

Le Cordon Bleu
Student Handbook
Bachelor of Business



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Disclaimer

This Handbook provides general information regarding facilities, services, modules and regulations for students studying in the Le Cordon Bleu programs at TAFE SA Adelaide North, Regency campus and the University of South Australia, City West campus in Adelaide, South Australia. The information provided is compiled from services provided by these institutions and in compliance with Le Cordon Bleu's obligations as a provider of educational services.

To the best of our knowledge, at the time of publication, the information provided here is accurate.

However, it is the student's responsibility to check the currency and accuracy of the information related to policy and practices of Le Cordon Bleu, TAFE SA and the University of South Australia and the requirements of external agencies, particularly DIBP in the case of Student Visa holders, as these areas are subject to change.

Students are expected to regularly visit <http://www.lecordonbleu.com.au> to view the latest updates. Where there is a difference between the information provided in this Handbook and that provided on the website, the information on the website should be deemed to be the most accurate and up to date.

Where policies and procedures change, after your enrolment, the new policies and procedures will apply, unless otherwise stated.

Welcome

WELCOME FROM THE PRESIDENT

Bienvenue!

Welcome to Le Cordon Bleu, one of the world's most prominent organisations dedicated to culinary, food, wine, nutrition, restaurant, hotel and management education, founded in Paris in 1895.

Today Le Cordon Bleu has a presence in some 20 countries with more than 50 international schools attended by 20,000 students annually - making Le Cordon Bleu the only truly global educator in the culinary arts, hospitality and tourism management.

Le Cordon Bleu is dedicated to preserving and passing on the mastery and application of the Culinary Arts through the classic cycle program and contemporary molecular cuisine research as well as professional hospitality management through the Le Cordon Bleu undergraduate and postgraduate programs.

We invite you to share our knowledge and passion for the culinary arts, hospitality and management education and look forward to leading you on a journey of discovery that will last a lifetime.

André J. Cointreau

President

Le Cordon Bleu

WELCOME FROM THE GENERAL MANAGER

Dear Bachelor Degree Candidate,

On behalf of the entire Adelaide team, welcome to Le Cordon Bleu Australia!

With over 50 schools in 20 countries, Le Cordon Bleu International has been seen for 100 years as the most pre-eminent and highly respected name in the world of education for the culinary arts, hotel and restaurant industry, and the convention and events industry. Currently, Le Cordon Bleu International enjoys a student population of over 20,000 students comprising of 70 nationalities spread across the globe.

Le Cordon Bleu came to Australia in 1994, opening the Sydney Culinary Arts Institute with the aim to provide job ready graduates equipped with both the Certificate III in Commercial Cookery and the coveted Le Cordon Bleu Supérieure qualification. This program currently graduates over 500 students per year and services the burgeoning demand for innovative chefs across Australia and the World.

In 1998, M. Cointreau chose Adelaide as his 'Provence down-under', an ideal location to deliver the original Bachelor of Restaurant Business followed by the three Bachelor of Business Degrees (International Hotel and Resort Management, International Restaurant and Catering Management, International Convention and Events Management).

In January 2008, the Bachelor of Business (International Hotel Management) degree and Bachelor of Business (International Restaurant Management) degree commenced in South Australia.

You too will soon join the most exclusive hospitality club in the world.

The next few months will be tough – there is no argument that you will have to work hard to earn your Le Cordon Bleu qualification. However, the rewards are rich, with an alumni and job network spanning the globe, you will never be far away from a 'Cordon Bleu'.

The team of Le Cordon Bleu, Regency TAFE and University of South Australia professionals will endeavour to provide you with the best education possible.

You will be regularly asked for feedback in the form of focus groups and surveys, all designed to gather the richest of information so that we may continually improve the program.

Once again, welcome, and I trust you will enjoy your program with Le Cordon Bleu Australia.

Bonne chance!

Nick Gurner

General Manager

Le Cordon Bleu Australia

LE CORDON BLEU – 100 YEARS OF CULINARY EXCELLENCE

For more than 100 years the name Le Cordon Bleu has been synonymous with excellence. During this time it has earned universal recognition as the world's leading authority on culinary technique and as a provider of quality education for the hotel and restaurant industry on five continents.

To achieve this pre-eminent position, Le Cordon Bleu has long since embraced principles of Best Practice to manage and organise its operations. Central to this conduct has been a comprehensive, integrated and co-operative approach to the continuous improvement of all facets of its business activity, and a primary focus on its customers. By pursuing innovation in technology, processes and products which support and enhance its traditional strengths, Le Cordon Bleu continues to meet the evolving expectations of today's students and the ever changing nature of industry.

Le Cordon Bleu successfully fuses French culinary tradition and global dynamism in its philosophy and curriculum. It is through the unmatched skills and professionalism of its Master Chef lecturers and other distinguished staff that students can access leading edge training to commence their careers. The use of prominent guest lecturers augments the wealth of experience and knowledge collectively held in the faculty and provides for a truly holistic education. The esteem in which Le Cordon Bleu staff is held is indicated by their presence in the culinary world where, in their professional capacity, they are annually invited to attend prestigious culinary events. Such competitions include the Meilleur Ouvrier de France, Maitre Cuisinier de France (Japan) and Chef of the Year (Great Britain).

Le Cordon Bleu selectively engages in articulation and accreditation partnerships and licensed programs with leading hospitality and culinary training institutions worldwide. Such agreements offer credit transfer for programs or have Le Cordon Bleu programs integrated into their curricula. In addition, Le Cordon Bleu has been recognised by governments and major universities around the world as the expert in designing culinary arts and restaurant management curricula using flexible and innovative techniques. Many have adopted licensed programs to suit local training needs to improve existing programs and to generally advance education in the sector.

Service Standards

Le Cordon Bleu Australia is committed to:

- being helpful at all times
- treating all students and staff with courtesy
- answering questions and inquiries promptly
- being objective in dealings with students and staff
- maintaining high standards of confidentiality
- providing accurate information and advice

Le Cordon Bleu Australia aims to:

- contact students within 10 working days if an application is incomplete
- return phone calls within 24 hours
- answer queries and questions to the best possible standards within the limits of our resources
- ensure that phone calls are not transferred unnecessarily, upon reaching the offices of Le Cordon Bleu Australia
- ensure that all stakeholder needs are addressed and attended to as quickly as possible

Importance of respect

- All students and staff are entitled to courteous treatment.
- Every employee represents Le Cordon Bleu Australia.
- Name plates or name tags will be displayed as appropriate.
- Staff will identify themselves and Le Cordon Bleu Australia every time they are contacted by a prospective, current or former student.
- All correspondence and telephone calls will be directed to the correct party where appropriate.
- When transferring a customer, time will be taken to reassure the customer that the other party can help and that the customer is not being shuffled around.
- All telephone messages will be passed to the appropriate person as soon as possible.
- After assisting a student, staff will offer to provide additional assistance at a later time should the need arise.
- Staff will ensure that a “real person” alternative to all voice-mail messages is provided wherever possible.

Clients deserve quality products and service. Le Cordon Bleu Australia staff will:

- provide all available and relevant information to students on the first call or letter
- ensure that all queries are addressed and resolved where reasonably possible
- write in clear English, avoiding jargon or slang
- follow-up regularly to ensure that quality products are provided
- advise students and staff in writing when new policies or changes to policies are implemented
- consider the needs of students when developing products, policies and procedures
- include a contact name, organisation, telephone number and effective date on all correspondence
- always ensure that up-to-date brochures and pamphlets are used to promote Le Cordon Bleu Australia, its products and services
- promote Le Cordon Bleu Australia's website

Clients deserve timely service. Le Cordon Bleu Australia staff will, wherever practicable:

- ensure adequate telephone coverage throughout the business day, answering all telephones within four rings wherever possible
- respond to all telephone enquiries within 24 hours wherever possible
- respond to written correspondence within 10 working days after receipt
- respond to all e-mails within 3 working days after receipt

Le Cordon Bleu Australia Staff

Address: Days Road, Regency Park, South Australia 5010
Telephone: + 61 8 8348 3000
Facsimile: + 61 8 8346 3755
E-mail: australia@cordobleu.edu
Web: (Australia) www.lecordobleu.com.au
Web: (International) www.cordobleu.edu

President & CEO: *André J. Cointreau*
General Manager: *Nick Gurner*
Chief Operating Officer: *Derrick Casey*
Registrar, Student Services: *Joyce Li*
**Professional Industry Placement
Manager (Adelaide):** *Ben Mayne*
Academic Manager, Higher Ed: *Li Hwan Watt*
Finance Officer: *Lee Holmes*

Justices of the Peace

For witnessing signatures on Affidavits, Statutory Declarations, etc. contact Le Cordon Bleu Student Services on **8348 3000**.

