

Hostec International Pty Ltd



Pre-enrolment Information
SIT30807 Certificate III in Hospitality
(Commercial Cookery)
CRICOS Course Code 069493D (QLD)
Version 2

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Pre-Enrolment Information Sheet

SIT30807 Certificate III in Hospitality (Commercial Cookery)

NSW CRICOS Course Code: 069493D

Hostec is a Registered Training Organisation (RTO), registered by the NSW Vocational Education & Training Advisory Board (VETAB) under the Australian Quality Training Framework (AQTF). Hostec is also registered with the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

All courses are nationally accredited and internationally recognised, fulfilling where appropriate the requirements of Industry.

Course Overview

A Certificate III of Hospitality (Commercial Cookery) reflects the role of a skilled operator who applies a broad range of competencies within a more varied work context, normally being engaged in a workplace in which they:

- demonstrate some relevant theoretical knowledge
- apply a range of well-developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information using discretion and judgement
- take responsibility for their own outputs in work and learning

The course combines theory and practical training with a variety of assessment methods to provide participants with the skills, knowledge and attitudes to meet the demands of the culinary industry. Offering an opportunity to build a greater theoretical and practical base in the specialised, technical based competencies used to plan, carry out food preparation and service, and to evaluate work of self and/or team.

Academic and Career Pathways

Successful participants may gain employment as qualified Chefs/Cooks in a variety of establishments. These include:

- Hotels/Motels
- Hospitals/Nursing Homes
- Restaurants/Bistros
- Shipping Lines
- Boarding Schools
- Resorts
- Reception centres
- Catering Companies.

Participants can use the Certificate III in Hospitality (Commercial Cookery) to gain entry into a range Certificate IV, and into Hostec's Advanced Diploma of Hospitality Course.

Successful participants will gain a SIT30807 Certificate III in Hospitality (Commercial Cookery).

Course Structure and Duration

Classroom and practical based study for the first 36 weeks at 20 hours per week ending with 12 weeks of Industry Placement.

Tuition hours: 720 hrs	Tuition weeks: 36
Industry Placement Hours: 240 hrs	Industry Placement weeks: 12
Qualification Hours: 960 hrs	Qualification weeks: 48
Holiday weeks: 4	Academic Year in weeks: 52

The grid below shows how the semesters, terms, industry placement, and holidays typically fall across the February and July (midyear) intakes.

Year One						
Semester One			Break (2 wk)	Semester Two		
Term 1	Break (1 wk)	Term 2		Term 3	Break (1 wk)	Term 4
Study (12 wks)			Study (12 wks)			Study (12 wks)

Course Location and Delivery

The training venue situated in Brisbane is located within in a five star hotel that offers not only “real life” training environments, but also potential employment opportunities.

Current training facilities are:

Brisbane:

Sebel Citigate Hotel, King George Square, Crn Ann & Roma Streets, Brisbane QLD 4000

Course Delivery

Delivery	Hours	Setting	Delivery Style	Maximum Students
Theory	288	Classroom	Lecture	32
Practical	432	Kitchen	Demonstration/ Experiential	16
Industry Placement	240	Workplace	Experiential	Individual

Course Content

Course Content, and subject hours per unit of Competency

		Semester One		Semester Two	
		Term One (12 weeks)	Term Two (12 weeks)	Term Three (12 weeks)	Term Four (12 weeks)
SITXCOM001A	Work with colleagues and customers	25			
SITXCOM002A	Work in a socially diverse environment	20			
SITXOHS001A	Follow health, safety and security procedures	10			
SITHIND001A	Develop and update hospitality industry knowledge	25			
SITXOHS002A	Follow workplace hygiene procedures	15			
SITXFSA001A	Implement food safety procedures	20			
SITHCCC007A	Prepare sandwiches (Elective)	10			
SITXCCS002A	Provide quality customer service	20	20		
HLTFA301B	Apply First Aid		10		
SITXCOM003A	Deal with conflict situations		20		
SITXHRM001A	Coach others in job skills		20		
SITXFIN003A	Interpret financial information (Elective)			40	
SITHCCC023A	Select, prepare & serve specialised food items (Elective)			40	
SITHCCC001A	Organise and prepare food	20			
SITHCCC002A	Present food	10			
SITHCCC003A	Receive and store kitchen supplies	10			
SITHCCC004A	Clean and maintain kitchen premises	10			
SITHCCC005A	Use basic methods of cookery	45			
SITHCCC006A	Prepare appetisers and salads		25		
SITHCCC008A	Prepare stocks and sauces and soups		35		
SITHCCC009A	Prepare fruit, vegetables, eggs and farinaceous dishes		40		
SITHCCC010A	Select, prepare and cook poultry and game		25		
SITHCCC011A	Select, prepare and cook seafood		30		
SITHCCC012A	Select, prepare and cook meat		15	20	
SITHCCC013A	Prepare hot and cold desserts			35	
SITHCCC014A	Prepare pastry, cakes and yeast goods			25	
SITHCCC029A	Prepare foods to meet dietary and cultural needs			50	
SITHCCC016A	Develop cost effective menus (Core Unit)			30	
SITHCCC027A	Prepare, cook and serve food for food service (IP)				80
SITHCCC028A	Prepare, cook and serve food for menus (IP)				160
TOTAL HOURS PER TERM		240	240	240	240

