



# INTERNATIONAL STUDENT HANDBOOK 2024

*Lé Culinare Hospitality Institute • RTO: 45326 • CRICOS: 03667K • ABN 66 615266790*

# WELCOME TO LÉ CULINAIRE



Le' Culinaire Hospitality Institute (Le' Culinaire) is committed to providing exceptional customer service and experiences in the fast-paced and vibrant hospitality industry. We believe that knowledge and passion are the keys to success, not only in the industry but also in life. Our institute strives to empower students by equipping them with the skills and knowledge needed to excel in their careers and achieve their goals.

At Le' Culinaire, we have a team of knowledgeable trainers with high skill sets who are dedicated to delivering a variety of professional life experiences to our students. Ensuring that they are up-to-date and relevant to the current industry standards.

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## A MESSAGE FROM OUR CEO



  
**Chef Brad Bennett**

CEO AND FOUNDER OF  
LÉ CULINAIRE HOSPITALITY INSTITUTE

As the founder and CEO of Le' Culinaire Hospitality Institute, I bring my passion and many years of professional experience within the hospitality industry to the institute. I am committed to providing the best education and training opportunities to our students. This is so you can thrive in your chosen careers. Join us and empower you to succeed in the hospitality industry and in life.

At Le' Culinaire, "we don't train our students to be average, we inspire them to be awesome". It is only with knowledge and passion that one becomes, not just educated but empowered. When studying at Le Culinaire, we will make available to you, the skills and knowledge to succeed not only in the industry but in life.

Our courses have been developed based on close interaction with our industry consultants, qualified trainers, and assessors, along with my passion and years of professional experience within the hospitality Industry.

We aim to engage and educate quality students by providing "professional industry knowledge" that will assist them in being ready to enter the workplace and achieving a successful future.

**"At Lé Culinaire, we don't train you to be average, we inspire you to be awesome."**



## IMPORTANT INFORMATION AND EMERGENCY CONTACTS

Before we go any further, here is a handy list of important information and phone numbers that you may need during your stay here in Sydney.

### Our Location

424 Harris Street Ultimo, NSW 2007

### Reception Hours

Monday to Friday 7.00am – 5.00pm

### Contact Us

Telephone: (02) 9211 3945

Email: [info@leculinaire.edu.au](mailto:info@leculinaire.edu.au)

Website: <http://leculinaire.edu.au>

### International Student 24 Hour Emergency Contact

+61 0451 374 668 Landen Mu (Director)

+61 0409 706 748 Brad Bennett (CEO)

### Emergency Telephone Numbers

Police, Fire, Ambulance - 000 (free call)

SES: 132 500 (flood, storm, and tsunami)

Poisons Information Centre: 13 11 26

Lifeline: 131 114 (24-hour crisis counselling line)

Police link: 131 444 for non-emergency/life threatening assistance

### Department of Home Affairs:

131 881 - [homeaffairs.gov.au](http://homeaffairs.gov.au)

### Australian Taxation Office:

Tax File Number 132 861 - [ato.gov.au](http://ato.gov.au)

# COLLEGE HOURS OF OPERATION

Le' Culinaire is open 7.00 am to 10.00 pm Monday to Thursday and 7.00 am to 5.00 pm and Friday to Saturday, 7am to 5pm.

For your individual class times please refer to your timetables.

CLASS TIMES MAY BE CHANGED AT ANY TIME DUE TO OPERATIONAL REQUIREMENTS

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## HOW TO USE THIS GUIDE

The International Student Handbook is full of helpful information to help you settle into studying at Le' Culinaire and living in Australia.

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## WELCOME TO SYDNEY, NSW, AUSTRALIA

Sydney is super safe.

Moving to a new country can be scary. So, it's perfectly normal to want the reassurance that your new home is safe. When you study in Sydney, you'll enjoy the peace of mind that you're in one of the safest places in Australia. Sydney was ranked the fourth safest city in the world in 2021!



### Highlights of life in Sydney

- Safe and welcoming environment
- Culturally diverse society
- English speaking environment
- Relaxed lifestyle

### Top sights in Sydney

- Sydney Harbour (3.2km from Le Culinaire)
- Circular Quay (2.0km from Le Culinaire)
- Opera House (2.7km from Le Culinaire)
- Taronga Zoo (5.4km from Le Culinaire)
- Darling Harbour (700 metres from Le Culinaire)

## QUICK CLIMATE INFO

Hottest Month January (28 °C avg), Coldest Month July (13 °C avg), Wettest Month June, Windiest Month November

## INTRODUCTION

Le' Culinaire Hospitality Institute is a Registered Training Organisation (RTO), ID Number 45326, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects the Institute adherence to these standards.

Le' Culinaire Hospitality Institute is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol, and teach overseas students. (CRICOS number 03667K). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on a student visa.

Le' Culinaire is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

Le' Culinaire aims to provide a fresh approach to delivering practical hands-on training for commercial cookery, patisserie and hospitality courses for all students who are seeking to enhance their work skills and career prospects.

This information booklet is designed to provide you with information about the services provided by Le' Culinaire and its approach to providing you a safe, fair, and supported environment to participate in training and assessment. This booklet does not provide you with all the specific information about a particular course offered by Le' Culinaire. This information is contained in the Course Brochure supplied separately or through our website; [www.leculinaire.edu.au](http://www.leculinaire.edu.au)

Le' Culinaire Hospitality Institute offers the following training programs to students:

SIT20322 Certificate II in Hospitality (Domestic students only)

SIT20421 Certificate II in Cookery (Domestic students only)

SIT30821- Certificate III in Commercial Cookery

SIT31021- Certificate III in Patisserie

SIT40521- Certificate IV in Kitchen Management

SIT40721- Certificate IV in Patisserie

SIT50422- Diploma of Hospitality Management

SIT60322- Advanced Diploma of Hospitality Management

Le' Culinaire is committed to delivering quality vocational education and training programs from a workplace perspective aimed at equipping people to effectively work in the hospitality industry, developing expertise to enable students to develop both their understanding and practical skills to allow them to either continue their studies, seek work, or start their own business.

## OUR COLLEGE PHILOSOPHY

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At Le' Culinaire, our philosophy is about helping students to achieve their personal, learning and career goals.