Le Cordon Bleu Staff – Regency

Address: Days Road, Regency Park, South Australia 5010

Telephone: + 61 8 8348 4444

Facsimile: + 61 8 8348 4629

Web (TAFE SA): <http://www.TAFE.sa.edu.au/>

The Academic Administration Office for Le Cordon Bleu is located in Corridor 5, Room 212, K Block, Regency International Centre.

Educational Manager: *Nigel Blake* 8348 2679

Academic Admin: *Amanda Malek* 8348 4459

LECTURER AVAILABILITY

Appointments with the Educational Manager can be made by contacting him on 8348 2679 or by contacting the Administrative Officer on 8348 4459.

Regency lecturers can be contacted through Regency Campus on 8348 4444.

Lecturers are generally available between 9.00am and 5.00pm. Contact details for individual lecturers will be provided at the commencement of the subjects they teach. To make an appointment to speak with your lecturer outside of class, please email him or her. If you telephone your lecturer and he or she is unavailable, make sure you leave a message that contains your name, your contact details and briefly what you were calling about.

Le Cordon Bleu Staff – UniSA

Address: School of Management
Level 2 Elton Mayo Building, City West Campus
North Terrace, Adelaide, South Australia 5000
GPO Box 2471 Adelaide South Australia 5001

Telephone: + 61 8 8302 0524

Facsimile: + 61 8 8302 0512

Web (UniSA): <http://www.unisa.edu.au/>

The Administration Office for Le Cordon Bleu (UniSA) is located in the School of Management, Level 2, Elton Mayo Building.

Office hours: Monday to Friday 9.00am – 4.00pm

Program Director: *Paul Reynolds* 8302 7222

Academic and Student Support: *Kylie Boden* 8302 0754

LECTURER AVAILABILITY

Appointments with the Program Director can be made by contacting him on 8302 7222.

UniSA lecturers can be contacted through University of South Australia on 8302 0524.

Lecturers are generally available between 9.00am and 5.00pm.

Contact details for individual lecturers will be provided at the commencement of the subjects they teach.

To make an appointment to speak with your lecturer outside of class, please email him or her. If you telephone your lecturer and he or she is unavailable, make sure you leave a message that contains your name, your contact details and briefly what you were calling about.

Emergency Contacts

GENERAL EMERGENCY CONTACT NUMBERS

Police:	000
Fire:	000
Ambulance:	1300 360 455
Royal Adelaide Hospital:	8222 4000
Queen Elizabeth Hospital:	8222 6000

LE CORDON BLEU AUSTRALIA EMERGENCY CONTACT DETAILS

Student Services Department:

Phone number: 8348 3000

(If a call is placed outside normal office hours, you will be redirected to an emergency out-of-hours contact number.)

Please contact Student Services and/or Program Administrators as soon as practicable after an emergency event to ensure that arrangements are made as necessary to minimise any impact on your studies.

Expectations

POLICIES AND PROCEDURES

Full copies of the Le Cordon Bleu Australia Policies and Procedures which govern your studies are available on the Le Cordon Bleu website:

<http://www.lecordonbleu.com.au/policies>

You must make yourself familiar with the following Policies and Procedures. You are expected to refer to them when needed and to act in accordance with them.

ENGLISH LANGUAGE

Le Cordon Bleu programs are delivered on English speaking campuses. The language of instruction for all Le Cordon Bleu Australia programs is English. For many of Le Cordon Bleu's students, studying in Australia is a way to practice and improve their English language skills.

Le Cordon Bleu sets minimum English language proficiency levels required to enrol in all Le Cordon Bleu Australia programs and expects all students to perform at least to this level in aspects of their studies – speaking, reading, writing and listening. For all of these reasons Le Cordon Bleu expects all students to speak in English at all times when on campus, whether in class, on excursions, or socially.

ATTENDANCE

Students must be aware of their attendance requirements. (Students are expected to attend 100% of scheduled classes and activities. If you are unable to attend classes due to illness, injury or other emergency, you must provide a medical certificate or other documentary *evidence* of the reason for your absence *immediately on returning to classes*.)

Attendance and punctuality are part of the way in which students can show respect and consideration for their colleagues and lecturers. As attendance is strongly linked to academic performance, your attendance will be monitored, recorded and reviewed regularly. Non-attendance is a factor considered by LCBA during appeals and complaints investigations.

Attendance at all scheduled classes, activities, excursions, visits, workshops, information sessions, lectures, and tutorials are compulsory unless specifically stated otherwise.

BEHAVIOUR AND DISCIPLINE

It is expected that all Le Cordon Bleu Australia students will conduct themselves in a professional and courteous manner at all times, both on and off campus. Students should not interfere with personal freedom of others in pursuit of their own legitimate and lawful interests and activities.

In all academic situations, students will demonstrate respect for the opinions and contributions of others. Students will also participate constructively in educational activities, including contributing to discussions.

It is expected that students will observe regulations, conscientiously apply themselves to their study and conduct themselves in a manner appropriate to the tradition and standing of Le Cordon Bleu.

STUDENT CONDUCT

You have the right to:

- be treated fairly and with respect
- learn in an environment free of discrimination
- learn in a supportive and safe environment
- have access to counselling
- be given information about assessment procedures at the beginning of each subject
- make a complaint to any staff member without fear of victimisation
- receive feedback on your progress.

You have a responsibility to:

- comply with LCBA policies and procedures particularly in relation to conduct requirements
- treat other people with respect and fairness
- do all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
- return or renew library resources on time
- follow normal safety practices, eg wear approved clothing and protective equipment and follow directions, both written and verbal, given by staff
- not damage or steal property
- not enter the campus with drugs, alcohol, weapons or be under the influence of drugs or alcohol
- not disrupt classes or use mobile phones or pagers in the classroom
- show concern for others by:
 - not swearing in classrooms and other learning areas
 - not smoking on campus, except in designated areas.

ACADEMIC MISCONDUCT

Students found to have deliberately or inadvertently engaged in academic misconduct will be dealt with in accordance with the Academic Misconduct Policy. Academic misconduct includes plagiarism.

A student who willingly and/or knowingly assists another student to commit plagiarism will be subject to the same penalties as the student who committed the plagiarism.

To avoid academic misconduct, students must become familiar with expectations for academic research and writing, especially the requirements for referencing.

DRESS CODE AND UNIFORM

All students are requested to maintain the highest standard of personal appearance. Please remember you are being trained as a professional and represent Le Cordon Bleu and this institution whenever in uniform. It is essential that your presentation and conduct reflect this.

Please make yourself familiar with the requirements of the Dress Code Policy. All students are expected to present themselves as described in this policy.

Facilities and Services - Regency

Map

A map of the TAFE SA Regency Campus is available by going to:

<http://www.TAFE.sa.edu.au>

Communications

Le Cordon Bleu noticeboards are located near the LCB Academic Administration office in corridor 5 RIC Building, and in the corridor between rooms C207 and C208. Students are requested to make themselves familiar with these noticeboards to ensure any information posted is noted. Some communications are posted on the student share drive. You will be advised what has been posted and how to access it when this occurs.

Email is the main communication medium. Please ensure you check your student email account daily. Regency email may be accessed via the internet at:

- <http://portal.tafesa.edu.au>
- <http://outlook.com>

Student ID Card

Your Student ID card enables you to take advantage of the services offered by Regency Campus. It is predominantly used for borrowing items from the Learning Resource Centre (LRC). However, students may be required to produce their ID card for identification purposes when on campus. Your ID card can also be used to obtain concessions for theatre admission, transport, software and other items.

