obtaining a letter of release.

Where the student provides a letter of release and they have no outstanding fees to be paid to the Le Culinaire or other outstanding matters of concern, the application proceeds as for all offshore applicants.

Where a satisfactory letter of release is not provided, the application process is halted and the student informed that they are unable to be transferred at this time. They are welcome to re-activate their application when the 6-month period has passed.

Note: In the very rare circumstances where Le Culinaire has ceased to be registered, or sanctions have been placed on Le Culinaire by the Australian government, which do not allow the student to continue with the course, no letter of release is required.

Procedure for assessing applications for transfer from Le Culinaire

Students make a written request (e.g. an email) to Le Culinaire to transfer to another provider.

The student is asked to provide a valid offer of enrolment from the new registered provider.

With these documents sighted, Le Culinaire will assess the transfer request using the following questions:

- does the student have any outstanding fees payable?
- is the student fully aware of the study issues involved in the transfer?
- is the student trying to avoid being reported to DOHA for lack of course progress or poor attendance?

Where the answers to these questions are satisfactory, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DOHA and obtain a new visa if the course they transfer to is not a Higher Education/VET course.

The Administration Manager reports the student’s termination of studies through PRISMS.

The Chief Executive Officer will decide whether to refuse or grant the letter of release and inform the student. If the Chief Executive Officer decides to refuse a letter of release the student will be advised in writing providing the reasons for refusal and indicating that the student may access the student complaints and appeals process if they want a review of the decision.

The Chief Executive Officer will make any final decision regarding the issuance or refusal of a letter of release for any student.

Where the student has provided all the necessary documentation regarding letters of release the assessment will be made within 10 working days.

All requests, considerations, decisions and copies of letters of release are placed on student's file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by Le Culinaire refund policy as outlined in the written agreement.

Deferral, Suspension and Cancellation

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Le Culinaire or by the student. When deferral, suspension or cancellation of enrolment is initiated by Le Culinaire, the student has the right to appeal the decision.

International students need to note that any deferral, suspension or cancellation may affect their study visa in Australia.

Le Culinaire initiated suspension

Le Culinaire may suspend a student's enrolment in the following circumstances:

- Student behavioural misconduct as defined in the Behaviour Misconduct Policy;
- As part of the intervention strategy for unsatisfactory progress as defined in the Monitoring Course Progress Policy;
- In compassionate and /or compelling circumstances as determined by the Chief Executive Officer.

The length of time a student may have their enrolment suspended is at the discretion of the Chief Executive Officer of Le Culinaire. A student's enrolment may not be suspended more than one (1) Term without the circumstances being re-assessed. The student will be notified in advance of the reasons and the timeframe of the suspension. A student may appeal a suspension decision through Le Culinaire's internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the student. A student's enrolment will be maintained throughout the process.

If, as part of this process, a student's enrolment is cancelled, the student will be notified in writing of the reasons for the cancellation and given 20 working days to access Le Culinaire's internal complaints and appeals process.

Any change in enrolment status will not be reported to the Department of Home Affairs (DOHA) until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed Le Culinaire will notify the DOHA via PRISMS.

Student initiated suspension

Once the course has commenced students may only request a suspension of their participation in compelling or compassionate circumstances. Students must submit documents supporting their claim for suspension of their course e.g. medical certificates. The granting of the suspension is at the discretion of the Chief Executive Officer of Le Culinaire.

The length of time of the suspension is also at the discretion of Le Culinaire and shall be negotiated between the student and the Chief Executive Officer.

Suspensions do not entitle a student to a refund.

Deferral

A student may defer the commencement of their course in the following circumstances:

- Compassionate or compelling circumstances agreed with Le Culinaire

- A delay in obtaining a visa.

Students must request a deferral in writing to the Chief Executive Officer. The length of time should not exceed 2 Terms. A new CoE will be issued once a new commencement is processed.

A deferment does not entitle a student to any refunds of fees and costs already paid.

Results of Deferral or Suspension

Students will be informed in writing of the outcome of their request for deferral or suspension.

If a student is dissatisfied with the outcome of a request they can access the complaints and appeals process of Le Culinaire.

All documentation relating to this process will be kept on the student's file. All discussions will be recorded in the student's file.

Students are advised to retain their original documents for their own records and to submit certified copies with any applications for deferment or suspension.

Cancellation

Any student who wishes to cancel their enrolment with Le Culinaire must apply in writing to the Chief Executive Officer.

The student will meet with the Chief Executive Officer to explain their reasons for seeking a cancellation of current enrolment.

Cancellations may involve a refund. This is discussed with the Chief Executive Officer on a case-by-case basis.

Once a student's enrolment is cancelled, deferred or temporarily suspended, Le Culinaire will notify the DOHA via PRISMS as is required under section 19 of the ESOS Act.