NOTE: IP identifies subjects where elements of assessment will take place in the workplace.

Course Progress

In order to monitor student course progress, Hostec has implemented the DEEWR-DIAC Course Progress Policy and Procedures. The following outlines the policy and processes and prospective students should refer to the full policy available on the website (www.hostec.com/international-academy/documents/QMSPPCR37-Course_Progress_Policy_v8.pdf) and in the Student Handbook.

Satisfactory Course Progress

Satisfactory course progress is determined after the completion of each term. At this point, students are identified as being in danger of not achieving satisfactory course progress.

Satisfactory course progress is defined as successfully completing at least 50% of the total units of competency (UoC) delivered each term.

Academic Probation

Initial unsatisfactory course progress, or if satisfactory course progress is followed by unsatisfactory course progress, the student is deemed Academic Probation.

Students on Academic Probation will be advised in writing and requested to meet with the Head Teacher or delegate, who will advise students of any opportunities to complete the failed units and to establish a support program. This support program will be made in consultation with the student to provide suitable and appropriate assistance to give the student every opportunity to complete the term successfully.

A student on Academic Probation will be allowed to continue, but will be placed on a conditional enrolment for the following term. This conditional enrolment will require satisfactory course progress of that term.

A student is placed on Academic Probation, when:

- It is the first time they have not achieved satisfactory course progress; or
- They achieved satisfactory course progress in the preceding term, but have not achieved satisfactory course progress following.

Academic Dismissal

Two consecutive terms of unsatisfactory course progress is deemed as Academic Dismissal.

That is, if a student fails to successfully complete 50% of the total units of competency delivered while on Academic Probation, they have failed the Course Progress requirements and are subject to Academic Dismissal.

Class Times

Theory classes normally commence at 8.30 am or 3.30 pm. You will get at least two short breaks, throughout the day and a meal break. Practical classes commence from 7.30am and are based on typical industry service periods.

You will be issued your timetable on Induction/Orientation Day.

Industry Placement Program and Preparation

The Industry Placement (IP) program has been developed from extensive consultation with teachers and industry in an effort to practice and re-enforce learnt skills in a valid and realistic context in accordance with the Tourism, Hospitality and Events Training Package.

The units of competency selected for Industry Placement are holistic units and are highly suited for the workplace, as it will provide an environment where the application of the knowledge will be tested, refined and

improved. The units of competency are introduced in the classroom to provide the student with the fundamental knowledge required and to inform them of how the units will be assessed in the workplace.

Additionally, to assist students to prepare for Industry Placement, Hostec has developed a program called the Career Management Program (CMP). The CMP will be delivered over 20 hours prior to the commencement of the IP proper, to assist students to apply and prepare for suitable employment. Through this program and in association with the Career Management Team, students will be provided with all the tools and attributes to search, apply, and gain relevant employment in Australia. Hostec will also facilitate and provide valuable insights of the current recruitment climate through its significant and long-term association with local and multinational hospitality companies in Australia.

Each student will be required to participate in the CMP as it covers generic course information including; the assessor's role, how to contact us for any support or issues that may arise, the employer's role, student visa obligations, where to look for work, how to apply for jobs, interview techniques, resume writing, cultural issues in the workplace and the Australian employment landscape including the role of awards..

Hostec will support students to secure suitable employment through the Career Management team and students should be willing to accept suitable and relevant offers of employment. Once work has commenced within the Industry Placement term, Hostec assessors will visit the student at a nominated date and time to:

- Deliver training on-site;
- Conduct individual assessment;
- Liaise with Management and Human Resources to monitor the student progress;
- Ensure the appropriate development of the student in-line with their job role;
- Verify hours worked by student (employment will be confirmed by the employer through references, tax records or time sheets).

During these visits, the assessor will observe the student undertaking relevant and significant work practices involving skills acquired during the course. These observations will form a significant part of the assessment for the specific units contained within the course. To verify application of a variety of skills on the number of occasions specified in the units, the assessor will interview the student's supervisor/manager and collect third-party reports. Between visits to the student, the assessor will regularly communicate with the student, their Manager, and/or the Human Resources Department regarding the progress and developments of the student as required.

