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# Smart and Skilled

## Student Information Handbook

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## Smart and Skilled Notification of Enrolment

This handbook covers student information for those enrolled in an NSW government funded course.

Le Culinaire Hospitality Institute will follow the procedures below when enrolling students in Smart and Skilled funded training courses:

1. Pre-enrolment information: Prior to enrolment you will be provided with the following information was included in this Student Information Document
  - Information about the Course
  - Your rights and responsibilities
  - Information about obtaining a USI
  - The fees chargeable (if applicable)
  - Recognition of Prior Learning (RPL) and Credit Transfer (CT) information
  - Consumer protection information
  - Subcontractor information- if relevant
  - Procedures required if you want to defer or discontinue (withdraw) from training
  - Student Support
  - Contact details for any support services provided
  
2. Check eligibility: Upon receipt of the enrolment form, we will check your eligibility for the program. You can also check out your eligibility on the Eligibility Checker on the Smart and Skilled website, which will also give you an indication of the student fee that you will have to pay to enrol in your chosen course. (Refer to the Fees and Refund section below for more information on Student Fees, Concessions and Exemptions).

To be eligible for a Smart and Skilled subsidised training you must meet the following criteria	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> <li>• Australian citizen, Australian permanent resident, Australian humanitarian visa holder, or New Zealand citizen, and</li> <li>• aged 15 years or older, and</li> <li>• left school, and</li> <li>• live or work in New South Wales (or a defined NSW border), or</li> <li>• Registered as an NSW Apprentice or New Entrant Trainee</li> </ul>

3. You will be asked to provide proof of eligibility and sign Declaration of Understanding at the back of your enrolment form. The table below outlines the type of evidence that is acceptable. Le Culinaire Hospitality Institute will take you through a Proof of Eligibility Checklist on enrolment.

### Proof of Eligibility

Eligibility Requirement	Evidence Required
USI (Unique Student Identifier)	USI – validity checked with Office of USI Registrar
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Naturalisation Certificate)
Permanent resident or Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> <li>• Certificate of Evidence of Residency Status (CERS)</li> <li>• Passport</li> <li>• Humanitarian Visa</li> </ul> or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)
Date of birth	Valid USI check and participant signature (completed by the Department)
Place of residency or employment NSW	Participant declaration and signature
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in Training Services NSW database
Previous Qualification	Participant declaration and signature (Department will check)
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
Postcode for ATSI on borders	Participant declaration and signature
Proof for Concession Exemptions	
Concession: Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature or Community identification
Concession/Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from: <ul style="list-style-type: none"> <li>• A medical practitioner</li> <li>• An appropriate government agency or</li> <li>• Relevant specialist allied health professional or</li> <li>• Centrelink evidence – dependent child of a recipient of a Disability Support Pension</li> </ul>
Exemption: Social Housing recipient (aged 15 – 30)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status

Eligibility Requirement	Evidence Required
	or Evidence of a dependent of person with Commonwealth Welfare Recipient Status
Exemption: Long term unemployed	Letter from Employment Service Provider

- 1. Declarations:** You will also be required to sign the following documents:
  - Consent to Use and Disclosure of Personal Information as outlined in the enrolment form.
  - Privacy Form if you would like us to apply for USI on your behalf.
- 2. RPL and Credit Transfer:** If you are applying for RPL or Credit Transfer for any units, it is best if you let us know prior to enrolment as your student fee will be adjusted according to how many units you are awarded Recognition for. You can still apply during the course, and you may be entitled to a refund.
- 3. Notification to Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file, you will also be given a copy. A Student Commitment ID will also be issued.
- 4. Fees and Charges:** You will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.
- 5. Training Plan:** For your reference, you will be given a copy of the Training Plan. If you have any questions regarding the Notification of Enrolment process, please do not hesitate to contact us.

## Fee and Refunds

When you enrol in a course under Smart and Skilled, you may have to pay part of the cost of training, this is known as the Student Fee, the NSW Government subsidises the remainder of the fee. The fees (total and the amount you have to pay) are set by the government and cannot be changed. However, if you are entitled to a concession, you will have this fee reduced and if you are entitled to an exemption then you will not have to pay any Student Fee.