Monitoring Course Progress

National Code 8

Le Culinaire has established arrangements to monitor the progress of each students. Monitoring course progress occurs on two levels. These are:

- **Assessing satisfactory course progress.** This is the process of formally assessing each student's progress at the end of each compulsory study period.
- **Identifying students at risk of not meeting course progress requirements.** This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

Assessing satisfactory course progress

Le Culinaire will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary but is generally 10-12 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy.

The following definitions apply:

- **Satisfactory course progress** is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student must achieve competency in at least 2 of those units to be achieve satisfactory course progress.
- **Unsatisfactory course progress** is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless they have achieved a minimum of two units of competency in the study period.

Scenario: *There are 5 units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in 2 units of competency. To achieve 50% or greater, the student would have needed to achieved competency in at least 3 units of competency. Therefore, the student with only two units is assessed to have unsatisfactory course progress.*

The students course progress is monitored by reviewing the competency record of each student on the student management system. This is achieved by running a competency achieved report at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

Identifying students at risk of not meeting course progress requirements.

In addition to the process of assessing satisfactory course progress, Le Culinaire will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as "at risk" of not meeting the course progress requirements if the student:

- level of English language proficiency insufficient to successfully achieve course requirements;

- continued non-attendance of scheduled classes;
- lack of participation in class activities;
- failure to submit assessments; or
- continued late arrival at class and/or poor behaviour.

Note. If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student then this request should be made to the Senior Trainer who will consider such a request.
The student may also request the establishment of a course progress intervention strategy for themselves.

Course Progress Intervention Strategy

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section "Assessing satisfactory course progress" or is identified as "at risk" of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

- The following steps are to be taken to initiate the Course Progress Intervention Strategy:
- The student is to be contacted by phone or email and requested attend Le Culinaire to meet with the Senior Trainer to discuss their course progress.
- The Senior Trainer is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The Senior Trainer is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to DHA through PRISMS
- The Senior Trainer is to consider the need to make a referral for the student to any support service such as the Student Counsellor. These referrals should form part of the documented intervention strategy.
- The Senior Trainer may consider the following types of interventions in order to support the student's course progress:
    - English language support for technical assignments and comprehension;
    - Assistance with academic skills such as writing essays and report writing;
    - Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study;
    - Attending a study group;
    - Attending a 'make up' session
    - Additional practical workshops to hone practical skills;
    - Referral to external support agencies;
    - Review of course selection and possible transfer if appropriate;
    - The opportunity to repeat the unit in the next term;
    - Teacher reporting on assessment outcomes and attendance; and
    - Regular scheduled meetings with the student to monitor their progress.

Note. *The Senior Trainer may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.*

The Senior Trainer with the Student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and

how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, the risk of not making satisfactory course progress.

Student work is assessed by the trainer who then forwards a summary of the outcomes to the Senior Trainer. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Senior Trainer will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.

The Senior Trainer must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.

The Senior Trainer will implement and monitor the intervention and the students' progress and attend further meeting as needed.
A summary of the support/ intervention action to be implemented will be notified to the Academic Manager and recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

Reporting unsatisfactory progress

There are a number of steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Home Affairs (DOHA). There are:

- The student will be assessed as making unsatisfactory course progress (see definition above) over a compulsory study period and a course progress intervention strategy is to be implemented (see above guidance).
- If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student in writing of the intention to report the student to the Department of Home Affairs (DOHA) for unsatisfactory progress and advise the student they have 20 working days to access Le Culinaire appeals process prior to being reported. During any such period, the student's enrolment is kept current.
- The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
    - Le Culinaire's failure to record or calculate a student's marks accurately,
    - compassionate or compelling circumstances, or
    - Le Culinaire has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Appeals will be handled in accordance with the Appeals Policy. Where the student's appeal is successful, due to Le Culinaire not implementing its intervention strategy and other policies according to its documented policies and procedures, Le Culinaire does not report the student, and there is no requirement for intervention.

Where the student's appeal is successful, due to an error in the course progress calculation, and the student actually made satisfactory course progress, Le Culinaire does not report the student, and there is no requirement for intervention.

Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Le Culinaire's intervention strategy, and does not report the student.

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Le Culinaire must report the student to DOHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy Le Culinaire will report the student to DOHA and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Academic Manager / Administrator are responsible for all transactions on PRISMS as directed by the CEO.

Completion within Expected Duration

National Code 8.3

Le Culinaire Student Support Manager monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term to ensure that they meet the expected duration of their course as stipulated in their CoE. At Le Culinaire a Term is 10 weeks. The expected duration of study as specified on the CoE must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended via the criteria as listed below.