If students are engaged under the appropriate award relevant to their place of work, they are afforded the appropriate wages and conditions relevant to their position. Like any other employee employed under an award, students will be protected by the statutory employer insurance and liability protection arrangements.

For those students that are working on a volunteer basis with an employer, they are only required to work the number of hours required for the completion of this component of the qualification. These students will be protected in the workplace through Hostec's insurance arrangements.

For many students attending the course, the IP component will be their first job or their first exposure to the Australian workplace. It may also be their first visit to Australia and English may not be their primary language. Through many years of experience with international students and work placement programs, Hostec understand these added pressures and addresses these through the CMP.

Assessment Information

Subject Outlines contain information on the assessments that are required for completion of the subject. Assessment information will include:

- Number of assessments and type of each assessment.

- The weighting of each assessment as a percentage of the overall subject grade.
- When the assessment will be conducted
- The learning outcomes that will be assessed in each assessment.

Each student is provided with a copy of the subject outline in the first week of class.

Assessment Rationale

Conducting assessment involves the following steps:

- Select appropriate assessment tool for each assessment
- Ensure that the requirements are in place for the proper and safe conduct of the assessment.
- Conduct assessment.
- Make judgments based on the evidence gathered.

The issue of coordination and consistency in assessment is a valid concern. Teachers understand they deliver specific subjects, while students are undertaking a whole course so adequate and equal time must be made available for each student to attempt each assessment task with every opportunity to achieve grades commensurate with their ability and effort. The *Aim of Assessment* is to:

- Encourage, direct, reinforce learning
- Determine students' progress
- Maintain standards
- Certification

Entry Information

Intakes

Hostec has four intakes per calendar year, typically occurring in early January, mid April, early July and early October. See table below for 2010 intake and term dates.

Prospective students can apply for entry into any of the intakes.

Course Dates 2010

Year – 2010						
Semester One			Break (2 wk)	Semester Two		
Start Date: 4/01/10	Break (1 wk)	Start Date: 06/04/10		Start Date: 6/07/10	Break (1 wk)	Start Date: 5/10/10
Term 1 (12 wks)		Term 2 (12 wks)		Term 3 (12 wks)		Term 4 (12 wks)

Student Selection Policy

Hostec will use a range of selection criteria in its selection of students for entry into courses. Prospective students are invited to discuss the requirements and evidence required with the Hostec Admissions staff prior to applying. Evidence supplied by prospective students will be used by Hostec to determine which applicants satisfy the requirements in accordance with Hostec's entry requirements.

Age Requirements

Due to the use of alcohol throughout the courses and the necessity to visit and interact on licensed premises, all students must be 18 years of age on the commencement date of their course.

Academic Requirements

Applicants are required to have completed Year 12 of the Australian schooling system or equivalent. Overseas applicants will need to provide evidence of their completion of twelve years of education or equivalent, normally in the form of a school-leaving certificate. The National Office of Overseas Skills Recognition (NOOSR) is used to determine educational and skills equivalencies for applicants with overseas schooling.

Alternative Admission – Mature Age Entry

Applicants that have not completed twelve years of education may apply for entry into Hostec's Certificate III programs as a mature age student if they are 20 years of age or older. They will need to provide evidence of at least two years of adequate work experience relating to their intended area of study, and hold at least a Certificate II level qualification or equivalent.

English Requirement

Hostec requires proficiency in the English language before beginning formal studies. International students, who have completed the equivalent of the Australian Year 12 high school system where the language of instruction was other than English, are required to meet the English Language Proficiency requirement. This requirement is determined by the International English Language Testing System (IELTS) and requires a minimum score of 5.5 (Academic) with no individual band score less than 5.0 and must have been completed within 2 years of the applicants proposed commencement date. Following are other forms of testing that are accepted by Hostec and state the minimum scores required.

TOEFL iBT (Internet)	65
TOEFL (Computer)	183
TOEFL (Paper)	530
TOEIC	605

All the above forms must have been completed within 2 years of the applicants proposed commencement date.

Hostec also accepts the following as meeting the English Proficiency requirements:

- Tertiary qualification from an approved institution where the language of instruction is English, obtained within two years prior to commencement of course;
- Tertiary studies in a country in which English is the official language, for a minimum duration of two years, within two years prior to commencement of course;
- Hong Kong, Indian, Sri Lankan, Singapore GCE "A" Level general English with a D grade or above, completed within two years prior to commencement of course.

English language assessment scores are also accepted from a number of Australian ELICOS providers that are accredited by the National English Language Teaching Accreditation Scheme (NEAS). Please contact the admissions department for details of approved ELICOS providers or visit the NEAS website at www.neas.org.au. To ensure consistency of outcomes, Hostec will accept upper intermediate level (or equivalent) as a minimal achievement from these schools.