New Regency students will be issued with a Student ID card at the commencement of their studies. Continuing students will be issued with a Student ID card at the commencement of each year of their studies.

Regency Learning Resource Centre (LRC)

Monday to Thursday	8.30am – 8.00pm
Friday	8.30am – 6.00pm
Weekends	1.00pm – 4.00pm

For details about the services provided go to:

<http://www.TAFE.sa.edu.au/Campuses/CampusList/RegencyCampus/Library/tabid/1125/Default.aspx>

Computing Facilities

IT Help Desk telephone:	1177 (when calling from the Regency Campus)
	8124 4299 (when calling from off campus)
Security telephone:	2648 (when calling from the Regency Campus)

Computers are available for student use in the LRC, however bookings are required. Please speak to the LRC staff for assistance.

Student Services (TAFE SA)

A range of student services are provided by Regency Campus, phone: **8348 4429**.

These include:

- Counselling
- Learning support
- Equal Opportunities information
- Employment Referral Service

Tutoring and ESL Provision

If you experience any difficulties in your studies, firstly seek help from your lecturer.

However, if you require further help relating to specific modules, please arrange an appointment with the Educational Manager on **8348 4098**.

Trained ESL (English as a Second Language) lecturers are available to provide you with additional support as required.

Cafeteria

The **cafeteria** is located on the ground floor of **B Block**.

Monday to Thursday 7.30am – 8.00pm

Friday 7.30am – 4.00pm

Good quality, low-cost food from the Hotel School's kitchen is sold at the **Results** shop in Regency International Centre.

Students are welcome to dine in our **restaurants**. Reservations are made through the Restaurant Bookings Office on **8348 4348**. It should be noted that students attending class after dining should not consume alcohol. Conduct and behaviour as a restaurant guest is expected to be responsible and mature. Neat casual dress is required.

Students and their family and friends are entitled to 15% discount on Tiros Restaurant lunches from Tuesday to Friday and dinners on Wednesday and Thursday evenings. In order to receive the discount, mention the discount when booking and show your student identification when paying the account after dining. Note that this discount is not valid with any other offer.

Parking

Extensive provision for the parking of cars is available in all car park areas other than those designated for visitors, permit holders and disabled drivers.

Fines are levied upon improperly parked vehicles, vehicles parked on roadways and for vehicles driven in a reckless or dangerous manner. Speed limits must be observed at all times, as must all parking time limits.

Bicycle parking racks are available at several locations around the campus. Cyclists are urged to ensure their bicycles are secured to the racks with a quality lock and chain. Bicycles occupying more than one space in a rack may be removed.

Users are asked to ensure that vehicles left in any area set aside for parking are locked or otherwise secured. Regency Institute cannot accept responsibility for theft, damage or loss of personal property. Should a vehicle be stolen or otherwise interfered with, please report this immediately to the Customer Service Centre (or after hours the Security Office on **8348 4258**) that will ensure the police are promptly informed.

Public Transport

Information about public transport services can be found at the Adelaide Metro website <http://www.adelaidemetro.com.au>. This site will provide details of timetables, the bus and train routes, how to purchase tickets and prices. It also has some information in languages other than English.

Accommodation

For accommodation information and support please contact the Le Cordon Bleu Australia office on **8348 3000**.

Medical Services

An independent, free, bulk-billing medical service operates from the Institute for the students and staff. As with all medical practices the service is strictly confidential. A doctor is available on campus. The surgery is located opposite Student Services, **Room B03**. Appointments can be made by phoning **8348 4641**, or contacting Student Services on **8348 4429**.

Accidents

All accidents (and “near misses”) must be reported to either Le Cordon Bleu Administration Office staff, or to a lecturer.

At Regency Campus first aid kits are located in all work areas and each general area has a first-aid/sick room. A list of all first aid officers can be found in each sick room. A first-aid room for the Hotel School is located in corridor FC6.

Lost Property and Security

For assistance with security matters contact the Customer Service Centre, located in the Main Entrance, ground floor, on **8348 4600 / 8348 4690** or, after hours, the Security Office on **8348 4258**. Enquiries regarding lost property should be directed to the Customer Service Centre.

Postage Facilities

A post box is located outside the **B Block** Main Entrance near the roadway.

Public Telephones

Public telephones are located on the ground floor of **B Block** by the cafeteria and outside the main entrance. If difficulty is experienced with telephone service, contact the Customer Service Centre.

Smoking

It is the policy of Regency Campus that smoking is prohibited within any building and under verandas. Smoking is permitted in non-enclosed areas.

Please observe this requirement and also use the smokers’ bins provided to extinguish cigarettes. **Please do not leave cigarette butts on the ground.**

Toilets

Toilets are located in corridors adjacent to all teaching areas. Access to ground level toilets and change rooms are via corridors **FC1** / **FC2**. Toilets are also located adjacent to the cafeteria, at either end of the **C corridors** on the first and second floors and opposite **Room B213** on the second floor.

Visitors

Visitors are welcome to view the general facilities at Regency Campus. However, practical areas such as kitchens and classrooms are restricted to properly attired students and staff only, unless by prior arrangement with individual lecturers or Educational Managers.

Facilities and Services - UniSA

Map

A map of the City West campus is available by going to www.unisa.edu.au

Communications

Le Cordon Bleu Portal website: A website has been set up to communicate program and subject information, lecturer and tutor contact details and consultation times, handouts, lecture slides etc.

Occasionally UniSA will negotiate with Regency Campus to post information on the Regency Le Cordon Bleu **share drive**. When this occurs you will be advised with instructions on where, how and when to access it.

Email is the mail communication medium. **Ensure you check your UniSA student email frequently.** UniSA has the capacity for you to redirect your student email to another account. For more information on this service and how to use it go to <http://my.unisa.edu.au/emailredirection>

Public Transport

Information about public transport services can be found at the Adelaide Metro website <http://www.adelaidemetro.com.au>

This site will provide details of timetables, the bus and train routes, how to purchase tickets and prices. It also has some information in languages other than English.

Medical Services

There are a number of general medical practices in the CBD. These can be found in the Yellow Pages under Medical Practitioners. In the printed Yellow Pages, look at the Locality Guide under “Adelaide” to find those listed in the CBD. When making an appointment, ask about how and when you are expected to pay.

Medical services are also provided through the casualty/ emergency services sections of the hospitals located in Adelaide. There will often be a long wait, though, as patients are attended to according to need, rather than when they arrived.

Accidents

All accidents (and “near misses”) must be reported to either Le Cordon Bleu program administration staff or to a lecturer.

Graduate Services

ALUMNI

Le Cordon Bleu looks forward to welcoming you to the world of Le Cordon Bleu Alumni.

Your association with Le Cordon Bleu does not finish just because you have finished your studies. We provide a comprehensive Alumni network to make sure you have the tools to stay in contact with us; your fellow classmates; existing Alumni; and Industry professionals.

Le Cordon Bleu takes great pride in the achievements of our Alumni community and we work with all graduates to help you to achieve and to access the best opportunities for your career.

We can also help if you are interested in continuing your education by working with you to ensure you are making the most of the opportunities available to you.

Students completing their final six months of academic study with Le Cordon Bleu Australia are invited to join our Alumni Association as a “pre-graduate” member.

It is at this stage that we work with you to get you ready for life post-graduation. We help you locate jobs, search and apply for jobs and build your networks before you graduate.

Upon graduation, you will be able to become an Alumni member and receive additional benefits available to our Alumni community.

For further information; contact alumnialustralia@cordonbleu.edu or Lyndsey Jones, Graduate & Alumni Development Manager on (08) 8348 3066 for further assistance.

Continuing Study Options with Le Cordon Bleu

Graduating students who wish to continue their studies with Le Cordon Bleu in its Schools around the world should contact the Le Cordon Bleu Australia office on telephone **8348 3000**.