Where a student is assessed as being in a position where they may not complete their course in the expected duration the Student Support Manager will deem that student as being "at risk" and an intervention strategy put in place. See the Course Progress Policy and Procedure (National code 8)

Where it is clear that a student at Le Culinaire will not complete the course within expected duration as specified on the CoE Le Culinaire will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- Le Culinaire being unable to offer a pre-requisite unit
- The implementation of the Le Culinaire support/intervention scheme for students who are at risk of not meting satisfactory progress
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file and in the student management system. If this change to a student's work load means that the student's period of study has to be extended, Le Culinaire will report the change via PRISMS and issue a new CoE.

Compelling or compassionate circumstances are defined as occurrences outside of the control of the student and which may have an influence on them being able to complete their study program under the original CoE. They include things such as:

- Serious illness or injury. A medical certificate is needed stating the student is unable to come to class.
- Death of a close family member.

- Major political unrest in home country or natural disaster.
- The student being witness to a crime or having a crime committed against them.
- Le Culinaire being unable to offer a pre-requisite unit.

Where an incident has occurred and the support mechanism has been put in place the intervention strategy will monitor any difficulty the student may have to complete within the expected duration of the course.

Study by distance and/or online learning

Although overseas students are permitted to undertake up to one third of their total course by distance and/or online learning, a student is not permitted to enrol exclusively in distance or online learning units in any compulsory term of study unless the student is completing the last unit of their course. The Student Support Manager will monitor each overseas student's enrolment at the beginning of each compulsory term of study to ensure that the student is studying at least one unit that is not by distance or online learning in that term of study and that the proportion of the course studied by distance and/or online learning does not exceed one third of their total course.

Where a student is found to non-compliant in regard to their study load by distance and/or online learning the Student Support Manager will contact the student and arrange a meeting to amend the student's mode of study so that they will be compliant in relation to the National Code requirements for undertaking distance and/or online learning.

Critical Incidents

Le Culinaire is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Le Culinaire. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident:

is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Le Culinaire; and
- Information which has the potential to negatively affect the reputation of Le Culinaire in the media and/or wider community.

Staff Responsibility

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the Chief Executive Officer is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Critical Incident Procedure

1. The Designated Officer (see definitions) is to assess the situation and consider any apparent risks to their own safety and those present.

2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.

3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.

4. The Chief Executive Officer or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.

5. As soon as practical the Chief Executive Officer or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.

6. The Chief Executive Officer and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).

7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Chief Executive Officer as necessary.

8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.

9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.

10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Tasks and Responsibilities

The Chief Executive Officer or most senior staff member available will:

1. Head the Critical Incident Team;

2. Liaise with emergency services;

3. Liaise with Diplomatic Post/Embassy/Consulate;

4. Provide notification of critical incident to most Senior Staff Member;

5. Liaise with immediate family members or guardians if appropriate;

6. Convene Critical Incident Team;

7. Formulate and execute critical incident plan; and

8. Organise debriefing, counselling and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The Chief Executive Officer should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

Dissemination of this Policy

A copy of this policy will be available on the Le Culinaire website. An emergency evacuation drill will be conducted by staff and include all new students at the commencement of each semester. This policy and procedure will be reviewed as part of the continuous improvement actions of Le Culinaire.

Please see attached emergency contact details

Responsible Person	Contact Details
In all cases:	
Chief executive Officer (CEO)	Brad Bennett 0409 706 748
In case of critical incident related to the specific campus:	
Director (marketing)	Landen Mu 0451 374 668
Education Support	Brenda Bender reception@leculinaire.edu.au

Emergency and Support Services

Campus Location: 424 Harris Street, Ultimo NSW 2007

Service	Phone number	Address
Police	000	
Fire Brigade	000	
Ambulance Service	000	
Local Hospitals		
Sydney Hospital	02 93827111	8 Macquarie Street Sydney NSW 2000
St Vincents Hospital	02 8382111	390 Victoria Street Darlinghurst NSW 2010
Medical Services	02 97770024	World Square Medical Center 664 George Street Sydney NSW 2000
Legal Services	1300 888 529	NSW Legal Aid Office
State Emergency Services	132 500	
Nearest Police Station	000	City of Sydney, Day Street Sydney
Emergency Plumber	1800 215 102	

Behaviour Misconduct Policy

Le Culinaire seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.

This policy seeks to encourage acceptable behaviour and to inform all staff and students about Le Culinaire's standards of behaviour.

What is behaviour misconduct?