Please note that whilst Hostec accepts other forms of evidence for proficiency in the English Language, IELTS is the only test accepted by the Australian Department of Immigration and Citizenship (DIAC) for visa purposes. Please refer to www.studyinaustralia.gov.au/Sia/en/WhatToStudy/EntryRequirements.htm

Deferment

Overseas students are only permitted to defer their studies due to some compassionate or circumstances such as serious illness, death in the family or for some other compelling reason. Overseas students are required to submit to the Registrar, in writing the reasons they wish to defer their studies and provide evidence of the compassionate or compelling circumstances in addition to advising the date the deferral will commence, the date the student will recommence studies and contact details whilst the student is deferred.

Overseas students can only defer for a maximum of six months.

If a new student is approved as above to defer their studies to a future intake from their original commencement date and subsequently withdraws their enrolment from Hostec, no refund of fees will apply. In all other cases, deferment is treated as withdrawal.

Dress Code

Hostec is an adult learning environment that prepares students for business and industry, as well as for further education. Because of this, students are expected to dress in a manner that is neat, clean, and safe at all times, as would be expected in the workplace. As such, students should:

- Be appropriately clothed in accordance with occupational health and safety requirements as explained by each teacher.
- Not wear dark glasses in the classroom unless they are required for medical reasons.
- Not wear a hat in the classrooms other than for safety or religious / cultural reasons.
- All practical classes require the wearing of a full Chef's uniform (included in the Equipment Fee see below).

Equipment, Uniforms and Texts

The Equipment Fee as specified in the Letter of Offer includes all texts, uniforms, and course notes required for the course. These items are supplied on commencement and throughout the course as required. A full listing of all items is available on request.

Pastry and Cookery Kit: Includes all knives, utensils and other items required for the course.

Chef Uniform: Includes jacket, pants, neckerchief, safety shoes and apron.

Textbook: 'Cookery for the hospitality industry' 4th edition

Futura Training Texts include:

- Pastry, Cakes & Yeast Goods, Hot & Cold Desserts Series 3
- Vegetables, Fruit Egg & Farinaceous: Prepare & Cook Seafood, Series 3
- Select, Prepare & Cook Meat: Poultry & Game, Series 3
- Organise & Prepare Food: Methods of Cookery, Series 3
- Appetisers, Salads and Sandwiches & Stocks, Sauces and Soups, Series 3
- Tourism & Hospitality: Career & Pathways , Series 3

Other resources include: Training room, desks, chairs, whiteboard, flip chart, computers, internet access, laptop and projector, stationery.

Overseas Student Health Cover (OSHC)

Hostec can organise health cover for overseas students (OSHC) from an external provider. This service is available free of charge and should be requested in your application. Details of the cost of the OSHC will be advised in your Letter of Offer.

Recognition of Prior Learning (RPL)

Hostec recognises other Australian Quality Training Framework (AQTF) qualifications and Statement of Attainment awarded by other RTO's. Credit will be awarded for equivalently matched qualification, units, or modules

Recognition of Prior Learning is credit given towards a course of study where applicants can demonstrate they have successfully completed equivalent courses or subject/s of study through previous study with a recognised University, College, and/or other recognised education providers. Where RPL is granted, the applicant will receive an exemption from the subject/s of study.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

To access this policy the following procedure should be followed:

- Apply in writing to the Registrar and for prospective students, submit it as part of their application for admission.
- Where the applicant is currently enrolled student, applications for RPL will only be accepted if the student was previously unaware that a unit of competency to be completed is comparable to ones they have previously successfully completed. Applications from currently enrolled students must be submitted at least twenty working days prior to the commencement date for the subject/s of study applied. Applications received after this period will not be duly assessed in time and therefore cannot be accepted.
- Submit all the relevant documentation to the Admissions Officer, such as:
 - Original or certified academic records;
 - Original or certified academic transcripts;
 - Official copies of the program curriculum for the course of study completed by the applicant. For each subject of study, official copies of the description, duration in hours of the tuition undertaken, the type of tuition delivered (face-to-face, distance, practical, other), and credit weighting of the subject/s of study are required. All documents submitted needs to be original or certified official documents.

Applications will be assessed within fifteen working days.

Results of the assessment will be notified in writing and in the Letter of Offer when submitted with the initial admission application form.

If the application for RPL is denied, the student will be required to undertake the subject/s.

If the applicant is not satisfied with the outcome of their application, they should follow the Grievance Procedure within 5 working days of receipt of the result.

Students who are awarded RPL are not required undertake the subject/s of study.