- The management and staff of Le' Culinaire are committed to providing opportunities for quality supported learning through industry endorsed and accredited Vocational Education and Training.
- We are committed to providing world class best practice in training and assessment.
- We believe that every student, regardless of age, race, gender, religion, or ability has the right to access support, training and assessment services and facilities of the highest possible quality.
- We strive to provide training products, which respond effectively to industry needs and prepare our graduates for a position in their chosen field.
- Le' Culinaire team is committed to creating and maintaining a unique supportive learning environment, which encourages a professional and creative approach to learning.
- Le' Culinaire practices and promotes Equal Opportunity to all stakeholders.
- Le' Culinaire encourages individuals to have respect for other people; believe in their abilities and to strive for personal excellence in every endeavour.
- Le' Culinaire is built on the belief that effective communication and information sharing are the keys to personal and professional growth

## OUR MISSION

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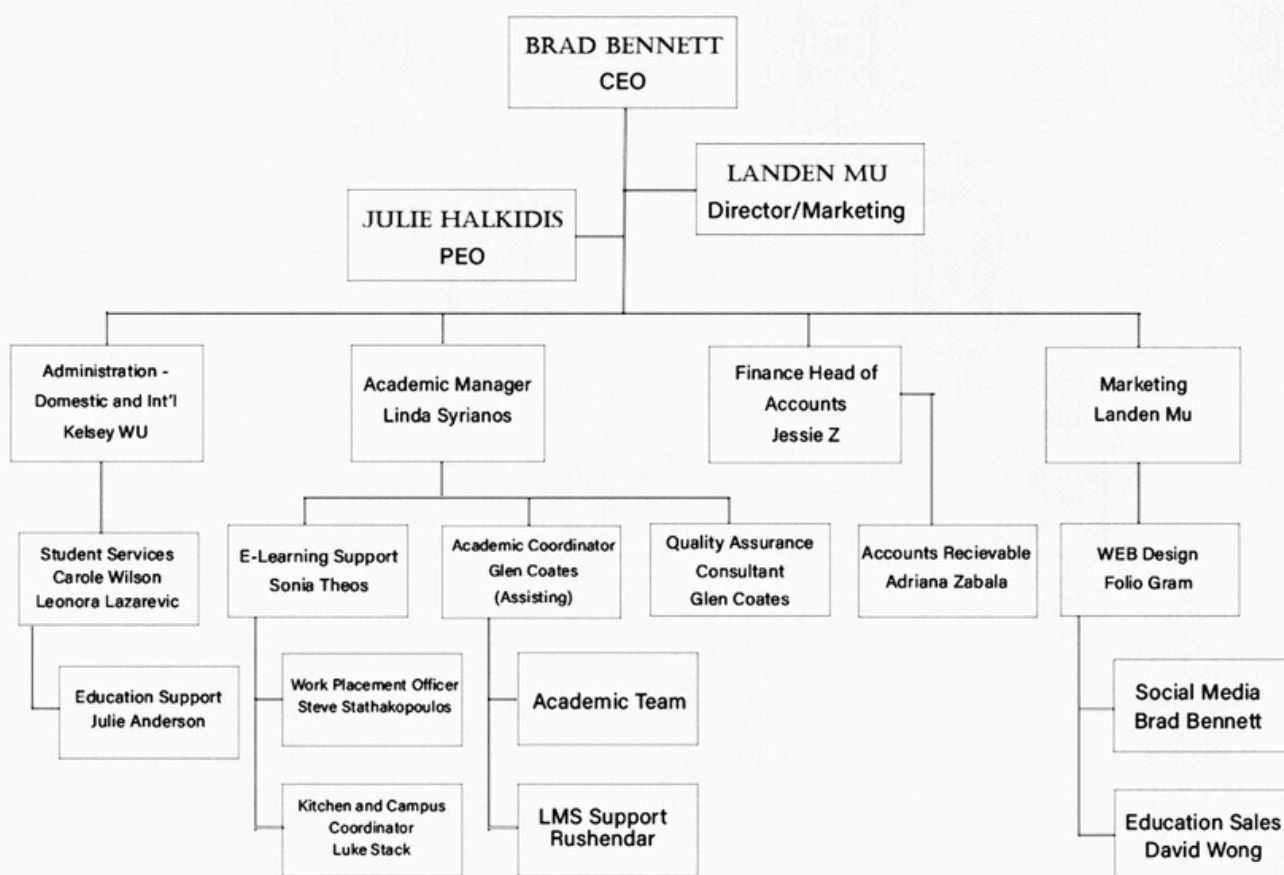
Le' Culinaire Hospitality Institute's mission is to provide individualised vocational skills training and training solutions for long-term career benefits. We aim to offer affordable education to domestic and international students, creating opportunities for students to learn skills and gain knowledge that makes them industry ready and competitive in the job market.

We will provide students training with us access to skilled trainers, who will share the tools, expertise, and knowledge of their professional experience to assist students achieve their goals.



# INTRODUCTION TO OUR STAFF AT LE' CULINAIRE HOSPITALITY INSTITUTE

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# ROLE AND RESPONSIBILITIES DESCRIPTION

The Chief Executive Officer (CEO) of Le' Culinaire Hospitality Institute acts as the administrative head of the Institute.

The PEO takes on the responsibility of critical human resource responsibilities, including HR, risk management, and the responsibility for its product or service, and/or the community, managing employees, and directing the day-to-day business operations.

The Director plays a vital role in promoting the business and mission of the organisation. The director serves as the face of the company, coordinating and producing all materials representing the business. The director is responsible for marketing of the organisation, including updates on the website and to reach out to potential customers, while creating an overarching image that represents the company in a positive light.

Administration and Finance Manager are responsible for ensuring the smooth functioning of accounts and general administrative matters including reception, telephone and email enquiries and the Student Services officer undertakes registrar duties, conducts initial student interviews, deals with all student enquiries and ensures that data entry of student results is accurate and timely.

The Student Services is often someone with teaching or administrative experience, is a customer-service role that represents the first point of contact for students, staff, and visitors, assisting with all aspects of administrative support typically associated with student services, including, retention, student services, counselling referrals, orientation, career services, student activities, disability services and financial aid referrals/assistance.

Education Support is responsible for, maintaining regular contact with students, assisting with organising and administering various documentation to do with their studies, also being a point of contact for Students on issues including, but not limited to general course queries, class times, timetabling and assisting with their training plan/catch up classes.

The Academic Manager is responsible for ensuring the quality of the learning experience for students and the advisor in education. The Academic Manager focuses on training and advising the Academic team on new technologies, classroom policies, student achievement, and much more.

The Academic Team is responsible for ensuring the quality of the learning experience for students and the Quality Assurance Consultant ensures compliance with the Standards for Registered Training Organisations, 2015.

E- Learning support is responsible for being the first point of contact for our students by responding to enquiries and providing quality support and mentoring on our Student Learning Management System Kitchen and Campus Operation responsibilities are supervising the food prep and cooking, maintaining a fully stocked kitchen inventory, and complying with safety and cleanliness standards.

# REGISTRATION AND ORIENTATION

Student Registration at Le' Culinaire is carried out in an ethical manner in accordance with access & equity principles. Access to a course is open to all applicants, subject to payment of fees and the extent to which the course outcomes and any pre-requisites match the needs of the student. This includes their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

At your Orientation, Le' Culinaire will cover the following topics.

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Academic and general administrative matters
- Students' rights and responsibilities
- Le Culinaire policies & requirements for satisfactory progress
- Unique Student Identifier (USI)
- Student visa conditions overview
- Grievance procedures
- Emergency contact details and Critical Incident Policy and Procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

All students will have an orientation to Le' Culinaire on their first day on campus. At this time, information will be given to allow your journey to be as smooth and successful as possible. Most of your questions will be answered at this time, however, always feel free to ask about anything you are unsure about.

The information in this student handbook will be the basis of the orientation information and supplemented by further specific information as required for you to be sure of your knowledge regarding Le' Culinaire and your study. It is important that all students must keep Le' Culinaire informed of their address and contact details, always including their emergency contact person. All students are required to complete a Declaration of Understanding at the end of the orientation. (See last page of this book)

## NOTIFICATION OF CHANGE OF DETAILS

Each student is required to notify the College of any change in their contact details that differs from that on the enrolment application and contained in the student file. Please obtain a 'Student Change of Personal Details' form available from the intranet and sourced by a staff member or available in the forms rack next to the main reception area.