When you check your eligibility as outlined in the Notification of Enrolment Student Information, you can also check out if you are entitled to a concession or exemption and

how much your fees will be for the Qualification you enrol in. We will confirm this amount when we complete the enrolment process.

Other information you should know about our Fees and Refunds processes:

- Concessions or exemptions to student fees are set by the government on completion of enrolment and cannot be changed so make sure you provide us with all relevant information before you enrol.
  - On enrolment we will give you a Schedule of Fees which will set out when and how you are to pay the student fee. (if applicable)
  - We will let you know of additional equipment costs for equipment, textbooks, or field trips prior to enrolment. This will be included in our Course Information and on our website.
  - You must have paid the student fees in full by the end of the training course, if you have not, we will not issue you with a Certificate
  - In some circumstances (i.e., under certain Awards) your employer will pay the fee for Traineeships – we will let you know if this will be the case
  - There will be no extra fees if we use another party to recruit or deliver training and assessment on our behalf (known as a Third-Party Arrangement)
  - You will be entitled to two attempts to complete a unit of competency without additional cost. Any further attempts may incur a charge.
- 
- If you are awarded RPL or Credit Transfer before the enrolment process is completed your student fee will be adjusted to reflect the number of units awarded recognition
  - If you are awarded RPL after enrolment a refund of fees paid or an adjustment to any outstanding fees will be made

*Note: Le Culinaire Hospitality Institute will advise all potential student of the most appropriate pathway to achieve its goals based on a student's ability. Le Culinaire Hospitality Institute will direct students to enrol in the most appropriate approved qualification.*

### First or Subsequent Qualification

- Your student fee will differ depending on if you have completed other qualifications since leaving school. Those who have another qualification will pay a higher student fee.
- If you meet the Smart and Skilled eligibility conditions to undertake a qualification up to and including Certificate III, and if you don't have any post-school qualifications, you will pay the lower fee for your first Smart and Skilled subsidised course at Certificate III level or lower.

You will pay a higher fee for any subsequent Smart and Skilled courses you undertake.

### Concessions

For Qualifications up to and including Certificate IV, you are entitled to a concession in if you are in receipt of a Commonwealth Benefit or are the dependent of someone on such a benefit.

### Exemptions

You will be entitled to an exemption of fees if you are:

- Aboriginal or Torres Straight Islander
- Disabled
- 15 – 30 years and live in Social Housing

### Fee Protection

We are aware of our obligations as a Registered Training Organisation to protect any student fees paid in advance. We do not collect fees in advance of more than \$1500.

### Refund Information

We will make refunds to students in certain circumstances as listed in the table below. To apply for a refund you should, complete the Refund Application Form and inform our administration team, email to: [admin@leculinaire.edu.au](mailto:admin@leculinaire.edu.au)

REFUNDS	
Circumstance	Refund Policy
Withdrawing from a training program	You will be entitled to a full refund of fees paid if you withdraw more than <b>five</b> days before the scheduled start of the training program
	If you withdraw within <b>five</b> days before the scheduled start of the training program you will be entitled to <b>50%</b> of fees paid.
	After <b>one</b> day before the scheduled start of the training program no refund will be made
If a training program is cancelled before commencement	You will be entitled to a full refund of fees paid



<b>Provider Fee Refund Guarantee</b>	
If for any reason, we cannot complete the training	You will be entitled to a refund of fees proportional to the amount of training not delivered
If you withdraw from training but have completed an embedded qualification (i.e. complete all the units for a lower level qualification)	No refund will be made or the difference in the student fee will be refunded

### Training Delivery

Training delivered by Le Culinaire Hospitality Institute meets the Standards for Registered Training Organisations (RTOs) 2015 and the requirements set by Training Services NSW under Smart and Skilled. Each course or program delivered by Le Culinaire Hospitality Institute has specific resource requirements for delivery.

These include physical resources and human resources. Le Culinaire Hospitality Institute has in place a system for ensuring that suitable resources are available before training commences. Please ensure that you receive learning resources for each unit in which you are enrolled.

Nationally recognised training is delivered against competency standards and training requirements set by industry. Participants are advised of the units of competency they are studying for each course. An induction will be given at the start of each courses and a training plan, course outline and timetable will be issued prior to the commencement of any training program.