Students are encouraged to research the extensive variety of options by viewing the Le Cordon Bleu website www.lecordonbleu.com and its associated hyperlinks. All Le Cordon Bleu Australia programs provide for direct recognition and credit transfer.

Legislation and Le Cordon Bleu Australia

As a student at Le Cordon Bleu, you are required to not only comply with the rules and regulations of the school, but also with State and Commonwealth legislation stipulated by the Government.

All staff and students of Le Cordon Bleu are required to be aware of their rights and responsibilities under the following Commonwealth and State legislation (principal and amendment acts).

- Higher Education Support Act (HESA) 2003 – Federal
- Education Services for Overseas Students (ESOS) Act (2000) – Federal
- Competition and Consumer Act 2010
- Australian Human Rights Commission Act 1986 - Federal
- Sex and Age Discrimination Legislation Amendment Act 2011 - Federal
- Equal Opportunity Act 1984 – South Australia
- Racial Discrimination Act 1975 - Federal
- Disability Discrimination Act (1992) - Federal
- National Occupational Health and Safety Commission Act 2005 – Federal
- Occupational Health, Safety and Welfare Act 1986 – South Australia
- Workers Rehabilitation and Compensation Act (1986) – South Australia
- Australian Industrial Relations Commission Rules 2007– Federal
- Fair Work Act 2009 – Federal
- Migration Act 1958 - Federal

Copies of legislation documents are available at the following websites:

www.lawlex.com.au – all above legislation available from this site

www.comlaw.gov.au – all Federal legislation documents are available from this site

www.safework.sa.gov.au – look for the legislation section

www.eoc.sa.gov.au – specific links to Equal Opportunity legislation

The legislation (Principal and Amendment Acts) that governs Le Cordon Bleu Australia's compliance as a registered provider of education and training for both domestic and overseas students includes:

- Australian Qualifications Framework
- TEQSA Act 2011
- Higher Education Standards Framework, including the Threshold Standards
- National VET Regulator Act 2011
- VET Quality Framework
- Education Services for Overseas Students (ESOS) Act 2000 including amendments and related acts such as the ESOS Regulations (2001) National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007)

Discussion of the above legislation occurs at staff meetings and students are informed of their obligations during Induction and from time to time throughout their program.

Le Cordon Bleu Australia also complies with Federal and State legislation relating to the following:

- Complaints and Consumer Rights
- Discrimination and Human Rights, equal opportunity, racial vilification, disability discrimination
- Employment Rights, including Occupational Health and Safety and Workers Compensation
- Ethics, Freedom of Information and Privacy

Relevant South Australian legislation can be found at: www.legislation.sa.gov.au/index.aspx

Relevant Federal legislation can be found at: www.comlaw.gov.au

Le Cordon Bleu Australia ensures that:

- Staff are provided with information about legislation that significantly affects their duties; and
- Students are provided with information about legislation that significantly affects their participation in their study program.

All staff and students of Le Cordon Bleu Australia are provided with information and are required to be aware of their rights and responsibilities under the following Commonwealth and State legislation. Staff members are made aware of the relevant legislation via access to the relevant Internet/Intranet sites, and periodically particular aspects are the subject of staff meetings and professional development sessions. Students are advised of the legislation below at induction, in the Student Handbook, and via the website.

Student Feedback

There are three main methods that Le Cordon Bleu Australia gathers information from its student body – Surveys, Focus Groups and Student Representative meetings. The information provided by students through these activities forms an integral part of the planning and continuous improvement processes of Le Cordon Bleu Australia.

Surveys

Students are surveyed on a regular basis. The two main times will be:

Following orientation: Students will be asked to complete a Commencement Survey at the end of the Orientation program. This is designed to monitor the information you receive at Orientation and the process of enrolment.

At the end of each subject: Students will be asked to complete a Subject Survey at the end of each subject.

Other forms of surveys may be conducted as necessary to elicit feedback from the student body.

Student Representatives Meetings

Le Cordon Bleu Australia staff meet regularly with representatives of the student body. These meetings are a useful forum for you to express your views and concerns about any issues related to your study, through your representative.

All students will be contacted at the beginning of each semester with details of how to nominate a representative for your group.

Representatives need to commit to attending at least 3 meetings per semester, must find a way to canvas the view of the group they represent, and be willing to participate in discussions during the meetings.

Representatives will be awarded a Certificate of Appreciation in recognition of their time and commitment.

Student Focus Groups

Student Focus Group meetings are designed to obtain constructive feedback about the delivery of Le Cordon Bleu program related matters, with an aim to continuously improve the teaching, assessment and student support services.

Student Focus Groups are organised as required. Ad-hoc subject focus groups or special interest focus groups will be convened which will give invitees an opportunity to raise concerns about the specified topic.

General Administrative Matters

Forms

Forms are required for much of the Le Cordon Bleu administration of your studies. Forms can be obtained from your local program administration office (Regency campus) or from Le Cordon Bleu Australia reception (the Whitehouse). They are also provided on the Orientation CD and LCBA Student Portal.

Photography

Students may take photographs on the campus only with the prior approval of the appropriate member of Le Cordon Bleu staff. Please note that you also need the permission of any person whose photograph you wish to take, before you take it.

Le Cordon Bleu will normally permit students to take, at the end of a class and for strictly personal use only, photographs of dishes prepared by Le Cordon Bleu instructor chefs from recipes demonstrated during the class.

Students agree that copyright in all photographs taken on the campus will be owned exclusively by Le Cordon Bleu and such photographs may be used by students only for personal, non-commercial purposes. The use by students of video cameras or any other form of moving pictures is not permitted on the campus.

Taxation and Work Permission

Before seeking any paid employment international students must check their obligations and limitations in relation to their Student Visa conditions.

Students obtaining casual employment are required to complete a tax declaration with each employer. For details of your obligations regarding taxation go to the Australian Taxation Office website at: <http://www.ato.gov.au>

You will also be able to apply for a Tax File Number (TFN) online at this site.

Correspondence with Students

Email correspondence between students and Le Cordon Bleu Australia staff will be considered formal and official; notifications sent electronically will include matters of Unsatisfactory Academic Progress, Unsatisfactory Attendance and/or appeals. LCBA may also post correspondence to students as well as email in the case of official warnings and/or responses to formal appeals.

An email will be considered as received on the first working date after it was sent. Students are required to provide their personal email accounts and other contact details upon enrolment with LCBA, and to notify Student Services of updated contact details within 7 working days of any change.

Le Cordon Bleu Australia Policies and Procedures

Communication and Distribution of Policies

Copies of policies are provided on the Le Cordon Bleu Australia website as well as in print form in each of the Le Cordon Bleu Australia offices.

Students are provided with copies of policies on commencement and the content is brought to the attention of students at their Induction.

Copies are also available on the Le Cordon Bleu Australia website: <http://www.lecordonbleu.com.au/policies> where they can be accessed by students, potential students, staff and delivery partners.

Students are advised at Induction that if there are changes to the policies during the life of their studies with Le Cordon Bleu Australia the new policies will apply from the time of their publication on the web, unless otherwise specified.

Students are also informed at Induction that should there be any changes to policies during the time of their studies the version available on the Le Cordon Bleu Australia website is deemed to be the most current and to be the policies that will be applied.

Please note that all references in this document to Le Cordon Bleu Australia are references to Le Cordon Bleu Australia Pty Ltd, being the full title of the registered educational provider accredited to deliver the Bachelor of Business programs.

Glossary & Definitions

The following are definitions and explanations of terms and words used throughout this document.

Academic Board

The Le Cordon Bleu Australia Academic Board monitors and coordinates the provision of quality educational services to Le Cordon Bleu Australia students. The responsibilities of this Board include, but are not limited to, monitoring of quality assurance and continuous improvement activities, review and maintenance of educational standards, and review of Le Cordon Bleu Australia policy and procedures relating to academic standards and student performance.

Academic Committee

Each of Le Cordon Bleu Australia's delivery partners will establish an Academic Committee. The function of these committees is to review and report to Academic Board on matters of academic performance of students. These committees may be known by other titles within their own institutions, such as Board of Examiners or Exam Board.