Students must notify Le' Culinaire in writing (via above mentioned form) as soon as practicable (within 14 days).

## ATTENDANCE & ABSENTEEISM

Le' Culinaire functions as a simulated workplace for practical experience required by the qualifications. Attendance at the agreed class times is compulsory. Students must be on time for class and lateness will not be tolerated. Lateness is very disruptive to the class and totally unprofessional. The classroom doors will be closed at commencement of class and late students will wait until theory has finished and be recorded as late.

If a student is running late for classes, they MUST notify Le' Culinaire on 02 9211 3945.

If you cannot attend a class, you are required to notify Le' Culinaire in advance or on the day of class before 9.00 am for day students and before 5.00 pm for evening students.

On these occasions you must leave a message on Le' Culinaire voicemail outside business hours or with Le' Culinaire Receptionist indicating your name, student ID number, Trainers Name, and contact telephone number for a return call by emailing [studentservices@leculinaire.edu.au](mailto:studentservices@leculinaire.edu.au)

Students who are absent from class due to illness must provide a medical certificate.

If you need to apply for leave for exceptional circumstances, please complete an Application for Leave form, which you can obtain from Student Administration/Student Services Officer or you can download the form, which is located on our website under Student Information, Student Life, Deferment or Suspension of Study Form.

Approval for leave is not guaranteed, and each application is considered on its merit.

## MONITORING AND REPORTING ATTENDANCE AND PERFORMANCE PROCESS

Students are required, under their Student Visa Conditions, to progress through their course so that they maintain satisfactory attendance and course progress in each mandatory study period.

Le' Culinaire will implement an early intervention procedure for the effective and timely management of students at risk of failing to make satisfactory course progress and/or satisfactory attendance in any study period.



Under current student visa conditions students are required to:

Maintain satisfactory attendance in any 1 study period as: attend a minimum of 80% of timetabled classes in any 1 study period.

Maintain satisfactory course progress in any 1 study period as: achieving a minimum of a competent result for 50% of units as scheduled in that study period.

If student study period attendance falls below 80% or when the student receives an NYC for 50% of units scheduled in a study period Le Culinaire will report the student for breach of visa conditions.

#### Allowable variations

Le Culinaire management may determine that it is not necessary to report a student if their attendance in any 1 study period falls between 70% - 80%, if and only if, they have maintained satisfactory academic progress over the same period.

#### Early Intervention

Where Student Administration has calculated that a student is at risk of falling below the 80% attendance requirement, student administration will issue a series of warning letters to the student to prevent the student from going into breach.

A warning letter will explain the reason for the warning and invite the student to attend a meeting to discuss the situation and remedy. Contact may be in the form of face-to-face meetings, email, or telephone calls. Student Support will record the details of all student contacts on student attendance register and provide a hard copy to administration for inclusion in student personal files.

#### Warning Letter 1

Where the Student Administration has assessed the student as not achieving satisfactory attendance for the course i.e. average attendance in the study period to date has fallen to 80% attendance and/or they are absent for 5 consecutive days without permission Student Administration will distribute Warning Letter 1 to the student's current address, including the student's email account, requesting an interview to establish the basis for the absence and strategies to improve attendance.

#### Warning letter 2

Should the student not contact the college, or the attendance drops below 80%, and/or they are absent for 5 consecutive days without permission, then Student Administration will issue Warning Letter 2, advising the student in writing that they are at the minimum attendance requirement, and at serious risk breaching visa attendance requirements. The letter will include a requirement for the student to attend a compulsory meeting with the PEO. Students will also be contacted by phone/email prior to the meeting date to confirm attendance.

Student Services are responsible for recording all student contacts and issuance of warning letters on the student attendance register. A hard copy of all meeting notes is to be provided to the administration for inclusion in the student's file.

### Warning letter 3: Final Warning and Intention to Report Notice

Should the student not contact the college, and still not attend class, the PEO will initiate Warning letter 3: Final Warning and Intention to Report Notice advising the student that they have 20 working days to show cause as to why their student visa should not be cancelled.

The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as listed in the Student Handbook and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the PEO will notify through PRISMS, that the student is not achieving satisfactory attendance.

The PEO will report the student for breaching the 80 per cent attendance requirement because:

- (a) that decision is consistent with its documented attendance policies and procedures, and
- (b) the student records clearly indicate that the student is not maintaining satisfactory course progress over the same period

## CONTACTING STUDENTS AND INTERVENTION POLICY

All student details are confidential but may be obtained from the PEO and CEO.

It is the responsibility of each Trainer/ Assessor to monitor the performance of each student.

A monthly report must be prepared by each Trainers/ Assessors for each student within their class groups.

All students that have an unacceptable behaviour when they breach one of the following trigger points:

Issue	Trigger Point
Attendance	missed 5 consecutive training days without approval Attendance calculator shows 80% attendance Attendance calculator shows below 80% attendance
Performance	Not satisfactory for unit assessment NYC for unit NYC in 50% of scheduled units in current study period
Completion of assessments	Written assessment late or not submitted
Welfare issues	Accommodation, financial, health
Support	Language literacy numeracy
Other	Any other matter that we feel should be followed up

# EDUCATION SERVICES FOR OVERSEAS STUDENT (ESOS) FRAMEWORK

The Education Services for Overseas Students (ESOS) Act is an Australian Government Act that controls the delivery of international education in Australia. The ESOS Act was introduced to provide a legislative framework to ensure the quality of programs and services provided to international students and to ensure that the rights of international students are protected.

A full copy of the ESOS Framework is available at: <https://internationaleducation.gov.au/regulatory-information/Pages/regulatoryinformation.aspx>

A copy of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 is at: <https://www.legislation.gov.au/Details/F2017L0118>

All institutions wanting to deliver courses to overseas students in Australia must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

## LE' CULINAIRE HOSPITALITY INSTITUTE'S RESPONSIBILITIES FOR OVERSEAS STUDENTS

The ESOS framework sets out the standards that Australian education providers must meet, in offering education and training services to international students. ESOS and the National Code also outlines the responsibility of providers in managing their education agent network. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- Orientation and access to support services to help you study and adjust to life in Australia.
- Contact details of officers available to help international students.
- If you can apply for course credit.
- When your enrolment can be deferred, suspended, or cancelled.
- Le' Culinaire requirements for satisfactory progress in the courses you study and what support is available if you are not progressing well.
- Attendance to be monitored for your course.
- A complaints and appeals process.

## YOUR RESPONSIBILITIES

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

- Satisfy your student visa conditions.
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay.
- Meet the terms of the written agreement with your institution.
- Inform your institution if you change your address.
- Maintain satisfactory course progress.
- If attendance is recorded for your course, follow your institution's attendance policy.
- If you are under 18, maintain your approved accommodation, support, and general welfare arrangements.

Further information can be found by Download, the fact sheet (PDF 605.1KB) to read important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

All international students applying to enter a training program 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
- Meet the following Student Visa 500 subclass requirements - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>:
- Meet English language test score requirements – <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language/competent-english>
- Be a genuine temporary entrant – <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant>
- Hold Overseas Student Health Cover (OSHC) – [https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)
- Meet the health requirements – <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health>
- Be of good character – <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/character>

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 Home Affairs of their financial capacity and English language proficiency by declaration only.