The Training Plan will include Le Culinaire Hospitality Institute contact details, specify the training activity including scheduled hours for each unit, timeframes and delivery modes, include details of support services, any RPL and or credit transfer if granted and the list of units that that meet the training package requirements relating to the qualification in which you are enrolled. The training plan needs to be signed by the learner and a Le Culinaire Hospitality Institute representative.



To support you, Le Culinaire Hospitality Institute will be offering workshops, and/or online additional training through our Moodle student management system. All Le Culinaire Hospitality Institute learning resources are accessible on our Moodle management system.

The delivery of training will be arranged for you and may take the form of formal workshops or alternatively be delivered one-on-one, or through online units.

The workshops will:

- Support the training
- Review the performance requirements of the units of competency
- Provide for the participant to review their competency with the trainer/assessor
- Provide current industry information to the participant
- Provide a possible alternative forum for assessment

One-on-one assessment visits may also be done by Le Culinaire Hospitality Institute trainers/assessors on a regular basis. For the duration of a qualification, a student may be visited to review training and assessment activity. On-the-job training may be discussed with the employer and the participant at these meetings.

### Assessment Policy

Assessment is the method by which participants are judged to have, or not to have, demonstrated competence in a unit of competency.

Assessments are conducted for all accredited training. Your trainer/assessor will outline the assessment method and requirements for your training as part of your induction and at the start of each unit. If your trainer/assessor fails to provide this information, please request details. Course material either developed or purchased by Le Culinaire Hospitality Institute will meet the Learning Outcomes and Assessment Criteria for each unit of competency.

Assessments undertaken by your trainer/assessor will be valid, reliable, fair and flexible and directly related to the assessment requirements specified in the training package.

The Assessment Strategy for each course will vary. It may consist of any, or all, of the following:

- Question and Answers
- Role Play
- Case studies
- Project
- Practical Assessment
- Observation/Demonstration
- Third party evidence/Supervisors report (if you are currently working)

## Reasonable Adjustment

Le Culinaire Hospitality Institute understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment, and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning abilities

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- One on one sessions with an assessor

Any Disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. Le Culinaire Hospitality Institute will inform students that need special support as to how it will plan, deliver, and assess training to consider these special needs.

If Le Culinaire Hospitality Institute does not have the resources to offer a student with special needs Le Culinaire Hospitality Institute will assist the student in locating another provider who can offer Subsidised Training that has the necessary resources. Le Culinaire Hospitality Institute complies with the Disability Standards for Education found at; <https://www.education.gov.au/disability-standards-education-2005>

## Student Support

Le Culinaire Hospitality Institute provides additional support for students. Le Culinaire Hospitality Institute is dedicated to providing high standards of service to students. Students can contact their trainer via email or phone during office hours. We endeavor to respond to students as quickly as possible and we will provide feedback on assessment outcomes within 10 working days and to all enquiries, telephone calls and emails within two working days.

Should students require further support, Le Culinaire Hospitality Institute can assist in identifying the appropriate support services as well as organising such services. This may include language, literacy and numeracy, one on one support with a trainer, additional workshops, counselling services, additional learning materials etc. Please ring our office on 02 92113945 or email: [studentservice@leculinaire.edu.au](mailto:studentservice@leculinaire.edu.au) for further information.

## Who helps me with my training?

### 1. Workplace Based Training – Our In-work Support Officer

In work support officer, who may be a workplace trainer, your employer or another employee who has the appropriate skills, knowledge, and expertise in your workplace to teach you the competencies required and to monitor your progress, will provide assistance on the job.

Your In-work support officer is expected to:

- Assist you with your learning both on and off-the-job
- Integrate knowledge learning off-the-job with skills learned on-the-job
- Monitor your progress in off-the-job training through discussion with your workplace supervisor
- Carry out the unit assessment
- Maintain records relating to workplace training, progress, achievement, and assessment
- Liaise with the Academic Team for your formal assessment
- Visit your workplace 2 times during the 10 weeks in Industry

## 2. Face to Face - Training

Your trainer/assessor will be an authorised trainer/assessor. The trainer/Assessor is expected to:

- Assist you with learning
- Monitor your learning progress
- Maintain records relating to training and achievement of trainer competence
- Provide feedback concerning your progress
- Take responsibility for your Integrated Competency Assessment tasks
- Ensure you are Job Ready for Industry placement

### Deferral or Withdrawal from Training

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another, appropriate staff member to discuss any support requirements or to the Academic Manager if you have a complaint or grievance.