Note, overseas students must also comply, regardless of credit given, with relevant conditions attached to their student visa such as being enrolled in full-time study. This policy does not negate the relevant legislation applicable to overseas students.

General Information

Attendance

Students are expected to attend and actively participate in classes and practical sessions during their studies at Hostec. If a student misses an assessment task due to illness, a medical certificate must be provided to the Registrar within 2 days of the students return to class. Please refer to Supplementary Assessment in the Student Handbook.

Change of Contact Details

Students have a responsibility to provide their current contact details to Hostec and this includes; phone number(s), email address, mailing and residential addresses. As part of this responsibility, should any changes occur to contact details, Hostec must be notified. To notify Hostec of any change in contact details a Request Form should be completed and submitted to the Student Solutions Officer located at Reception. This form is available from Hostec Reception or on the web site.

Hostec cannot accept responsibility for problems that occur because of incorrect or inadequate contact information that has been provided.

Note: All overseas students are required by DIAC to inform Hostec within seven days of their arrival in Australia of their current residential address.

Counselling

In the event that the student feels the need for support in adjusting to Australian life the first option is to speak with a teacher. If that is not possible or appropriate, it is suggested that matters relating to the operation of the academy, academic or administrative issues be taken up with the staff as listed below.

Issues that are of a personal nature such as homesickness, relationship issues etc should, in the first instance be directed to the Student Solutions Officer on (02) 8002 0273. They will:

- Make referrals to helpful support services, including welfare, qualified counsellors and legal services or;
- Direct you and assist you to the appropriate Hostec employee. Generally, the point of contact for academic matters is the Head Teacher, and for administration issues the Registrar.

If the Student Solutions Officer is unable to assist, they will contact a qualified counsellor from Psychotherapy and Counselling Federation of Australia, the Counsellors and Psychotherapists Association NSW, Victoria or Queensland Counsellors Association.

A comprehensive contact list of services and help is located at the back of the Student Handbook titled "Emergency Numbers and Useful Websites".

Education Services for Overseas Students (ESOS)

The ESOS legislative framework comprises:

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)
- Education Services for Overseas Students (Registration Charges) Act 1997
- ESOS Assurance Fund Act.

The ESOS Acts and regulations set out the legislative framework for the delivery of education to overseas students studying in Australia on a student visa. It is designed to protect overseas students coming to Australia

on student visas and it sets out clear roles and responsibilities for those education institutions wanting to teach overseas students.

Hostec is registered and complies with the ESOS legislation and is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) in New South Wales, Queensland and Victoria. Please refer to the website www.cricos.deewr.gov.au/

Students are advised to read the “*Easy Guide to ESOS*” that explains the ESOS framework and is located on the website www.aei.gov.au/AEI/ESOS/default.htm before they pay any fees and accept their offer.

Fair Treatment and Equal Opportunity Policy

Hostec is committed to equal opportunity in employment and education. Hostec supports and complies with the Anti-Discrimination Act 1977, Affirmative Action (Equal Employment Opportunities for Women) Act 1986, and NSW Charter for Equity in Education and Training, NSW Charter for the Cultural Diverse Society and the National Privacy Principles. Hostec will:

- Ensure fair treatment of all students;
- Ensure equal benefits and opportunities for all students;
- Ensure open, fair and transparent procedures that are based on the application of merit for decisions relating to the selection of prospective students and the treatment of all students;
- Ensure access to a high level of education and training for all students;
- Recognise the cultural diversity of its student population and value this diversity in our learning programs;
- Monitor activities and consistently review our policies and developments to ensure full and timely compliance in the above.

Hostec pro-actively encourages access and ensures equity through:

- Encouraging applications from a diverse range of potential students;
- Early identification of student’s learning needs and intervention strategies to support students successful progression;
- Ensuring access to all facilities;
- Promoting cultural awareness.

Hostec takes an integrated and holistic approach to access and equity implementation. This is reflected in all of our policies, including:

- Application and enrolment processes;
- Recognition of prior learning;
- Refunds and withdrawals processes;
- Appeals, reviews, and grievances resolution processes.

Financial Status

Under current country assessment levels, students from Assessment level 1 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from Assessment level 2-5 countries must have evidence that they have funds totalling to cover a year of study in Australia. Students accompanied by a spouse should add 35% per annum.

Grievance and Appeals

Students are entitled to access and make use of Hostec's grievance procedures, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study.

All students, as well as those students seeking to enrol in a course of study are entitled to access the procedures set out in this policy.

Hostec describes a grievance as a situation, whether it be related to a academic or a non-academic matter, that requires a response from Hostec, due to concerns raised by a student, prospective student or staff member.

An Academic Grievance can relate to current students and covers their academic progress, assessment, grades, curriculum, and awards in a course of study.