This is dependent on the level of risk rating of each student visa application which is determined by considering the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Le' Culinaire Hospitality Institute as a provider on the CRICOS register.



The easiest 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 <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant>

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

Permission to work arrangements.

If you have been granted a student visa, you may also receive permission to work with your visa. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 45 hours per fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study).

However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. This applies if they are on a spouse visa.

Family members are allowed to work up to 45 hours per fortnight after your course has commenced. Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant>

## UNIQUE STUDENT IDENTIFIER

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for further study, you will often need to provide your training records and results (transcript) and the benefit of the USI is the ability to provide students with easy access to their training records and results throughout their life.

You can access your USI account online from your computer, tablet, or smart phone anytime. It's free and easy to create your own USI and will only take a few minutes of your time.

Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport.

Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to most learners in Australia.

The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation.

Training organisations will not need to collect a USI to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI, the training completed under exemption cannot be added to their USI account retrospectively. Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

## **COURSE DELIVERY AND ASSESSMENT OVERVIEW**

### **Delivery of Courses**

Students are required to undertake 20 hours' study per week during a term. Le' Culinaire courses are structured to ensure the delivery and assessment process is both rigorous and relevant. Mandatory work placement forms a significant part of all Le' Culinaire courses and enables students to develop the full range of practical skills essential in the hospitality industry.

Le' Culinaire adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored and recorded as a component of unsatisfactory academic progress.

Our Trainer/Assessors are qualified, dedicated professionals who have current industry involvement and qualifications in a range of industries. Their industry involvement is up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

At Le' Culinaire Hospitality Institute, we deliver nationally accredited qualifications via campus-based training, which includes a portion of online training supported by work placement. When you study with Le' Culinaire, your Trainer/Assessor will be always there to assist you throughout your course.

# ASSESSMENT REQUIREMENTS

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

- Written Test

Written Tests may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, activities, and essays.

- Case Study/Written Report

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

- Presentations /Role Plays

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills. Portfolio.

- A Portfolio

Usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

- Workplace, Practical Exercises and Observations

In addition to the assessment methods described above students are also required to participate in practical exercises and observations both in class and in the workplace. These are usually conducted with trainers and industry partners, and involve the student demonstrating their practical and technical skills and abilities (e.g., cooking skills)

- Assessment Submission

Students will receive an overview of assessment requirements at the beginning of each unit. The assessment overview contains all the required information to ensure that students can achieve competence. Students **MUST** submit all assessments by the agreed time provided by the assessor. Any assessment **NOT** submitted will be subject to evaluation of re assessment by the trainer. Any student that has not attended a full unit will be subject to Le' Culinare's reporting policy.

- Notification to Students of Assessment Tasks, Due Dates and Feedback

Any variation in the assessment task(s) after assessment information has been provided to students, Students should be advised by their Trainer and Assessor of the anticipated assessment tasks, the due dates for those tasks and the penalties for late submission. They should also be advised of the process for seeking individual extensions of time for submission.

Students will be informed of their outcome for every component of assessment in the subject unless the component is assessed as satisfactory/unsatisfactory. The results of the marks will be provided to students by their Assessor via email/Learners Management System (LMS).

- Submission and Collection of Assessment Materials

All assessment tasks must be accompanied by a completed assignment cover sheet, which includes a student declaration confirming that the task has been undertaken ethically and that the work does not include plagiarism.

- Missed Assessment

In cases where a student has not submitted an assessment, the Academic Manager and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress.

The Academic Manager will consider the following:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Le' Culinaire complaints and appeals process if they are not satisfied with the outcome.

- Late Submission of Assessment

Assessment tasks will not be accepted after the following occurrences:

The fifth (5th) working day after the due date; or feedback on the assessment task has been returned to any student by the trainer.

- Late submission of take-home examinations is not permitted.
- Excluded from the day count are Saturdays, Sundays, Holidays and Public Holidays.
- It is recommended that assessment tasks are not scheduled for submission on the day before a weekend or holiday and that College office activities and tutorial times are considered when setting due dates.
- Advice that late submission will be penalised and about processes for seeking extensions of time for submission.
- Students must seek a formal extension to submit after the deadline where there are extenuating circumstances. The extension must normally be sought at least three (3) days prior to the submission date. In exceptional circumstances a retrospective application may be accepted.
- Where an extension of time has been formally requested by the student and granted by a member of the Academic Team, this policy and the same penalties may apply to the revised due date.



- Concerns About Due Dates

A student who feels that the advised due dates are not reasonable, should discuss their concerns with their Trainer or the Academic Manager. Any decision to adjust due dates for the whole class must be made by the Academic Manager.

- Disputes Overdue Dates

- After discussion as indicated in 'Concerns About Due Dates', students who continue to feel that there is a problem with the anticipated due date for an assessment task should approach the Academic Manager for assistance.

- If the Academic Manager cannot resolve the dispute, the PEO and Quality Assurance Consultant should be approached for a determination on the matter.

- Formal Extensions of Time for Individual Students

A formal application for an extension of time may be made by an individual student in the event of extenuating circumstances such as illness, injury, or other circumstance.

This application must be made at least three (3) days prior to the submission date for the assessment task.

This Policy and Procedures then applies to the revised date approved by the member of the Academic Team.

- Assessment Appeals

If you are not satisfied with the outcome of an assessment, you may appeal the decision within 20 working days of receiving the assessment outcome by completing the Appeals Form and speaking to the Academic Manager to request a review of the evidence. The Academic Manager may require you to provide further evidence.

Students appealing an assessment outcome are welcome to bring a third party to any interview or discussion relating to the appeal.

Where an appeal is granted, a new assessment outcome is issued and validated by the Academic Manager. Where an agreement cannot be reached, the PEO may appoint an independent external assessor to review the evidence. The student may be required to contribute towards the costs of the external assessor.

- Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/ book / internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material, will be deemed as equally guilty of plagiarism. Where the act of plagiarism involves copying someone else's work without a citation indicating the original author/creator, this act of plagiarism would also be a breach of the original author's moral rights (the right to be correctly attributed as the original author) which is a legal requirement under the Copyright Act.

Where there are reasonable grounds for believing that intentional plagiarism or collusion has occurred, this will be reported to the Academic Manager. Depending on the seriousness of the case, the Academic Manager may either require the student to undertake additional work, which may result in failure of a unit or disallowing the work concerned by prohibiting assessment.

- Reasonable Adjustment

Delivery and assessment material may be modified to suit individual learning needs to incorporate our diverse range of clients. This is undertaken by trainers in association with the Academic Manager. Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies, with no cost to the student for the referral; however, these agencies may charge a fee for service.

- Qualification Issue

Students are required to complete the entire course they are enrolled in and meet all competencies relating to the required units of competency/units of study to be awarded their qualification. On successful completion of all units of competency for a course and payment of all owing fees, a student will be issued with a qualification and a transcript of units passed.

If the entire course of study is not completed, Le Culinare Hospitality Institute, will after all fees are paid, issue the student with a Statement of Attainment for the units of competency/units of study that have been successfully completed. The qualification certification or Statement of Attainment, which are nationally recognised are issued as per the guidelines published by the AQF and ASQA .