In all instances we will endeavor to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 6 months, after this time you will not be entitled to continue with your course.

A student who wishes to recommence training after discontinuing an Approved Qualification will be treated as a new student and the Notification of Enrolment process must be carried out.

### Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued Statement of Attainment for units assessed as competent within 28 days of notice of discontinuation
- You will be given the results of any assessments

## Issue of Qualifications

Le Culinaire Hospitality Institute issues qualifications within 28 days of completion when all assessment decisions have been agreed and endorsed by the Academic Manager.

Le Culinaire Hospitality Institute issues qualifications for accredited training in accordance with the national requirements of the Australian Quality Framework. Qualifications are valid only if as a minimum they include:

- Signature of the CEO
- The full name of the participant
- The full name and national code of the Training Package or Qualification completed
- A list of all unit of competency and unit codes successfully completed
- The Le Culinaire Hospitality Institute logo and the correct statement set by ASQA

Full AQF qualifications are only issued where all units of competency relevant to the qualification have been successfully completed. Where all units and competency have not been successfully completed, a Statement of Attainment for units completed will be issued detailing the AQF qualification from which the units have been taken.

## Student Records

Students are required to notify Le Culinaire Hospitality Institute immediately when their name, address or contact details change. Students may access their records on request. Le Culinaire Hospitality Institute keeps electronic records for up to 30 years as required by our RTO registration and contractual requirements.

## Replacement of qualifications

If you require a copy of your certificate or statement of attainment other than those that will be issued to you at the completion of your qualification, there will be no cost, any re-issue of Documents requested, may cost \$50 for any RE- issue of documents.

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

Participants attending Le Culinaire Hospitality Institute courses will be given the opportunity to apply for Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) any time prior to the course starting. A student will be issued with the following RPL/RCC student guideline if they want to apply:

### What is Recognition of Prior Learning (RPL)?

It is the acknowledgement of your skills and knowledge obtained through:

- Education and training (university, TAFE, school qualifications, industry courses)
  - Work experience
- Life experience (sport, hobbies, community group involvement, unpaid work, etc.)

The main focus of RPL is the learning outcomes of these experiences, not how, when or where the training occurred. It is the process of comparing your skill and knowledge against clearly defined vocational outcomes.

### Advantages

The advantages of RPL are that as a learner you will not have to repeat what you have previously learned and acquired.

Le Culinaire Hospitality Institute can then advise you on what training is most relevant in terms of content, certificate level and development

### Portfolio

This is what evidence is called once it has been collected ready for submission for assessment.

### Evidence

To be awarded a qualification or Statement of Attainment through RPL, documented evidence showing the unit/s of competency have been met must be produced. This evidence is proof of competence and there is a range of evidence that can be used. These include:

- Work produced
- Work records documentation
- Statements from others
- Statements from your previous study/courses
- Life experience
- Work experience
- Payslips

When assessing your portfolio of evidence your trainer/assessor will be guided by the following principles of assessment and rules of evidence:

Authenticity	You are actually the person who performed the tasks, which are being submitted for assessment. You may be asked to verify this.
Currency	The currency for the evidence presented. Can you still perform the task/activity to the appropriate standard?
Validity	Your evidence must cover the broad range of knowledge, skills and the application of that knowledge and skills as specified in the performance criteria and evidence guide.
Sufficiency	You must collect enough evidence to satisfy the trainer/assessor that you are competent across all elements of a unit of competence according to the performance criteria.
Reliability	Gather and interpret evidence in a consistent manner that provides for reliable assessment both for the participant and the assessors.
Flexibility	We provide assessment opportunities that reflect a participant's needs. We assess the participant's current competence and employ methods appropriate to the context of the industry.
Fairness	Le Culinaire Hospitality Institute, assessment approach encourages fairness in assessment through consideration of the participant's needs and through making reasonable adjustment when required.