Academic Director

The Academic Director's duties include, but are not limited to, management of academic quality assurance and continuous improvement, academic standards, and implementation of Le Cordon Bleu Australia's policies and procedures. As appropriate, the Academic Director may delegate execution of some operational responsibilities to other Le Cordon Bleu Australia staff.

Chief Operating Officer, Le Cordon Bleu Australia

The Chief Operating Officer, Le Cordon Bleu Australia's responsibilities include, but are not limited to, management of Le Cordon Bleu academic programs and projects both in Australia and internationally.

Course Credit

Course Credit is granted where an applicant can provide evidence that previous studies are of equivalent content and academic standard to subjects offered by Le Cordon Bleu Australia or where an applicant can demonstrate that he or she has acquired the relevant skills and knowledge through prior learning. Where Course Credit is granted for an individual subject the student will be given status for that subject. See the Credit policy and procedures for details.

CRICOS

CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) has been created by the Australian government '...to enhance the integrity of the education and training export industry, and protect the interests of overseas students'.

Le Cordon Bleu Australia Pty Ltd CRICOS Provider no. 01818E (for operations in South Australia) 02380M (for operations in New South Wales)

Delivery Partner

Le Cordon Bleu Australia engages the services of a number of delivery partners to provide facilities and resources to enable the delivery of Le Cordon Bleu Australia programs. In some instances Le Cordon Bleu Australia delivery partners may also be party to the accreditation of programs and conferral of awards.

At the time of writing Le Cordon Bleu Australia delivery partners included TAFE SA Adelaide North Regency Campus (hereafter referred to as Regency) and University of South Australia (hereafter referred to as UniSA).

Department of Immigration and Border Protection (DIBP)

The Australian Department of Immigration and Border Protection (DIBP) regulates the entry of overseas students through a visa system that, amongst other provisions, requires a full-time study load to be maintained by a student visa holder while in Australia.

Department of Education

The Australian Government Department of Education is responsible for national policies and programmes that help Australians access quality and affordable childcare; early childhood education, school education, post-school, higher education, international education and academic research.

Their website and contact details are currently undergoing changes to reflect Machinery of Government changes.

Domestic Student

A person who is not an overseas student

ESOS Act

The current Australian Education Services for Overseas Students (ESOS) Act provides a quality assurance framework to ensure nationally consistent standards of education for overseas students. The ESOS Act (2000) is a principal act with several amendments (including 2009, 2010, 2011 and 2012).

FEE-HELP loan:

A FEE-HELP loan is financial assistance for a unit or units of study where a student has meet the entitlements requirements. Entitlements are legislated under Part 3-3 of the Higher Education Support Act (HESA) 2003 by the Australian Government. At the time of print, to be eligible for FEE-HELP, an individual must be:

- an Australian citizen; or
- the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the course of study; or
- the holder of a permanent visa who is undertaking bridging study for overseas-trained professionals and will be resident in Australia for the duration of the course of study.

To be eligible for FEE-HELP, an individual must be undertaking accredited higher education award study at an approved higher education provider or units of study through Open Universities Australia.

General Manager, Le Cordon Bleu Australia

The General Manager, Le Cordon Bleu Australia's responsibilities include, but are not limited to, management of Le Cordon Bleu Australia's operations including financial management, marketing, recruitment and promotional operations.

Overseas Student

A person who:

- Is not an Australian citizen; and
- Is enrolled, or proposes to become enrolled, in
 - A course of study with a higher education provider, or
 - A unit of study access to which was provided by Open Universities Australia;
- But does not include:
 - A person entitled to stay in Australia, or to enter and stay in Australia, without any limitation as to time; or
 - A New Zealand Citizen; or
 - A diplomatic or consular representative or the spouse, de facto partner (within the meaning of the *Acts Interpretation Act 1901*) or dependent relative of such a representative.

Professional Experience

Professional Experience (PE) is off-campus work experience which includes academic study and assessment.

Program

Program is the term used throughout this document to refer to a collection of Subjects which, if all are successfully completed, will result in the conferral of an award/qualification. In some government publications and within some of Le Cordon Bleu Australia's delivery partner institutions a Program may also be known as a Course.

Program Administrators

This is the term used to refer to the staff employed by Le Cordon Bleu Australia's delivery partners to administer the Le Cordon Bleu Australia programs. Within their own institutions the title for these staff may include, but not be limited to, Administrative Officer or Office Manager or Student Administrator.

Program Manager

This is the term used for the person employed by Le Cordon Bleu Australia's delivery partners to manage the delivery of Le Cordon Bleu Australia's programs. Within the institutions the title of this person may include, but not be limited to, Educational Manager, Manager or Program Director.

Semester/Term

A Semester is part of the academic year, normally 6 months in length.

A Semester may, in some instances, be further separated into Terms, with two Terms per semester being the norm.

Stage

Le Cordon Bleu Australia Bachelor degree programs are grouped in five (5) Stages, with each Stage normally being one Semester in duration.

Status

Status is the grade granted for a subject to a student who has successfully applied for Course Credit as per the Credit policy and procedures.

Student

A Student is a person enrolled in a program of study.

An Overseas student is a person holding a student visa, issued by DIBP for study in Australia.

Subject

A subject or a unit of study is an assessable unit of learning. A Program comprises a series of Subjects.

Subject Learning Outcomes

The Learning Outcomes for each subject are listed in the Curriculum Document for each program. Le Cordon Bleu Australia students will be provided with a copy of the learning outcomes for each subject at the commencement (within the first two (2) weeks) of classes for that subject.

TEQSA

The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's regulatory and quality agency for higher education. TEQSA's primary aim is to ensure that students receive a high quality education at any Australian higher education provider.

The National Code

The National Code (National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007) is established under the ESOS Act to guide CRICOS-registered training and education providers in providing a quality service to overseas students, and to assist overseas students in meeting their obligations under government regulation.

Year

A Year is a study year comprised of two (2) semesters. A student's Year can start in January or July.

Access and Equity Policy

Le Cordon Bleu Australia supports fair access to educational opportunities and ensures that all students have the opportunity to achieve according to their own individual potential. Le Cordon Bleu Australia is committed to promoting, encouraging and valuing equity and diversity in regard to its staff and students.

Le Cordon Bleu Australia will, at all times:

- Provide an environment of support and care for students
- Encourage cultural understanding and sensitivity
- Ensure early identification and intervention to support students
- Seek to ensure that practices are non-discriminatory and pay due consideration to the needs of all groups
- Evaluate all education processes to ensure that they are inclusive and value students from a diverse background
- Ensure all policies and procedures are non-discriminatory and inclusive
- Provide students with information about access and equity issues and the complaints resolution process.

Le Cordon Bleu Australia requires students to:

- Declare if they are in need of specific assistance so that specific learning support may be provided, where practicable.
- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff, other students and clients.

All Le Cordon Bleu Australia staff members are responsible to ensure that they understand and implement this policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with other staff, students and clients.

Deferral, Withdrawal, Suspension and Cancellation

POLICY

Deferral

A student is permitted to defer or suspend enrolment in a program for no more than six months.

Le Cordon Bleu Australia programs have defined structures and are intended to be undertaken continuously to completion.

Unforeseen circumstances may necessitate temporary interruption to a student's study. To accommodate any such occurrence a student may apply to the Academic Director for Deferral from a program for from three to six months.

Where a student requires an absence of more than six months they must withdraw from the program.

Withdrawal

Any student who wishes to discontinue their studies is free to do so, but there is no obligation on the part of Le Cordon Bleu Australia to reinstate any student who has withdrawn. A student who has withdrawn may reapply at a later date. Any such re-application will be considered through the normal application processes. In the case of Student Visa Holders, applications to reapply are subject to any relevant immigration restrictions that may apply. If a student withdraws or defers from their program of study, and has outstanding fees, all student documentation will be withheld until all fees are paid in full

Domestic / FEE HELP Students

If a student defers or withdraws from a unit of study on or before the census date, the enrolment will be regarded as non-effective and will not be recorded on the transcript. All students are entitled to a full refund of any tuition fees paid upfront if they withdraw on or before the census date. If a student has requested FEE-HELP loan, the student will not incur a debt for that unit. A financial liability remains for any withdrawal past the relevant Census Date.