All testamur’s and statement of attainments are personally signed by the Chief Executive Officer.

- Record keeping & confidentiality

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years, to allow all parties to the complaint appropriate access to these records, upon written request to the Student Services. These records will be maintained at 424 Harris Street, Ultimo NSW 2007. Students may access their records of progress and participation by written request to the Services Officer at [studentservice@leculinaire.edu.au](mailto:studentservice@leculinaire.edu.au) or complete a Release of information form.

Records are kept confidential and require written permission by the student prior to the release of any information from their records.

All Students MUST keep Le' Culinaire informed of their address and contact details, including the emergency contact person and within Fourteen (14) days of any change being made. Notification of such change can be made on the form held at reception.

- Legislative & regulatory requirements

Le' Culinaire Hospitality Institute is bound by and operates within the following legislative and regulatory requirements:

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1977
- Child Protection (Prohibited Employment) Act 1998
- Privacy and Personal Information Protection Act 1998
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968

## TUITION PROTECTION SERVICE

International students are protected by a Tuition Protection Service under Australian Government legislation.

What is the Tuition Protection Service? The Tuition Protection Service or TPS is a placement and refund service for international students. From 1 July 2012, the TPS will replace the Tuition Assurance Scheme (TAS) arrangements and the ESOS Assurance Fund. The TPS is like insurance cover with premiums based on risk.

Le Culinaire Hospitality Institute is obliged to help you, even if it is closing or defaults.

As a provider we must.

- Arrange for you to finish your study with another provider, or
- Give you a refund of unspent tuition fees you paid directly to your provider.
- Closures and defaults

Australia has an excellent reputation for quality education. However, sometimes an education provider may close altogether, fail to start a course that students are enrolled in or stop offering it part-way through. Closing, failing to start, or stopping a course part way through is called a default.

If you are not satisfied with the replacement courses your provider has identified, you can ask to receive the refund instead.

If you have applied for a refund and you are not satisfied with the outcome, you can begin an internal complaints process with your provider. If you are unhappy with the outcome of the internal complaints process, you can contact the <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

If your provider does not find you a suitable course or offer you a refund the TPS will help you.

The legislation sets out what happens when a registered provider or an overseas student or intending overseas student defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider). It establishes a universal single Tuition Protection Service (TPS) to provide a flexible and streamlined approach to student placement and refund arrangements in the event a defaulting provider does not meet its refund obligations under the ESOS Act.

Students will be given an active role in selecting from suitable placement options through an online information service. Where a student does not access a placement through the placement facility provided by the TPS Director, the student may be eligible for a refund of their unexpended tuition fees from the TPS Director.

Students will be eligible for a refund of the unused portion of any prepaid tuition fees (i.e., tuition for which you have paid but which has not yet been delivered) rather than a full refund, in recognition of the fact that you may obtain credit for the study already completed.

Further complementing the new TPS framework is a limit on the collection of pre-paid course fees to no more than one study period in advance, and to limit the deposit for commencing students to no more than 50% of their total course fee.



# COURSE REQUIREMENTS AND PAYMENTS

Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance.

- In the case where instalment payments are indicated as the preferred option Le' Culinaire will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term

- Note that there is a late fee of \$10 per day for late payments.
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid.
- Student's enrolment can be cancelled due to unsatisfactory academic progress, nonattendance, academic misconduct, or non-academic misconduct and non-payment of fees.
- Students must pay the enrolment fee, first tuition fee instalment, COE fee and resource fees in full prior to commencement.
- If the student has nominated an authorised agent, Le' Culinaire will honour that agent until the completion of the enrolled course.

## USE OF EDUCATION AGENTS

Le' Culinaire appoints education agents to promote courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment. Agents may provide education counselling to prospective students as well as marketing and promotions. Le' Culinaire is not responsible for any monies paid to agents or third parties.

You may wish to use a registered migration agent to assist you with your application, or Le' Culinaire has a range of education agents who can assist you with the process of applying for a course prior to arrival at the college, including assistance with visas. Contact us for details of the education agents that we use which is also available on our website: [www.leculinaire.edu.au](http://www.leculinaire.edu.au)

## POLICY GUIDELINES

### Students Rights and Responsibilities

Le' Culinaire staff and students participate equally in ensuring that Le' Culinaire provides a safe and effective learning environment and where student's rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

- Orientation and induction
- Student Handbook contents
- Policy access through Le Culinaire website
- Direct written communication
- Special notices
- Flyers etc.

## COURSE CANCELLATION PRIOR/AFTER COMMENCEMENT CHARGES

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), Non - 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% tuition fee to be refunded, however, *Application fee and COE fee are non-refundable.
	If the student cancels 28 or more days before the course starts and the 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 after course Commencement date	Student will not be entitled to a refund of fees paid and will be required to pay any outstanding fees
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		\$500.00
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
Written Withdrawal Request Form and supporting documents are received after the instalment due date		100% of due term fee plus \$10 per day for late fee payments
**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 did not yet receive their tool kit, fully refund applied exclude uniform with measurement.		

Le' Culinaire enrolment fees are non-refundable in any circumstances.

- In the case where a student enrolls through a registered Le' Culinaire Hospitality Institute agent, the refund will be paid to this agent.
- If the visa application is rejected, tuition fees are refunded in full. Le' Culinaire requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.
- If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.
- Le' Culinaire refunds are not transferable to another person.
- No refunds will be made for classes missed due to exams, excursions, internships, or other obligations that fall outside the normal schedule of classes.
- In the case of student suspension or expulsion there will be no refund of fees.

Le' Culinaire reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Le' Culinaire is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 28 days of the day on which the course ceased being provided.

Alternatively, enrolment may be offered in a different course by Le' Culinaire.

In the unlikely event that Le' Culinaire is unable to provide a refund or place a student in an alternative course, (provider default) Le' Culinaire will notify default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

Le' Culinaire reserves the right to change fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access Le' Culinaire complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Le' Culinaire Hospitality Institute reserves the right to deny a student access to Le' Culinaire's premises and to withdraw its other services if their conduct disrupts the normal operation of the college. Le' Culinaire grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Le' Culinaire will be made within 28 days of receiving Le' Culinaire Student Request for a Refund Form. This agreement, and availability of complaints and appeals processes, does not remove the students right to act under the Australian Consumer Protection laws.

The Office of the Commonwealth Ombudsman's details are: In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111. Using an interpreter, you can call the Translating and Interpreting Service (TIS) in Australia on 131 450.

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Web: [www.oso.gov.au](http://www.oso.gov.au)

# FACILITIES, EQUIPMENT & STUDENT AMENITIES

Le' Culinaire maintains a simulated and authentic hospitality workplace environment. Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation. Students have access to necessary instructional and assessment facilities, materials, and equipment.

## TRAINING FACILITIES INCLUDE:

- Specialist product and equipment.
- Suitable workstations/tables set up safely and securely.