### Applying for RPL

- Familiarise yourself with the RPL process. Establish the units of competency you wish to have recognised.
- Complete a self-assessment and gather your evidence for each unit. A list of possible evidence for each unit is within our RPL kits.
- Arrange to speak to a trainer/assessor about the process
- Submit your portfolio
- Your portfolio will be assessed. You will be contacted by the trainer/assessor for a meeting and/or competency conversation.
- A Certificate or Statement of Attainment will be issued upon successful assessment

### Preparing your portfolio

The best way you can demonstrate your competency is by submitting a portfolio of evidence. This is a collection of items that supports your claim of already having skills and knowledge and demonstrated application of these to meet the criteria required within the unit of competency.



Remember the evidence you submit must be relevant to the unit of competency being assessed. However, one piece of evidence can be used for more than one unit of competency.

For each unit you wish to apply for RPL you need to complete the following:

- Read the performance criteria carefully and list the units you will need to provide evidence against
- Complete the RPL kit
- Gather your evidence and put it in sequence. You will need to identify and label the evidence as to which unit of competency it applies. The trainer/assessor will not sort through your evidence and decide this for you.

A Justice of the Peace must authenticate any copies of certificates. Do not include originals.

- Check your portfolio and a copy to keep for yourself
- Send your completed application to our head office – 424 Harris Street ULTIMO 2007 or email or your evidence to [admin@leculinaire.edu.au](mailto:admin@leculinaire.edu.au)

### **Credit Transfer (CT)**

Le Culinaire Hospitality Institute, recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- You will be required to present Le Culinaire Hospitality Institute with your Statement(s) of Attainment or Certificate. You will be asked to submit originals for copying and endorsement by our staff.
- You can apply for Credit Transfer at any time, but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.
- Credit transfer can only be awarded for whole units of competency that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer, and you will be advised to seek RPL.
- You cannot enrol into a training program to complete the qualification solely by credit transfer.

## Fees for RPL or CT

Under the Smart and Skilled Program your Student Fees will be adjusted if you are granted RPL or Credit Transfer for any unit in the Training Program. If you apply for, and are granted, RPL or CT before enrolment this will be input into the Fee Calculator and the fee you are charged will be reduced. If RPL or CT is awarded after the start of the Training Program, you will receive a refund to any student fees paid. For further details refer to the Smart and Skilled Fee and Refund Information.

Further information can be found here: <https://skills.education.nsw.gov.au/>

## Smart and Skilled Consumer Protection Policy

Le Culinaire Hospitality Institute is aware of its obligations to provide consumer protection for all students as designated in the Standards for Registered Training Organisations (RTOs) 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our clients are fully protected and are aware of their rights with regard to a complaint we have developed a Privacy Policy Statement as listed below.

Le Culinaire Hospitality Institute is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

- advertising, marketing, and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment

If you wish to find out more information about Consumer Protection, you can go to: [Smart and Skilled Consumer protection](#):

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au) Or telephone: 1300 772 104 or any internal complaints related, Contact the Academic Officer: [linda@leculinaire.edu.au](mailto:linda@leculinaire.edu.au)

## Complaints and Appeals

Le Culinaire Hospitality Institute ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Complaints and appeals are finalised as soon as practicable.

It is a requirement of Smart and Skilled that before making a complaint to the Department of Industry that you first attempt to resolve it with your training provider. Please follow the steps outlined in the policy below and we will do everything we can to resolve the issue.

Le Culinaire Hospitality Institute is dedicated to providing a high standard of service. It ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. All complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.

### Non-academic matters

Complaints and appeals about non-academic matters primarily fall into the following categories.

Complaints about:

- Student services (including facilities)
- Non-academic education-related matters
- Administrative decisions (e.g. enrolment, mid-course fee increases)
- Le Culinaire Hospitality Institute staff
- People external to Le Culinaire Hospitality Institute that students interact with as part of an approved external program of study (e.g. excursions or field trips)
- Visitors to Le Culinaire Hospitality Institute
- Other students.