Behaviour misconduct is defined as actions that breach Le Culinaire's policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on institute operations;
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of Le Culinaire;
- Refusing or failing to identify themselves truthfully;
- Any act or failure to act that endangers the safety or health of any other person;
- Actions that impair any person's participation in a legitimate activity or, by act or omission disrupts the peace or good order of Le Culinaire;
- Acting in a way that causes students or staff or other persons within Le Culinaire to fear for their personal safety;
- Acting in a way that causes damage to Le Culinaire property;
- Wilfully obstructing or disrupting any official Le Culinaire meeting, ceremony, activity, class or examination/assessment;
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
- Wilfully damaging or wrongfully dealing with another person's property, or the property of Le Culinaire, including theft;
- Being under the influence of prohibited drugs and/or substances including alcohol;
- Trespassing or knowingly entering any place within the premises of Le Culinaire that is out of bounds to students;
- Making a false representation as to a matter affecting student status;
- Possession of dangerous articles or banned substances;
- Abusive behaviour

A student must at all times maintain a high standard of behaviour while engaged in Le Culinaire activities either within the premises or at another location.

Staff responsibilities

It is the Le Culinaire staff's responsibility to:

- Inform all students of expectations related to behaviour;
- Explain to students what constitutes behaviour misconduct;
- Model exemplary behaviour as a benchmark for students and other staff;
- Supervise student behaviour and the behaviour of other staff;
- Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;
- Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;
- If the observed behaviour misconduct is serious in nature, the staff member may suspend the student's continued participation in Le Culinaire activities (training sessions, assessment, study sessions, workshop sessions, field activities, etc);
- Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Student Behaviour Misconduct Report.

If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and /or staff, or damage property at Le Culinaire, the Chief Executive Officer should be contacted immediately to assess the risk. If necessary, the Police are to be contacted and requested to respond to control the situation.

Student responsibilities

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of Le Culinaire;
- Identify themselves truthfully;
- Behave in a way that supports the safety and health of any other person;
- Maintain the peace and good order of Le Culinaire;
- Treat Le Culinaire property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Le Culinaire meeting, ceremony, activity, class or examination/assessment
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at Le Culinaire;
- Not trespass or knowingly entering any place within the premises of Le Culinaire that is out of bounds to students;
- Give truthful information relating to student status;
- Communicate in a way that demonstrates respect for others an is free from verbal abuse

Dealing with behaviour misconduct

The Chief Executive Officer may, in respect of any behaviour misconduct by a student:

- Immediately suspended the student from Le Culinaire for a period not exceeding fourteen (14) days as may be determined.
- Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.
- Impose one or more of the following behavioural management strategies:
    - Reprimand and warn (formal warning in writing) the student against repetition of the misconduct;
    - Suspend the student from using all or some of Le Culinaire's facilities and/or services for a designated period of time;
    - Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct;
    - Cancel the student's enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).

Students are to be provided a written statement detailing the decision, including information on their right to appeal the decision.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student with a suitable warning in writing (20 days), the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision. A student's enrolment must be kept current during the 20 day warning period.

Plagiarism Policy

Le Culinaire is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and students about the Le Culinaire standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

What is plagiarism?

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Academic integrity

One of the core functions of Le Culinaire is to develop student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

Le Culinaire acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment;
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

At Le Culinaire, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.:

- *To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)*

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

- *Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.*

Reference List

At the end of the students work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

- *Dwyer, J and Hopwood, N, 2010, Management Strategies and Skills, Sydney, McGraw Hill Australia*

Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the "Bunyip" is a man-eating Australian animals that live in water-holes, swamps and creeks (accepted folklore)

Cheating

Cheating is defined as "a form of deceit with a view to gaining an advantage for the cheat." At Le Culinaire, cheating is usually related to taking unauthorised material into assessments. Le Culinaire trainers have a responsibility to explain clearly expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

Staff responsibilities

Le Culinaire staff are responsible to:

- Inform all students of expectations related to assessment;
- Inform all students of referencing techniques and provide clear examples of what is acceptable;
- Explain to students what constitutes plagiarism;
- Set realistic assessment activities and vary assignments and questions;
- Assist students to understand and apply correct referencing techniques;
- Set appropriate conditions for group activities and make clear the distinction between group work and individual work; and
- Cultivate a climate of mutual respect for original work.

Student responsibilities

Students are responsible to:

- Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoid lending original work to others for any reason;
- Be clear about assessment conditions and seek clarification if in doubt;
- Be clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Discourage others from plagiarising by observing the practices above.

Dealing with plagiarism

In the case of suspected plagiarism, the staff member will report the incident to the Chief Executive Officer. The Chief Executive Officer, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The Chief Executive Officer and staff member will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);
- review the course profile and other information provided to students by the Academic Manager to determine if adequate information had been given;
- identify if the student has been previously warned of plagiarism;
- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences);

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.

Students who commit plagiarism after being formally warned are to be withdrawn from the programme they are enrolled and issued with a refund of their tuition fees less all expenses incurred by Le Culinaire up to the point of their withdrawal.