## YOU ARE RESPONSIBLE FOR:

Identifying and reporting to your trainer any possible hazards from equipment, facilities

## AND THE ENVIRONMENT.

- Refrain from smoking anywhere in the building or out the front of Le' Culinaire Hospitality Institute or neighbouring buildings.
- Refraining from drinking and/or eating on the premises - unless in the designated breakout area.
- Students are required to maintain Le' Culinaire facilities in good order. Damage to any facilities should be reported immediately to your trainer/assessor or Student Administration.



- Adequate acoustics, ventilation, and lighting.
- Accessible references and resources.

## STUDENT FEEDBACK

As part of Le' Culinaire continuous improvement procedures, you will be asked to provide feedback about your time at Le' Culinaire. This is your opportunity to provide Le' Culinaire with information to help us continuously improve what we do. Feedback will be sought via various means and times while you are studying and perhaps after you leave to see how you are going in industry.

The information gained is invaluable, as a guide for Le' Culinaire to better maintain course quality and relevance in delivery. Informal feedback to your trainer is always welcome.



## ACCESS, EQUITY AND SUPPORT

Le' Culinaire provides equal access to training and delivery services for all students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. Language, Literacy and Numeracy (LL&N) support will be provided in all subjects as part of the normal tuition and assessment activities. Le' Culinaire will organise additional Language, Literacy and Numeracy support if required on a fee-for-service basis.

Your trainers will: -

- Recognise the cultural diversity of all students.
- Ensure equal treatment of all students.
- Ensure that they maintain a harassment free learning environment.
- Provide equal access to resources.
- Refer students with specific learning problems to appropriate agencies.
- Encourage full participation and assist all students to achieve course outcomes.

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## STUDENT SUPPORT

The student support strategies used by trainers at Le' Culinaire include:

- Pre-teaching technical terminology.
- Demonstrating procedures and repeating as required.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace, yet in industry expected timeframes.
- Where necessary inviting students to record training session on an audiotape, to be approved by the CEO/PEO.
- Providing written learning material and illustrations to reinforce the learning.

At the interview prior to enrolment and on the enrolment form you were asked to disclose any concerns or difficulties you may have regarding your learning. Trainers may identify learning needs and will communicate this to you.

You can approach any trainer at any time with your concerns regarding learning requirements so that adjustments can be made. The trainers are available to discuss and support you with any concerns you may have during your studies with us.

Feel free to talk to them about your adjustment to student life and any other issues that may be affecting your studies. They will advise or refer you appropriately.



# STUDENT COUNSELLING & SUPPORT

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to appropriate support. Le' Culinaire can suggest access to specialised support for those who may need such help.

In the event, that a student may disclose or inform Le' Culinaire that they are currently being abused or in any danger, we have a duty of care and are obliged by law to notify the police.

Le' Culinaire provides the following list of services that students can access directly:

## Sydney Counselling Service

Beyond Blue: <https://beyondblue.org.au>

Baptistcare: <https://baptistcare.org.au>

Open Counselling: [www.opencounseling.com/hotlines-au](http://www.opencounseling.com/hotlines-au)

- Salvation Army Counselling Service 02 9743 2831

- Lifeline 13 11 14

- Headspace – download their app and create a place where you can collect and manage resources to build your own personalised mental health toolkit.

## Local Medical Centres:

Broadway General Practice: Shop M105, Level 1, Broadway Shopping Centre, 02 8245 1500, [www.broadwaygeneralpractice.com.au](http://www.broadwaygeneralpractice.com.au)

Glebe Medical Centre, 53 Glebe Point Rd, Glebe 2037, 02 8070 6888, [www.glebemedicalcentre.com.au](http://www.glebemedicalcentre.com.au)

## Hospitals:

- Royal Prince Alfred Hospital: Missenden Road Camperdown, 02 95156111
- St Vincent's Hospital: 390 Victoria Road, Darlinghurst. (Emergency Dept.) 02 8382 1111
- Emergency Number – Fire, Ambulance, Police: 000

## Nearest Police Station

- Day Street Police Station, 192 Day St, Sydney NSW 2000 – 02 92656499
- Glebe Police Station, 1 Talfourd St, Glebe NSW 2037 – 02 95528099

Transcultural Mental Health Service: (02) 9912 3851 or Free call 1800 648 911 (Monday to Friday Only 8.30am to 5.30pm)

## Personal Safety Tips:

- Be alert, assertive and confident
- Try and walk with other people rather than by yourself
- Carry only the money you need for the day
- Keep your money and wallet in your front pocket and keep your bag in front of you
- Be aware of your surroundings. Avoid text messaging and long conversations on your mobile
- At night stay in well-lit areas, where there are lots of people
- If you feel like you are being followed or threatened, cross the street, change direction, vary your pace and enter a shop or occupied house.

## If you are being robbed:

- Give them what they ask for
- Try and remember what they look like
- Report all crimes to police (interpreter services are available, advise police which language you would like to speak, and an interpreter will be provided).

## Report all crimes to police:

For all emergencies Triple Zero (000)

For non-emergencies 131 444 (Police assistant Line)

# EMERGENCY EVACUATION PROCEDURES

During the event of an emergency that requires the evacuation of any Le' Culinaire campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed. Emergency exits are signposted with diagrams that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Le' Culinaire agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

## EMERGENCY PROCEDURE IS AS FOLLOWS:

- Fire alarm sounds, and the class prepare to evacuate immediately.
- Students must line up ready and not waste time collecting belongings.
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway.
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present, and no one left on campus.
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.



## ACCIDENTS AND INCIDENTS



Any student that suffers an accident or incident is to immediately report this situation to the Trainer/Assessor or to the Academic Manager. The Academic Manager will take control and complete appropriate documentation (injury/Illness Notification Form) and decide on any action to be taken and referral if required. We do have a Critical Incident process that is enacted if the situation is serious. Le' Culinaire has First Aid officers that can provide initial first aid if required. We also provide to the student and Rapid Test if the student is feeling unwell at no charge.

If the accident requires more urgent acute care, an ambulance will be called for the student to be transported to hospital. Ambulance services are provided free of charge to people who meet the required criteria. If you've received an invoice from the NSW Ambulance Service, and you're eligible to have the fee waived, you can claim an exemption online.

## COMPLAINTS AND APPEALS

Le' Culinaire ensures that any grievance (complaint) from a student is handled in a constructive and timely manner; outlined in Le' Culinaire Hospitality Institute Grievance Policy and Procedure. This policy and procedure are designed to ensure that Le' Culinaire responds effectively to individual cases of dissatisfaction. Internal complaints process will commence on notification of the complaint, and during this process they will be given the opportunity to formally present their case.

Should the complaint not be resolved by the internal complaints process, the complainant may appeal the decision to the CEO who will undertake an internal appeal process. If still not satisfied, an independent external reviewer will be assigned to conduct a review of the complaint process.

All documentation from the student and education provider will be forwarded to the allocated external reviewer, who will examine and review the submissions and documentation, then decide based on the evidence provided. Students are advised that their enrolment will continue while the Complaint and Appeals process is ongoing.

In fairness to the complainant and as a process of ongoing improvement, Le' Culinaire will act upon the subject of any complaint found to be substantiated. All complaints and grievances must be submitted in writing on the Complaints Form to the Academic Manager – if concerning the Academic Manager, then the complaint may go direct to the CEO/PEO. There is no cost to the complainant for utilising this grievance and appeals process. At all meetings, the student may have a support person present.