A complaint may arise from a matter/incident that occurs on or off-campus.

All Non – academic Matters are to be referred to the PEO by email: [peo@leculinaire.edu.au](mailto:peo@leculinaire.edu.au) or contact: 02 9211 3945

### Academic matters

Appeals about academic matters fall into the following categories:

- Academic integrity Appeal a decision regarding a breach of Academic Integrity.

When a student attempts to cheat, plagiarise, or otherwise act dishonestly in undertaking an assessment task (or assisting other students to do so); or engaging in any other improper academic conduct as deemed by the Academic Manager they will be penalised for breaching academic integrity (Academic Dishonesty).

- Assessment tasks Appeal a grade for an assessment task or final grade for a subject. Appeals can only be made on the grounds of procedural or factual errors including the application of special consideration.

## Procedure

Before an Issue becomes a Formal Grievance

Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are support staff available to assist in the resolution of issues at this level:

- The student should contact the class trainer who will endeavor to resolve the problem in the first instance without the need for a formal complaint.
- If the complaint is of a general nature, the student may fill out the 'Complaints and Appeals form' and submit it to Student Services Officer or seek an appointment with the Academic Manager
- If the problem is of a personal nature that may need professional help, the trainer or the Academic Manager will help the student to find an appropriate professional person in their local area.

### Stage 1 - Formal Grievance or Complaint

If the grievance, complaint, or appeal is not able to be resolved through informal discussion with the parties involved, then a formal complaint should be made. The person making the complaint or appeal should follow this process:

1. Students should complete the 'Complaints and Appeals form'.

#### The form is available:

- a. From the Student Information in the [https://](https://leculinaire.edu.au/) <http://leculinaire.edu.au/>, or
- b. By contacting Student Support on [studentservices@leculinaire.edu.au](mailto:studentservices@leculinaire.edu.au)

2. Lodging the complaint or appeal:

- a. Students should complete the Form and email to [studentservices@leculinaire.edu.au](mailto:studentservices@leculinaire.edu.au) or

Post: 424 Harris Street ULTIMO 2007 – ATT: Student Services

- b. The Form should be accompanied with all supporting documentation and evidence which supports the claim.

Receipt of the complaint will be acknowledged within 5 working days. The formal grievance handling process will commence within 10 days of the receipt of the formal complaint, and all reasonable measures will be taken to finalise the process as soon as practicable. The Academic Manager will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Academic Manager will then endeavor to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within 10 working days. The report will also advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance. At all meetings the minutes are taken, and outcomes recorded.

All parties will receive a written copy of the minutes, where necessary.

## Stage 2 – Internal Appeal

If the complainant is dissatisfied with the outcome of their formal grievance or complaint, they may lodge an appeal with the Academic Manager within 10 working days of receiving notification of the outcome of their formal grievance. The appeal should present relevant information not considered during the original complaint. Appeals must be submitted in writing marked to the attention of the Academic Manager as follows:

Post: Academic Manager or Email: [studentservices@leculinaire.edu.au](mailto:studentservices@leculinaire.edu.au)

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Ultimo  
2007

The Academic Manager will consult with the complainant and other relevant parties within 10 working days of the appeal being lodged. Each case can be heard by the Academic Manager, independent person, or a panel and always with two persons present.

Document Name-

Where possible such consultations should take the form of face-to-face interviews.

The internal appeal process will include the following:

- Ensure the complainant has an opportunity to present their case at no cost, and the ability be accompanied and assisted by a support person at any relevant meetings.
- Conduct the assessment of the complaint or appeal in a professional, fair, and transparent manner; and
- Following the consultation, the Academic Manager will provide a written report within 10 working days to the complainant advising the reasons for the decision including further steps taken to address the grievance. The report will also advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

### **Timeframe**

Le Culinaire Hospitality Institute will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Le Culinaire Hospitality Institute and the person making a complaint or seeking an appeal.

A person making a complaint or seeking an appeal will be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates will be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

Stage 3 – External Appeal - review by an external and independent person or body with appropriate expertise

Le Culinaire Hospitality Institute provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcome of the internal complaints grievances and appeals handling process to seek a review by an external and independent person or body with appropriate expertise.