A Non-Academic Grievance can relate to; prospective students, current students, past students, persons seeking to enrol in a subject of study, and staff members of Hostec, and covers; issues that relate to Hostec's holding and use of personal information and all other issues that are not related to a student's academic progress, assessment, curriculum and awards in a course of study.

Hostec will deal with all Grievances according to the following guiding principles:

- Grievances will be through process of discussion, cooperation, and conciliation wherever possible;
- All concerned parties are expected to attempt to resolve any grievances without prejudice and act in good faith;
- All staff, including contractors, will be advised in writing of Hostec's Grievance Policy and given appropriate training in its application;
- Grievances will be resolved as close as possible to the source of dissatisfaction;
- Grievances are considered confidential. All parties involved in a grievance will be treated as such and in accordance with Hostec's privacy policy.
- Grievance procedures will be widely communicated to all and will be made publically available through Hostec's website;
- People will be given the details of any allegation against them and will have the opportunity to put their side of the story as part of the resolution process;
- Proceedings will be conducted honestly, confidentially, promptly and with due consideration of the Complainants wishes;
- Issues that are of a criminal or legal nature may be referred to the police or appropriate legal body;
- Any recommendations made by external parties during the Grievance process will be implemented to Hostec's policy and procedures in a timely manner;
- Access to procedures when provided by Hostec is free of charge. There are costs when an external review of a grievance is initiated;

The availability of this grievance process does not remove the right of the Complainant to take further action under Australia's consumer protection laws.

All grievances are confidential in accordance with Hostec's Privacy Policy including the keeping of any documents relating to this Policy.

If a student chooses to access this grievance procedure, their enrolment will be maintained while the process is ongoing.

A student may send through a new grievance at any point, including after he or she has exhausted Hostec's internal or an external appeals process.

Related Documents (refer Student Handbook):

- Grievance Procedure
- Appeals Procedure Summary
- Review and Appeal of Assessment
- Academic Dismissal

Induction/Orientation

All registering students are required to attend an induction/orientation session conducted by appropriate Hostec staff. During this session the Student Handbook and all Hostec course policies and procedures will be explained, you will have the opportunity to meet your lecturers, support staff and be issued your timetable.

Leave of Absence

If a student has a legitimate reason to miss a class, such as an interview for industry placement or a meeting with DIAC, they can apply in advance for a Leave of Absence. A Leave of Absences is normally only approved when; it is a requirement or related to the course of study, for legal reasons, an immigration issue required by DIAC, compassionate grounds, or health reasons.

A completed Student Request Form (available on the web or from Student Solutions) should be submitted 10 working days in advance of the requested leave to the Registrar. The form should state the reason and dates the student will be absent and include any supporting evidence. The Registrar will seek advice from the teachers regarding any assessments due, or other important coursework and consult with the Head Teacher before approving or declining the request. The request may be conditional upon catching up on missed coursework or other appropriate conditions.

The Registrar will advise the student in writing within 5 working days of receipt of the request of the decision and include any reasons and conditions.

The following reasons are generally not acceptable for a Leave of Absence to be approved: weddings, birthday celebrations, visiting friends or relations, and holidays.

Legislative Requirements

Hostec follows all relevant Commonwealth and State laws covering OH&S, workplace harassment, victimisation and bullying, anti-discrimination, equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: OH&S Act, EEO, Access & Equity and Anti Discrimination and Harassment Acts, and in Hostec's rules and regulations.

Personal Information and Privacy Policy

In this privacy policy, personal information (as defined in the *Privacy Act 1988*) means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Student information collected and maintained generally includes name, address, date of birth, gender, nationality, passport number, citizenship and residential status, contact details (including phone, fax and e-mail), medical certificates, intended course of study, previous academic records, course attendance records and parent and/or emergency contact details. Other information may include photographs, financial information and employment history.

Occasionally, we may receive personal information about third parties from others who contact us and supply us with the personal information of others in the documents they provide to us. In these circumstances, we will attempt to ensure that the consent of those third parties is obtained if we think we may need to use or disclose that information.