If you have a complaint or are unhappy about a decision or action

- of the RTO
- of a trainer/assessor
- the behaviour of a fellow student

You can do the following:

- First raise the matter with the trainer
- If you are not satisfied or the matter is more serious, complete an 'Internal Appeals/ Grievance Form' and resolve the matter with the Student Services officer.
- Within 5 working days the Student Support officer will contact the student for further information
- If you are still dissatisfied, the complaint can be referred to the Academic Manager
- You will be notified of the outcome of the appeal in writing within 10 days
- National Training Complaints Hotline 13 38 73

In addition, there are several professional associations that can assist students with an external appeals process. ITECA has suggested the 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)
- Website: <https://www.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.



# DISCRIMINATION AND HARASSMENT



Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status, or economic status. Harassment is unwelcome conduct that humiliates, offends, or intimidates people.

Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely.

Examples of bullying behaviour include unfair and excessive criticism, publicly insulting an individual, ignoring their point of view, constantly changing, or setting unrealistic work targets and undervaluing their efforts at work, or cultural insensitivity.

Le' Culinaire does not allow any student or staff member to engage in discrimination, harassment, or bullying. Le' Culinaire ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any Students. In cases where the allegation is proven with concrete evidence, the student, or staff member risk termination.



# CRITICAL INCIDENTS POLICY AND PROCEDURE

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 Hospitality Institute 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

The Designated Officer (the CEO or most senior staff member) is to assess the situation and consider any apparent risks to their own safety and those present.

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

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.

- 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.



# INTERNATIONAL STUDENT DEFERMENT, SUSPENSION & CANCELLATION

Under the requirements of the ESOS Act and National Code of Practice for Providers of Education to Overseas Students 2018 (National Code), international students enrolled at Le Culinaire are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- exceptional compassionate circumstances beyond the control of the student
- student misconduct or misbehaviour

Deferment, suspension, and cancellation may affect a student's visa and Le' Culinaire Hospitality Institute must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, suspended, or cancelled. If a student defers or suspends their studies on any other grounds, Le' Culinaire Hospitality Institute must report the student to Department of Home Affairs via Provider Registration and International Student Management System (PRISMS), as not complying with visa conditions.

Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act).

## • Cancellation

Students wishing to cancel their course earlier than the course completion date must complete an International Students Withdrawal and Refund Application Form, (located on our webpage, or a copy from student services) stating the reason with attached evidence and attend an interview with the Academic Manager. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, COE, etc.

If a student requests termination of a principal course of study within the first six months, the student must apply for a letter of release, which will only be granted in accord with the conditions in the National Code. If a student fails to inform Le' Culinaire, that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Refer to [www.Leculinaire.edu.au](http://www.Leculinaire.edu.au) for Policy & Procedure for International Student Deferment, Suspension & Cancellation of Study.

## TRANSFERRING TO ANOTHER PROVIDER

All students are required to complete 6 months of their principal course with Le' Culinaire Hospitality Institute. The only exceptions to students gaining a release letter before fully completing six months of their principal course (highest qualification enrolled in) are as follows:

- Le' Culinaire Hospitality Institute has ceased to be registered or the principal course in which a student has been enrolled has ceased to be provided.
- Le' Culinaire Hospitality Institute decides to provide a written letter of release. Students may apply for a release letter; however, release will not be automatically granted and must comply with the requirements of the National Code and ESOS Act.
- If Le' Culinaire Hospitality Institute has had a sanction imposed on its registration by a relevant Federal or State Government authority that prevents Le' Culinaire students from continuing their principal course
- A government sponsor of a student considers the change to be in the best interest of the student and has provided written support of that change.

Refer to Le' Culinaire Hospitality Institute Policy for International Student Transfer between Registered Providers on the website for more information.

### Process for Transferring to Another Provider

Students applying to transfer to another provider must use the following process:

The student must go to administration to complete a deferment suspension or cancellation of enrolment application form.

- Students must complete all sections, in particular the reason and circumstances for the transfer to another provider with documentary evidence.
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- Students who have paid tuition fees to another provider in the first six months of their principal course without requesting termination from Le' Culinaire, are in breach Standard 7: Overseas Student Transfers. Students who have already completed six months of their principal course MUST provide a Confirmation of Enrolment from another provider as part of their evidence to transfer to another provider.
- The student must then make an appointment to meet with the Academic Manager to discuss the transfer request.

- The Academic Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 10 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward request, students will be provided with an immediate signature from the Academic Manager during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on the Database with required future actions.
- In all cases, students who have not had their cancellation request approved may access Le' Culinaire's grievance and appeals process.

**\*\*** For all forms regarding this matter please refer to Le' Culinaire Administration Officer or Download the form, from the college website.

- Granting a Release

Once approved, Le' Culinaire will grant a release to the student to transfer to another registered provider, where the grounds for transfer meet the requirements of the National Code and ESOS Act. Evidence will be retained on the student file.

- Course Progress Policy

Students are required to successfully complete or demonstrate competency in at least 80% of course requirements, in each study period (10 weeks), they are enrolled into. A student who has not successfully completed 70% or more of course requirements in a study period is deemed to have unsatisfactory progress. Intervention strategies will be implemented to support a student to achieve competency in the enrolled units.

Students are "at risk" of completing their course within the expected duration of study due to one or more of the following factors:

- 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



Should the student be at risk of not completing within the period of their visa grant and/or not adhering to the requirements within the intervention strategy, the student will be advised in writing of the 'Intention to Report' the student to the Department of Home Affairs for unsatisfactory progress.

All students will be made aware of this policy during the designated orientation. The college will outline course requirements for international students, including the requirement under the National Code 2018 Standard 7.3, that the expected duration of their course includes a minimum of 20 scheduled course contact hours per week.

Students must read this policy in full as it forms the basis of monitoring academic progress at Le' Culinaire Hospitality Institute.

Refer to [www.leculinaire.edu.au](http://www.leculinaire.edu.au) for Policy & Procedure for Course Progress

- Extension of Student Study

Le' Culinaire will only extend the duration of a student's study where the student will not complete the course within the expected duration as specified on the students Confirmation of Enrolment (COE) as a result of:

- Compassionate or compelling circumstances (e.g., illness, where a valid medical certificate (in English) states that the student was unable to attend classes or where Le' Culinaire has not been able to offer a pre-requisite unit of competency)
- Le' Culinaire implementing its intervention strategy for students at risk of not meeting satisfactory course progress
- Le' Culinaire approved deferment or suspension of studies granted under Standard 9 of the National Code

Where there is a variation in a student's enrolment load, which affects the student's expected duration of study in accordance with Standard 9.2, Le' Culinaire records this variation and the reasons on the student file and database.

Le' Culinaire will then report the student via PRISMS and/or issue a new COE when a student can only account for the variation(s) by extending the expected duration of study.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Le' Culinaire specified in the student COE will not exceed the CRICOS registered course duration.

- Reduction of Student Study Time

Where a student has applied for, and was granted credit through Recognition of Prior Learning (RPL) or Credit Transfer, after orientation/commencement, the length of the COE will be reduced via PRISMS. Where a student course completes early, Le' Culinaire will notify this early course completion to Department of Education via PRISMS.