To request such a review, the complainant or the person making an appeal should inform the Academic Manager, who will initiate the process with the Chief Executive Officer.

Where Le Culinaire Hospitality Institute appoints or engages an external and independent person or body with appropriate expertise to review a complaint / appeal, Le Culinaire Hospitality Institute will meet the full cost to facilitate the independent review.

In these circumstances the Le Culinaire Hospitality Institute, Chief Executive Officer will advise of an appropriate party independent of Le Culinaire Hospitality Institute to review the complaint, and its subsequent handling, and to provide advice to Le Culinaire Hospitality Institute regarding the recommended outcomes.

The independent third-party is required to respond in writing with their recommendations within fourteen (14) working days of the review being requested.

Advice received from the independent person/body will be accepted by Le Culinaire Hospitality Institute as final and will be implemented promptly and without prejudice. The person making a complaint or seeking an appeal will receive written notice of the decision including reasons for the decision.

The written notice will also include information on other agencies the person may contact if they are unsatisfied with the outcome of the independent review.

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



#### Opportunity for review by an external agency

Where the person making a complaint, or seeking an appeal is not satisfied with the handling of the matter by Le Culinaire Hospitality Institute, they have the opportunity for an agency that is external to Le Culinaire Hospitality Institute to review his or her complaint or appeal following the completion of the complaint, grievance, and appeal process.

Students who are not satisfied with the process applied by Le Culinaire Hospitality Institute may refer their grievance to the following external agencies:

National Training Complaints Hotline 13 38 73

In addition, there are several professional associations that can assist students with an external appeals process. ACPET has suggested the (WEBSITE) Resolution Institute, the national association of dispute resolvers with their Head Office details as follows:  
Address: Suite 602, Level 6 Tower B, Zenith Centre 821–843 Pacific Highway, Chatswood NSW 2067

Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

At any time during the grievance or appeals process, the student may have a support person with them for all documentation regarding Grievance and Appeals please see Administration.

- The Office of Fair Trading – [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- National Training Complaints Hotline – [www.dese.gov.au/national-training-complaints-hotline](http://www.dese.gov.au/national-training-complaints-hotline)
- International students can appeal to the Overseas Ombudsman Office – [www.ombudsman.gov.au](http://www.ombudsman.gov.au)
- Complainants may lodge an external appeal to the Australian Skills Quality Authority – [www.asqa.gov.au](http://www.asqa.gov.au)

Grievances and Appeals process or if they are unsure whether ASQA can help with the complaint, they can call the ASQA Info line on 1300 701 801 or email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) for further information.