Hostec will abide by all relevant legislation and standards in the collection, storage, use, and disclosure of all personal information. Hostec will endeavour to collect personal information from the individual to whom it relates where practicable. Hostec will:

- only collect such information that is reasonably necessary;
- notify the individual concerned when it collects personal information at the time of collection or as soon as practicable thereafter;
- advise what the personal information will be used for;
- advise who will receive the personal information;
- advise if the collection is voluntary, and the consequences if information is not, or only in part, given;
- publish contact details regarding whom to contact to gain access to and for the correction of the personal information;
- take reasonable steps to ensure that personal information holdings are relevant, not excessive, accurate, up to date, complete and that the collection does not unreasonably intrude on the personal affairs of individuals;
- keep personal information for no longer than is necessary and then dispose of it lawfully and securely;
- provide reasonable protection of personal information against loss, unauthorised access or use, modification, disclosure or other misuse;
- ensure that all reasonable steps are taken to so that personal information is not used or disclosed without authorisation by external service providers;
- not disclose personal information to third parties unless:
 - the subject of the information has consented to the disclosure, or has been notified of the likelihood of the disclosure; or
 - Hostec is required by legislation, court order or other legally enforceable instrument and the request is not in an appropriate written form; or
 - it is reasonable to believe disclosure is necessary to prevent or minimise a serious and imminent threat to the life or health of any person.

In no other circumstances will personal information be disclosed.

Students can apply to the Registrar to arrange access to view their file.

Authority to disclose information

Upon enrolment, the student may elect to sign a declaration whereby the student permits Hostec to release academic, personal and disciplinary information when requested by the parent/guardian or other person nominated by the student. Disclosure will not be permitted unless the form has been completed in full, received and in the student file. Personal information may also be shared within other sections of Hostec and for student selection purposes other education institutions. Consent to disclose personal information may be given with the acceptance of the terms and conditions of a course of study.

Confidentiality

All dealings between a student and Hostec are confidential. Hostec, in accordance with this policy will not disclose any information, verbally or in writing, to any party other than the student, without the student's authorisation. Upon written request from the student, the Registrar will release particular information contained in the student file to another party.

Australian Government Departments, Tuition Assurance Schemes

Hostec is obliged to release information regarding a student's study mode, enrolment status, academic performance, financial status (with regard to payment of deposits and fees), contact details including current address and attendance level to the following bodies:

- Department of Immigration and Citizenship (DIAC)
- Department of Education, Employment and Workplace Relations (DEEWR)
- NSW Department of Education, Science and Training (DEST)
- National Centre for Vocational Education Research (NCVER)

Hostec may release student information if enactment of the Tuition Assurance Schemes is required to the Fund Managers of the Tuition Assurance Schemes.

Student Support

A range of services can be arranged for students including assistance for accommodation, academic advice, academic support, visa information, English language support and general support can be accessed by contacting the Student Solution Officer on (02) 8002 0273.

The support provided by Hostec is free of charge but where the services of external organisations are engaged by the student, such as extra English language classes provided by an external ELICOS provider, the external organisation normally charge a cost to the student.

Suspension, cancellation and appeals processes

Hostec provides all its training and assessment in a spirit of co-operation and mutual respect. There are times however when summary disciplinary action must be taken to ensure the safety and well-being of all students and staff. Summary action may include immediate suspension or dismissal from the academy. Examples of when summary disciplinary action may be required to be taken include when a student:

- Brings onto, or consumes on premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- Brings onto or consumes on Hostec premises, any alcohol.
- Damages or removes any property or resource of Hostec or any training venue hired by Hostec.
- Assaults (physically or verbally) any person or persons on the premises of Hostec or any training venue hired by Hostec.
- Fails to comply with any instructions given by a member of Hostec staff relating to the safety of any person or persons on Hostec premises
- Exhibits any form of conduct within Hostec premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present.
- Enters any part of Hostec premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

If any prospective student or current student wishes to lodge an appeal in relation to the Academy, they have the opportunity to follow Hostec Grievance Policy and Procedures.

Student Files

Our Privacy Policy protects all student records and other student information collected or generated by Hostec.

Hostec keeps the following personal information on each student:

- Personal details (such as name, sex, address, birthday, country of residence, allergies and illnesses)
- Academic qualifications
- Course selections, letter of offer and student acceptance of offer
- Academic statements

- Passport, visa and OSHC details
- Employment history (if applicable)
- Enrolment details
- Attendance records and any medical certificates /approved absence forms given
- Parent or guardian details
- Financial details

Students can apply to the Registrar for arrange access to their file.

Financial Information

Cost

\$ 14,490 Includes application fee, tuition fee and textbooks.

Please refer to the *Application Form* for details and further information.

Payment of Fees New Students

The Letter of Offer will advise of the fees payable, payment methods and details, and the due date.

Overseas Students who require a Confirmation of Enrolment form to apply for a student visa will be required to pay the first terms tuition fee and other fees if applicable, such as Overseas Student Health Cover and uniform/materials upfront and before a Confirmation of Enrolment will be issued. The Letter of Offer will advise of the fees payable to Hostec, payment methods and details, and the due dates.

The normal due date of tuition fees for a student who does not require a Student Visa or a Confirmation of Enrolment form is the commencement date.