A commencing student who withdraws from his/her course prior to the census date in the first semester of his/her course is deemed not to have accepted their offer of enrolment and to have never been a student.

International Students

Where a student elects not to commence a LCBA program and gives notice in writing at least 28 days before the commencement of the program, 85% of any tuition fees paid for programs not yet commenced will be refunded. The applicant may elect to have any paid tuition fees transferred to an alternative LCBA program if he or she has an approved application for the alternative program. If an applicant gives less than 28 days' notice, he or she will not be entitled to any refund or transfer of fees.

Students who wish to defer the commencement of their LCBA program, their tuition fees / deposits will be held for up to 12 months from the original commencement date on the condition that a written application to defer commencement has been received no less than 28 days prior to course commencement.

Students who wish to defer to later intakes, must do so in writing no less than 5 days prior to the program commencement date. Applicants notifying LCBA less than 5 days' prior to program commencement date, will incur a fee.

Suspension and Cancellation

A student may have their enrolment suspended or cancelled as a result of unsatisfactory academic progress, persistent poor attendance, academic misconduct or inappropriate behaviour.

The conditions for suspension or cancellation of enrolment are addressed in the Academic Progress policy, Academic Misconduct policy and Student Behaviour and Termination policy.

PROCEDURES

Deferral

A student must apply for deferral on the appropriate form, which must be lodged with Le Cordon Bleu Australia.

The Academic Director will consider the application, consulting the Program Manager as required and taking account of the student's academic progress.

All decisions about students holding student visas will be taken in line with Department of Immigration and Border Protection (DIBP) guidelines.

The student will be advised of the Academic Director's decision in writing and a record will be kept on the student's file.

Withdrawal

(See Results and Grades policy)

A student must inform the Student Services Manager of Le Cordon Bleu Australia in writing of their intention to discontinue their studies, using the appropriate form.

Where a student withdraws from a program Le Cordon Bleu Australia will annotate the student's record accordingly:

- Withdrawn – Failed or
- Withdrawn – Not Failed

Suspension and Cancellation

The processes pertaining to suspension or cancellation of enrolment are addressed in the Academic Progress policy, Academic Misconduct policy and Student Behaviour and Termination policy.

Fees, Refunds and Conditions – Domestic Students

POLICY

Domestic students' policies and procedures are governed under the Higher Education Support Act 2003 (hereby referred to as the Act), the VET Quality Framework and the Higher Education Standards Framework.

- 1) This policy will be made available to prospective and current students as part of an Application Form and online with Le Cordon Bleu Australia Pty Ltd's policies and procedures. Students will also be reminded during Orientation sessions of the location of all policies and procedures within Student Handbooks and/or online on the Le Cordon Bleu Australia Pty Ltd website (www.lecordonbleu.com.au).
- 2) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

FEES

- 3) Eligible Domestic fee-paying students may pay all tuition fees either up-front or apply for a FEE-HELP loan to pay either the full or partial amount for the study period. FEE-HELP loans are available only for eligible students enrolled in Le Cordon Bleu Australia Pty Ltd undergraduate and postgraduate (Higher Education) programs, but are not available for any student enrolled in Le Cordon Bleu Australia Pty Ltd (Vocational Education and Training) culinary programs.
- 4) Applications for FEE-HELP loans must be through Le Cordon Bleu Australia Pty Ltd on or before the respective Census Date. Government Policy under the Act determines eligibility, entitlements and other requirements for FEE-HELP loans – more information can be obtained from the Study Assist website: <http://studyassist.gov.au/sites/StudyAssist/>.
- 5) Invoiced tuition fees must be paid to Le Cordon Bleu Australia Pty Ltd by specified due dates. Payments made after the specified due dates may be subject to published penalty charges.
- 6) Le Cordon Bleu Australia Pty Ltd reserves the right to review fees at any time.
- 7) Any change in tuition fees will be advised in writing to current students and applicants, and will appear in all public, promotional and marketing materials, at least 3 months prior the commencement of the study period to which they apply.
- 8) The new fees will apply to all payments due from the published effective date.
- 9) Tuition fees will be itemised on all invoices, on the LCBA website and in the application form.
- 10) Where a student is required to repeat a subject or Professional Experience due to receiving a fail grade on the first or second attempt, the student will be required to re-enrol and pay the current applicable tuition fee nominated for that subject, on each occasion. (see www.lecordonbleu.com.au)
- 11) Where a student in a Le Cordon Bleu culinary (VET) program receives a not-yet competent grade for a unit of competency, on written request the student may be reassessed. Each reassessment will incur a fee of \$500. (see www.lecordonbleu.com.au)
- 12) After issuance of an original Academic Transcript, Statement of Attainment or Parchment on completion of a program or part thereof, all additional requests will incur a charge of

AUD\$20 per Academic Transcript or Statement of Attainment, and AUD\$40 for each additional Le Cordon Bleu Parchment.

Fee Reduction for Course Credit

- 13) Applications for Course Credit must be made on the relevant application form and submitted before the Census Date of the respective study period if not prior to the program commencement. Where Course Credit is granted, students must withdraw before the Census Date so as to not incur financial penalty.

Le Cordon Bleu Australia Pty Ltd Default

- 14) If a student is unable to complete a Le Cordon Bleu Australia program due to a default by Le Cordon Bleu Australia Pty Ltd, being the failure to start the program on the agreed starting date, the program ceasing after it starts and before it is completed or because a sanction is imposed upon Le Cordon Bleu Australia Pty Ltd under relevant State or Federal legislation, the student shall be entitled to a refund or an alternative program in accordance with the provisions of the Higher Education Support Act 2003. Any required refund under these conditions will be paid within two weeks of the date of the default.

Student Default

- 15) Students who withdraw from a Le Cordon Bleu Australia Pty Ltd program or a unit of study are entitled to a full refund of any tuition fees paid, if the person withdraws on or before the Census Date. Students who withdraw from a Le Cordon Bleu Australia Pty Ltd program or a unit of study after the Census Date of the relevant study period or fail to complete the unit, will not be eligible for a refund. This policy is provided to students both online on Policy and Procedures webpages (www.lecordonbleu.edu.au) and in Student Handbooks.
- 16) Under the Act, students may apply to Le Cordon Bleu Australia Pty Ltd for re-crediting of FEE-HELP balance and a remission of FEE-HELP debt for “special circumstances”. Such applications should be made with respect to the *Review Procedures for Reconsidering Commonwealth Assistance Decisions*. This policy is provided to students both online on Policy and Procedures webpages (www.lecordonbleu.edu.au) and in Student Handbooks.

Deferring Commencement

- 17) Domestic students commencing a LCBA program of study may request to defer commencement but must do so in writing to the Admissions Manager and no later than 14 days after the commencement date on the Confirmation of Enrolment as provided by the Le Cordon Bleu Australia Admissions department. Where a student has not commenced a program or requested deferment by 14 days after the commencement date on the Confirmation of Enrolment, the student will be inactively withdrawn from studies and will be required to reapply for admission via the standard process.

- 18) Domestic students continuing in a LCBA program of study may request to defer commencement of their next study period but must do so with the appropriate form and submitted to the relevant Student Services office no later than 14 days after the study period commencement date. Where a student has not, by 14 days after the study period commencement date, commenced the study period and not responded to LCBA communications seeking confirmation of enrolment intent or has not requested deferment, the student may be inactively withdrawn from studies and will be required to reapply for admission via the standard process.
- 19) Domestic students may apply to defer commencement of studies for a period no longer than 12 months. Once the 12 month period after deferment lapses the applicant would be required to re-apply to Le Cordon Bleu Pty Ltd. (see www.lecordonbleu.com.au)
- 20) Every reasonable effort will be made to accommodate the applicant in a later program of his or her choice. If the fee for the program to be attended is greater than that of the program originally selected, the applicant shall pay current fees as per the program when recommenced.
- 21) Applicants who return to a LCBA program of study after a period of deferment or after withdrawal do so at risk that the program have had approved and accredited development; applicants may not receive full credit for previous studies completed but will be advised at the time of application and thus prior to payment of further fees.