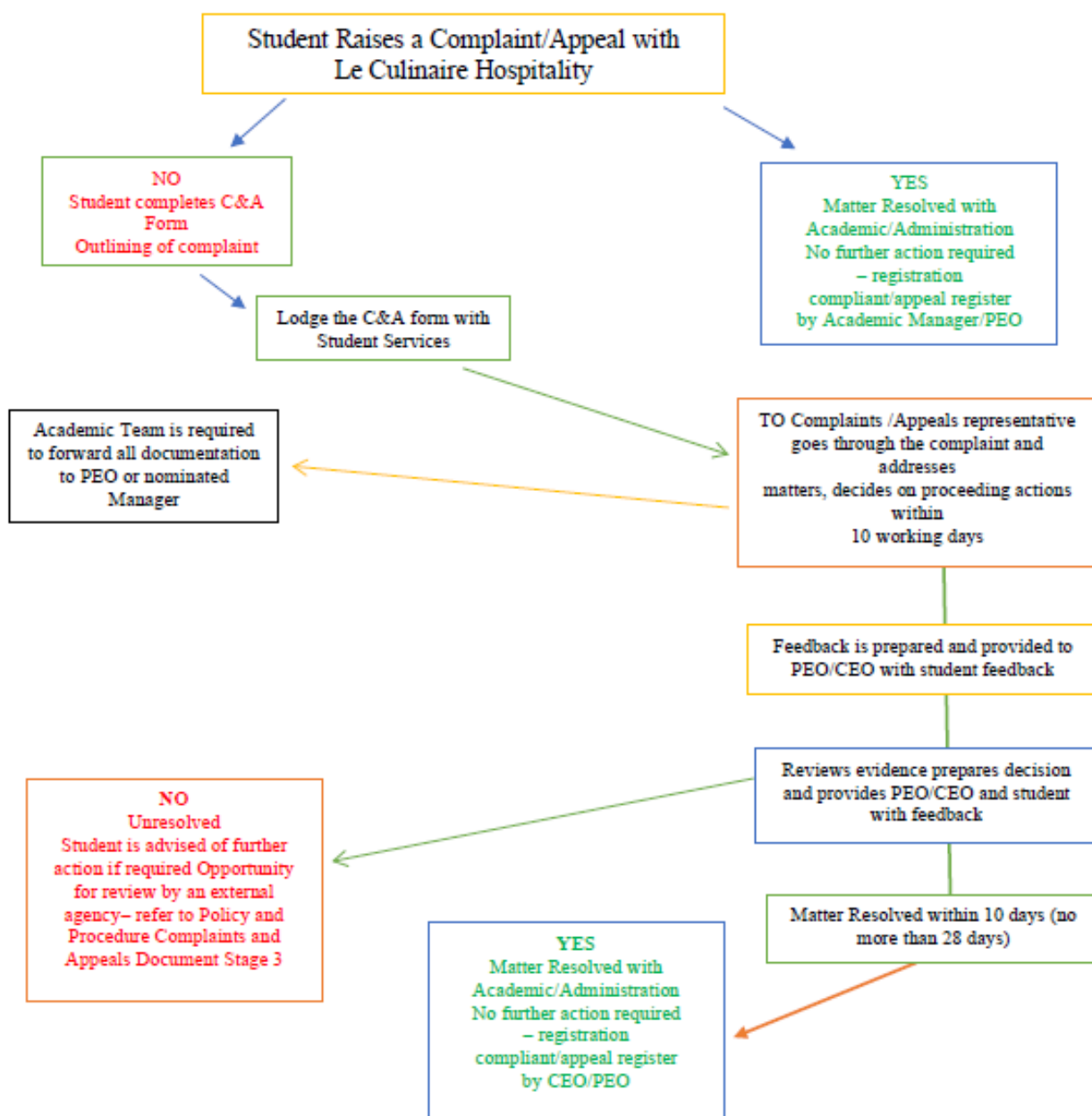
NOTE: There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal (AAT) - [www.aat.gov.au](http://www.aat.gov.au)

- Representatives of state or territory government departments
- Commonwealth and State or Territory offices of the Ombudsman
- The Anti-Discrimination Board



**COMPLAINTS AND APPEALS PROCESS (ACADEMIC / NON-ACADEMIC)**

**Nonacademic: direct to PEO**



## **Smart and Skilled: Student Rights and Responsibilities**

### **Student Rights**

Le Culinaire Hospitality Institute will ensure that all enrolled students will:

- receive quality training and assessment that meets the Standards for Registered Training Organisations (RTOs) 2015
- receive the training and support necessary to enable competency to be achieved
- receive AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- provide a safe training environment free from harassment and discrimination

### **Student Responsibilities**

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide USI or give permission to obtain one on their behalf

## Unique Student Identifier

Since January 2015, all students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI) to receive your qualification or statement of attainment.

The USI will be a lifelong number which will enable your records and results obtained after Jan 1, 2015, to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before a RTO can issue a Certificates or Statements of Attainment. The Department of Industry has developed the following video to help students access a USI:  
<http://usi.gov.au/students/Pages/default.aspx>

There are two ways to create an USI; we encourage you to create your own but please contact us if you are having difficulty with this.

### 1. Create your own

This can be done by going to the Unique Student Identifier Website and following some simple steps. To create a USI, you will be required to provide:

- Personal information – name, date of birth etc.
- Contact Information – at least one method of contact e-mail, mobile or mail

Form of ID: Options are: Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard.

### 2. A USI is created and accessed on your behalf.

For us to be able to create a USI on your behalf, you will need to give us permission and you will be required to sign a declaration to this effect. This is included in our enrolment forms.

## Protection of students' privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

## Your privacy

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

For further information please refer to the [USI Student Help Line](#)