Payment of Fees Continuing Students

Tuition Fee invoices for the forthcoming term are issued to current students 28 days prior to the commencement of each term. Invoices will be mailed to student's current address as provided to Hostec. Students are responsible to ensure the address they have provided is current to avoid delay of receipt of the invoice.

The normal due date of tuition fees for a continuing student is the first day of term.

Refund of Fees Policy

This policy and the availability of a complaints and appeals process, does not remove the right of any student to take further action under Australia's consumer protection laws.

This policy has been determined in accordance with the relevant requirements as set out in the; National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ("the National Code"), The Education Services for Overseas Students Act 2000 (ESOS Act 2000).

- The Application Fee is a non-refundable payment.
- If a new student withdraws their enrolment from Hostec prior to 4 weeks from the nominated course start date, the full deposit will be refunded.
- If a new student withdraws their enrolment from Hostec within 4 weeks from the nominated course start date, no refund will apply.
- If a new student who has been approved to defer their nominated course start date and subsequently withdraws their enrolment from Hostec, no refund will apply.
- If a returning student withdraws after the commencement of term, no refund will apply.

- If an prospective overseas student visa application is rejected and they have not commenced studies, the full deposit will be refunded except where the visa application is rejected on the grounds of incorrect information as defined within Subdivisions C and D (ss 97- 118) of *the Migration Act (1958)*.
- If a overseas student fails to arrive on the commencement date or the first day of term, and has not advised Hostec in writing of the reasons for a delay, Hostec will advise the student in writing that we intend to cancel their enrolment and if applicable, that we intend to advise DIAC of non-commencement of studies. A student advised as such, will have 20 days from receipt of the notice to access Hostec's Grievance procedure before enactment of the above intention.
- If a student withdraws their enrolment from Hostec due to Extenuating Circumstances, a refund of Tuition Fees is due and will be calculated on a pro-rata basis.
- Any texts, equipment, or other goods purchased and received cannot be refunded.
- In the unlikely event that Hostec is unable to deliver your course in full, you will be offered a full refund. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Hostec at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
- If Hostec is unable to provide a refund or place you in an alternative course, our Tuition Assurance Scheme *ACPET OSTAS* will place you in a suitable alternative course at no extra cost to you.
- If *ACPET OSTAS* cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Note: Any agreement and the availability of complaints and appeals processes do not remove the right of the student to take further action under Australia's consumer protection laws.

Protection of Fees

Hostec protects students' fees through membership of Australian Council for Private Education and Training (ACPET) and ensures the protection of student fees through OSTAS and the ESOS Assurance Fund.

Statement of Tuition Assurance

As Hostec is a member of the *ACPET Overseas Student Tuition Assurance Scheme (OSTAS)*, overseas students have a course assurance if Hostec ceases to be able to provide a course of study. The course assurance provides that *ACPET* will offer the overseas student placement in a similar course of study with another approved provider and the student will receive recognition (that is credit towards the same or a comparable qualification) from the second provider for any successfully completed units of study undertaken as part of that course of study with Hostec.

If Hostec defaults on the delivery of a nominated course, a full refund will be given on application or, as a member of *ACPET OSTAS*; the student will be offered enrolment in another approved provider at no cost to the overseas student.

If *ACPET OSTAS* is unable to provide a place for the student in an alternative course, the Fund Manager will attempt to place the student in another course or, if this is not possible will offer a refund as calculated by the Fund Manager.

Each overseas student has the right to choose whether to; accept a refund or, have their fees applied to a future course or, to accept a place in a similar course offered by another provider.

Declaration

I am aware of the extent of the tuition and living costs associated with studying in the Course Program and I am prepared to meet these costs.

I have read, understood and agree to abide by the conditions of enrolment.

I have read and understood my responsibilities regarding health cover and visas.

I accept that Hostec will determine the grades that I achieve in the course and that I will receive an offer of a place in my pathway program of first preference if I meet the grades specified for that program. In the event that I do not meet these grades, I may be offered places in other programs if I meet their requirements. I hereby allow Hostec full access to my academic results that I obtain in any subsequent pathway program at another institution.

I understand that my personal information, including my personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of my student visa condition, may be shared between Hostec, the Australian Government, designated authorities, the Tuition Assurance Scheme, and the ESOS Assurance Fund Manager.

I agree to have my photograph used by Hostec International for promotional purposes and I understand I can withdraw this consent at any time.

I understand that if I provide incorrect or incomplete information, this may result in cancellation of my enrolment.

I recognise that it is my responsibility to provide all necessary documentation to support this application.

I authorise Hostec to obtain further information where necessary. If I am admitted to the Course, I agree to abide by this application and other rules and conditions of the program.

I understand that I am obliged to notify Hostec of any change of address while I am enrolled in the course.

Signed _____

Date _____