## Recognition of Prior Learning (RPL)

Le' Culinaire has in place, systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Le' Culinaire ensures that any assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package or VET accredited course.
- Is conducted in accordance with the principles of assessment and rules of evidence.
- Meets workplace and, where relevant, regulatory requirements; and is systematically validated.

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence.

For international students, an approved RPL will mean early completion of a qualification and the reduced duration will be reported on PRISMS.

# STUDENT CODE OF CONDUCT AND RESPONSIBILITIES

Whilst I remain a student at Le' Culinaire Hospitality Institute, it is my responsibility to:

- Attend class regularly, punctually and advise Le' Culinaire of any absences.
- Maintain study as per course timetable.
- Maintain attendance across the duration of the course.
- Wear uniform and comply with Le' Culinaire's dress code.
- Comply with and assist in Le' Culinaire Hospitality Institute's emergency procedures.
- Conduct myself in a safe and healthy manner and behave in a manner which prevents injury and disease to myself, my trainer, staff, and fellow students.
- Identify and report to a trainer any possible hazards from equipment, facilities, and the environment.
- Identify and report to a trainer any possible hazards from equipment, facilities, and the environment.
- Pay fees on or before the due date where applicable.
- It is my responsibility to ensure non-discriminatory or harassing behaviour to other students, staff, or visitors on the premises.
- Report any discriminatory behaviour or harassment to a trainer or any staff member.
- Register complaints, disputes or grievance with a trainer or Student Services Office
- Refrain from smoking anywhere in Le' Culinaire's building or immediate vicinity (e.g., outside the building).
- Refrain from drinking and/or eating in the classrooms.
- Refrain from unacceptable behaviour including the use of bad language, alcohol, and drugs
- Refrain from the use of devices which may disrupt classes e.g., mobile phones, unless discussed with my trainer.

- Not to leave Le' Culinaire without notifying my trainer.
- Comply with the assessment information and process.
- Abide by Le' Culinaire Policies & Procedures outlined in the Student Handbook.
- Notify Le' Culinaire in writing within 14 days of any change of address and contact details.

**Failure to comply with any of these responsibilities may result in disciplinary action.**

**Le' Culinaire will contact relevant government authorities if a student brings any of the following to Le' Culinaire campus:**

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to Le' Culinaire campus will be immediately terminated for disciplinary reasons.

## LE' CULINAIRE CLASSROOM GUIDELINES

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and co-operation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Ask for assistance if needed
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time



# LE' CULINAIRE SERVICES AND FACILITIES

## Le' Culinaire Services and Facilities

### Administration Office, students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect Le Culinaire student ID card
- Request information

### Social Activities

- Le' Culinaire organises regular social activities:
- Full day excursions
- Weekend trips out of Sydney
- Sport activities

### Student Area

- Le' Culinaire facilities include:
- Outdoor balcony
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Non-alcoholic drinks are available from the bar

### General Administrative Matters

### Disclosure of Information

#### Information from the student

- Students have access to all information kept on their file based upon a written request.
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed.

#### Information about a student from a third party

- Information requests about students from a third party will be denied unless there is written consent from the student.
- Information about students will not be provided to any other third party without the prior written consent of the student except for government departments, when the information will be provided with or without the consent of the student.
- A copy of information shared with a third party will be kept on the student's file.

In all cases, conditions of the Privacy & Personal Protection Act 1998 and Australian Privacy Principals.







## WELCOME TO LÉ CULINAIRE HOSPITALITY INSTITUTE



# ORIENTATION DECLARATION OF UNDERSTANDING

Students are required to read and sign this document to acknowledge that the following points have been explained to them during orientation. Please initial in the box your understanding of each point as explained in the orientation. Ask questions to ensure that you have full understanding, as your signature at the bottom will acknowledge that you understand and accept all rights and responsibilities as a student at Le' Culinaire Hospitality Institute. I have been explained and understand the information regarding:

College Code of Practice	Course information
Requirements to receive qualification	Complaint and Appeals procedure
Legislative & Regulatory Requirements	Training Delivery & Assessment Services
Disciplinary procedures	Student Code of Conduct
Training Evaluation	My trainers & designated Student Support
Location of classrooms/reception/offices/bathroom facilities	Fire exits and evacuation meeting point in the event of an emergency.
Refund policy	RPL/Credit Transfer
Tuition protection service	Important information and emergency contacts
My days of classes and durations of enrolled course/s	Which staff member to approach for which service provision
Work Experience Opportunities / Excursions	Flexible assessment & teaching methods
Counselling / Student Services Officer	First Aid Officer/s
How to access all College Policies & Procedure documents in full and relevant Government Acts held on site.	Student administration (for change of address/contact details)
Equipment, classrooms and facilities	Learning resources (for example reference texts and software)
Bullying and Disciplinary Guidelines and Policy (to protect all students and staff)	Process for providing feedback including the use of the student survey/feedback form
Social media/Consent to post your photos	Australian Taxation Office
College Uniforms to be worn at all times on the premises	Medical Emergency Procedures

- In signing below, I acknowledge that I have read and understood the contents of the student handbook: my rights and responsibilities as a student at Le' Culinaire Hospitality Institute and agree to abide by all responsibilities.
- I understand the implications should I breach these responsibilities.
- In signing below, I give permission for Le' Culinaire Hospitality Institute staff member/s to ring for an ambulance in the event of a MEDICAL EMERGENCY where I require an ambulance and that I fully understand that I will bear the cost of this service and do not hold Le' Culinaire Hospitality Institute or its staff/educators responsible for any costs incurred.

Student Name: \_\_\_\_\_ Student ID Number: \_\_\_\_\_  
Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Orientation by: \_\_\_\_\_  
Inductee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Media Consent: (Permissions can be changed at any time by contacting [studentservice@leculinaire.edu.au](mailto:studentservice@leculinaire.edu.au))

Tick one box and sign below,  
I give permission that any image of me taken while at the college can be used by the college in marketing material.

I Do Not give permission that any image is taken of me to be used for any marketing material.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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# VERSION CONTROL

VERSION	DATE	PREPARED BY	COMMENTS
VERSION 2.5	OCTOBER 2021	PEO	REVIEW DUE UPDATED – DOCUMENT, CORRECTED TYPO AND ERRORS UPDATED WEB ADDRESS.
VERSION 2.6	DECEMBER 2022	PEO	IDENTIFIED AREAS FOR REVIEW SUCH AS COURSE BROCHURE AND WEBSITE. ADDED ALL ASSESSMENT REQUIREMENTS. UPDATED CONTACT DETAILS OF ACADEMIC MANAGER AND UPDATED VERSION CONTROL.
VERSION 2.7	JULY 2023	PEO	REVIEW DUE UPDATED – DOCUMENT, CORRECTED TYPO AND ERRORS UPDATED WEB ADDRESS.
VERSION 2.8	JANUARY 2024	QUALITY ASSURANCE CONSULTANT	REVIEW AND UPDATE MINOR ADDITIONS AND GRAMMA. ADDED INFORMATION AROUND EDUCATION AGENTS.



Lé Culinare Hospitality Institute  
• RTO: 45326 • CRICOS: 03667K • ABN 66 615266790 •  
• 424 Harris St, Ultimo, NSW 2007, Australia •  
• [www.leculinaire.edu.au](http://www.leculinaire.edu.au) •