Payment

- 22) Any student refusing to pay fees after requests have been made, in writing to the most recent address provided by the student, shall not receive any form of award or recognition of subjects undertaken and shall be suspended from classes until fees have been remitted to Le Cordon Bleu Australia Pty Ltd in full.. Le Cordon Bleu Australia Pty Ltd, reserves the right to cancel a students' enrolment, if fees remain unpaid, after 3 written requests.
- 23) Le Cordon Bleu Australia Pty Ltd will also pass on any fees incurred to collect outstanding monies.

Admission and Enrolment Conditions

- 24) Le Cordon Bleu Australia can, as part of the admission process, interview students who have applied for Le Cordon Bleu programs. Le Cordon Bleu Australia Pty Ltd reserves the right to reject, suspend or cancel any application for admission or enrolment. In recognition of the principals of natural justice, applicants / students may appeal Le Cordon Bleu Australia Pty Ltd decisions undertaken as per the General Complaints and Appeals Policy and/or Academic Appeals policy which are published in Student Handbooks and on www.lecordonbleu.com.au
- 25) All students are bound to comply with the conditions stated in the Le Cordon Bleu Australia Student Handbook which are subject to change from time to time. (see www.lecordonbleu.com.au)
- 26) The Professional Industry Placement team will facilitate a range of opportunities for placement so that students can meet the academic requirements of their program. The Professional Industry Placement department will inform the students of these opportunities at the appropriate time during their studies. Students need to comply with the terms and conditions set by the Professional Industry Placement department to ensure that they can apply for the facilitated positions. The terms and conditions for Professional Experience /Industry Placement are subject to change from time to time and are available on our website at www.lecordonbleu.com.au under our policies and procedures section. The terms and conditions will also be provided in writing at the commencement of the program and

any changes to the eligibility criteria will be advised in writing throughout the program and will apply from the effective date. The Professional Industry Placement team will assist all students with a range of strategies and processes to ensure students are able to secure positions so they can complete the required industry placement semester.

- 27) Le Cordon Bleu Australia Pty Ltd shall be under no liability whatsoever to any student for any loss or damage, sustained at or upon the School's premises however caused, and whether in respect of any negligent act or omission by Le Cordon Bleu Australia Pty Ltd, its employees, agents or servants or otherwise.
- 28) Le Cordon Bleu Australia Pty Ltd shall be under no liability whatsoever to any student for any loss or damage, suffered by reason of the failure of Le Cordon Bleu Australia Pty Ltd, its employees, agents or servants to notify the student of any risk or danger of which they had no prior knowledge nor ought reasonably to have had such knowledge.
- 29) Le Cordon Bleu Australia Pty Ltd reserves the right in its absolute discretion to review and alter the organisation and/or structure of the program at any time in accordance with its governance structures.
- 30) If any material alteration is made before the commencement of a program, Le Cordon Bleu Australia Pty Ltd will make all reasonable efforts to notify any applicant so affected.
- 31) It is a condition of enrolment and responsibility of the student to ensure they hold appropriate medical insurance cover.
- 32) Le Cordon Bleu Australia Pty Ltd reserves the right and liberty to use promotional work taken in the form of photography, films or reproductions for the purpose of advertising, photography and publicity – either wholly or in part, in any manner or form whatsoever and in any medium, either separately or in conjunction with other photographs, films or reproductions thereof.
- 33) No student shall be entitled to use the names “Le Cordon Bleu” or “Le Cordon Bleu de Paris” under any circumstances or at any time or in any place whatsoever, whether before, during or after their program and whether as a trade mark, company or trading name or otherwise, regardless of the service or products presented with no time or geographical

Fees, Refunds and Conditions – International Students

POLICY

Le Cordon Bleu offers ‘full fee programs’ for both Australia and international students.

All student policies and procedures are governed under the VET Quality Framework, the Higher Education Standards Framework and, for International students, the ESOS framework.

- 34) This agreement, and availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

FEES

- 35) A non-refundable \$250 Administration fee will be charged when an applicant formally accepts an offer from Le Cordon Bleu and will be paid at the same time an applicant pays their first instalment of tuition fees.
- 36) Invoiced tuition fees must be paid to Le Cordon Bleu Australia Pty Ltd (LCBA) and proof of receipt of payment must be confirmed before a Confirmation of Enrolment (CoE) can be issued.
- 37) LCBA is entitled to accept prior to Orientation up to 50% of the *total* program tuition fees for programs longer than 24 weeks and 100% of the *total* program tuition fees for programs of 24 weeks duration or less. However, should the intake be unavailable to the applicant after payment has been received, every reasonable effort will be made to accommodate the applicant in the next available intake.
- 38) Applicants must pay tuition fees as per a provided Letter of Offer; all cleared funds must be received no less than 8 weeks prior to program commencement. (refer www.lecordonbleu.com.au)
- 39) Re-enrolling/continuing students should pay the full amount of all invoiced tuition fees in cleared funds no earlier than 2 weeks prior to the commencement of that study period but no later than the specified due date.
- 40) LCBA reserves the right to review fees at any time.
- 41) Any change to tuition fees will be advised in writing to applicants and current students, and will appear in all public, promotional and marketing materials, at least three months prior to the commencement of the study period to which they apply.
- 42) The new fees will apply to all payments due from the publicised effective date.
- 43) LCBA tuition and supplementary fees will be itemised on all invoices and in the application form.
- 44) Where a student is required to repeat a subject due to receiving a fail grade on the first or second attempt, the student will be required to re-enrol and pay the current applicable tuition fee nominated for that subject, on each occasion (refer www.lecordonbleu.com.au).
- 45) Where a student is required to repeat Professional Experience because he or she received a fail grade on the previous attempt, a fee of \$2,400 will be charged.
- 46) Where a student in the Le Cordon Bleu Sydney programs receives a not-yet competent grade for a unit of competency, on written request the student may be reassessed. Each reassessment will incur a fee of \$500. (see www.lecordonbleu.edu.au)

- 47) After issuance of an original Academic Transcript, Statement of Attainment or Parchment on completion of a program or part thereof, all additional requests will incur a charge of AUD\$20 per Academic Transcript or Statement of Attainment, and AUD\$40 for each additional Le Cordon Bleu Parchment.
- 48) If a Bachelor of Business student is successful in obtaining approval for a 12 month continuous Professional Experience subject (ie combined *Professional Experience 1* and *Professional Experience 2*), then the student must finalise all associated payments applicable to *Professional Experience 2*, payable two weeks prior to undertaking the rescheduled *Professional Experience 2* subject. (see Professional Experience policy www.lecordonbleu.com.au)
- 49) In the case of a packaged offer of programs, a deposit of AUD\$1000 will be required for the issuance of a CoE for Bachelors and Masters programs only.

Fee Reduction

- 50) Where course credit is granted any tuition fees paid for that subject or subjects shall be deducted from the next instalment of tuition fees.

Le Cordon Bleu Australia Pty Ltd Default

- 51) If an applicant or student is unable to complete a LCBA program due to a default by LCBA, being the failure to start the program on the agreed starting date, the program ceasing after it starts and before it is completed or because a sanction is imposed upon, LCBA under relevant State or Federal legislation, the applicant and/or student shall be entitled to a refund or an alternative program in accordance with the provisions of the Education Services for Overseas Students (ESOS) Act 2000 and its amendments. Where a refund is required, the amount of the refund will be paid within two weeks of the date of default.

Student Default

- 52) If an applicant is unable to commence a LCBA program as a result of a visa not being issued for whatever reason, a refund of fees or other compensation will be made in accordance with the requirements of the ESOS Act 2000 and its amendments, and the National Code 2007.
- 53) Where an applicant elects not to commence a LCBA program and gives notice in writing at least 28 days before the commencement of the program, 85% of any tuition fees paid for programs not yet commenced will be refunded. The applicant may elect to have any paid tuition fees transferred to an alternative LCBA program if he or she has an approved application for the alternative program. If an applicant gives less than 28 days' notice, he or she will not be entitled to any refund or transfer of fees.

Deferring Program Commencement

- 54) No refunds will be made where an applicant or student fails to complete, withdraws from or does not commence a LCBA program as a result of a) a change to student visa status, b) cancellation of the student visa, or c) student elects to transfer to a different provider after the student has commenced the program.
 - a. Where an applicant elects to defer commencement of a LCBA program for which an Acceptance of Offer form has been signed, any tuition fees or deposits paid will be held for up to 12 months from the original commencement date, to be applied to the new commencement date, on the condition that the written application to defer commencement has been received from the applicant by LCBA not less than 28 days prior to the original commencement date.
 - b. Applicants electing to defer to later intakes must do so in writing no less than 5 days prior to the program commencement date. Applicants notifying LCBA less than 5 days' prior to program commencement date of their intent to defer to a later date will incur a \$500 fee.
- 55) Every reasonable effort will be made to accommodate the applicant in a later program of his or her choice. If the fee for the program to be attended is greater than that of the program originally selected, the applicant shall pay the balance in cleared funds to LCBA prior to program commencement.
- 56) Once the 12 month period after deferment lapses the applicant would be required to re-apply to LCBA (see www.lecordonbleu.com.au). Once the 12 month period after deferment lapses the applicant would be required to re-apply to LCBA. Any prepaid fees are deemed to be forfeited unless the student formally withdraws in accordance with *Fees, Refunds and Conditions policy*.

Payment

- 57) Any student refusing to pay fees after requests have been made, in writing to the most recent address provided by the student, shall not receive any form of award or recognition of programs undertaken and shall be suspended from classes until all fees have been remitted to LCBA in full. Le Cordon Bleu Australia, reserves the right to cancel a students' enrolment, if fees remain unpaid, after 3 written requests.
- 58) LCBA will also pass on any fees incurred to collect outstanding monies.

Application and Enrolment Conditions

- 59) Le Cordon Bleu Australia Pty Ltd reserves the right at its absolute discretion to reject, suspend or cancel any application or enrolment, and it shall be under no obligation whatsoever to give reasons for its decision. Le Cordon Bleu Australia can, as part of the application process interview students who have applied for Le Cordon Bleu programs.
- 60) All applicants and students are bound to comply with policies and procedures, as stated online and in the Le Cordon Bleu Australia Student Handbook which are subject to change from time to time (see <http://www.lecordonbleu.com.au/adelaide/policies/en> or <http://www.lecordonbleu.com.au/sydney/policies/en>)

- 61) The Professional Industry Placement team will facilitate a range of opportunities for placement so that students can meet the academic requirements of their program. The Professional Industry Placement department will inform the students of these opportunities at the appropriate time during their studies. Students need to comply with the terms and conditions set by the Professional Industry Placement department to ensure that they can apply for the facilitated positions. The terms and conditions for Professional Experience / Industry Placement are subject to change from time to time and are available on our website at www.lecordonbleu.com.au under our policies and procedures sections. The terms and conditions will also be provided in writing at the commencement of the program and will apply from the effective date. The Professional Industry Placement team will assist all students with a range of strategies and processes to ensure students are able to secure positions so they can complete the required industry placement semester.
- 62) Le Cordon Bleu Australia Pty Ltd shall be under no liability whatsoever to any applicant or student for any loss or damage, sustained at or upon the School's premises howsoever caused, and whether in respect of any negligent act or omission by Le Cordon Bleu Australia Pty Ltd, its employees, agents or servants or otherwise.
- 63) Le Cordon Bleu Australia Pty Ltd reserves the right in its absolute discretion to review and alter the organisation and/or structure of the program at any time in accordance with its governance structures.
- 64) If any material alteration is made before the commencement of a program, Le Cordon Bleu Australia Pty Ltd will make all reasonable efforts to notify any applicant so affected.
- 65) It is a condition of enrolment and responsibility of Student Visa holders to ensure they hold appropriate medical insurance cover.
- 66) Le Cordon Bleu Australia Pty Ltd reserves the right and liberty to use promotional work, taken in the form of photography, films or reproductions, for the purpose of advertising, photography and publicity – either wholly or in part, in any manner or form whatsoever and in any medium, either separately or in conjunction with other photographs, films or reproductions thereof.
- 67) Applicants and students are obliged to notify Le Cordon Bleu Australia Pty Ltd within 7 days of any change of address during the application process or whilst enrolled in a program.
- 68) No applicant or student shall be entitled to use the names "Le Cordon Bleu" or "Le Cordon Bleu de Paris" under any circumstances or at any time or in any place whatsoever, whether before, during or after their program and whether as a trademark, company or trading name or otherwise, regardless of the service or products presented with no time or geographical limitation.
- 69) This policy is correct at time of printing, but subject to change without notice. For current version see www.lecordonbleu.com.au

General Complaints and Appeals Process

All enrolled and prospective complainants have the right to appeal against decisions taken by Le Cordon Bleu Australia administrative and academic staff, and against decisions taken by staff of partner institutions. To ensure that all potential students (enrolled or prospective students) are included, any person making a complaint or appeal will be referred in this document as 'complainant'.

These procedures cover non-academic grievances including the following five types of grievance:

- 1) General Complaints
- 2) Refund Applications
- 3) Unsatisfactory Attendance
- 4) Suspension or Cancellation of Enrolment
- 5) Other non-academic matters

For academic matters such as Academic progress, assessment, curriculum and awards in a program of study, please refer to the Academic Appeals policy.

Definitions:

1. **Complaint:** A complaint will be considered:

- as an expression of dissatisfaction with the attitude, conduct or service of a staff member and/or the delivery of a product by either LCBA or its partner institutions.
- unofficial when it is made through discussion or consultation with a member of staff from LCBA or a partner institution.
- official when it is lodged in writing to a member of staff of either LCBA or a partner institution.

2. **Appeal:** An appeal may be a formal or informal request to review a formal decision made by a staff member (LCBA or partner institution). Appeals must follow a formal process as outlined in this document.

Complainants should know that:

- All complainants may lodge an appeal regardless of their campus, mode of study and place of residence
- Formal appeals must be lodged within 20 working days in writing; all grievances will be dealt with in a professional and timely manner within the principles of natural justice. However, in each case, where an appeal is not received within 20 working days, a decision or outcome will be considered final
- Complainants will not be charged any fees for appeals in the internal LCBA process
- Complainants and respondents will be supplied a written outcome within 45 days of receiving the appeal. The written outcome will include the decisions and actions to be taken as a result of the appeal application. Where an outcome requires additional time, all parties will be notified prior the expiry of the 45 day period.
- LCBA will commence investigations within 10 working days and will complete them in a timely manner
- His/her enrolment and learning opportunities will be maintained whilst internal appeals are being conducted but the complainant may be suspended from attending classes
- There may be more than one level of appeal within the LCBA internal appeals process

- Complainants may seek an external appeals process after exhausting all internal avenues of appeal
- The complainant and respondent will not be victimised or discriminated against in any appeal process outlined in this policy
- The complainant and/or respondent may be accompanied and supported by a third party where preferred
- Any recommendations provided through either an internal or external review in relation to a complainant's grievance will be provided to the General Manager for implementation. Implementation of such recommendations will be commenced within 10 working days of receipt of the recommendation and in accordance with LCBA governance and quality procedures. Any change to LCBA policy will be ratified by the appropriate body and at the earliest opportunity.
- Records of all grievances and applications for review of decisions will be kept within the complainant's file and can be accessed under supervision for a period of 5 years. All records are considered confidential and will have restricted access to only appropriate staff.
- The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.
- This policy has been ratified by the LCBA Board of Directors on 18 April 2011 and is published for all students and staff in Student Handbooks and on LCBA's web site <http://www.lecordonbleu.com.au/adelaide/policies/en>. The General Manager is responsible for the training of all staff in the application of the policy.

Should a complainant wish to discuss these procedures or seek assistance, he/she should firstly contact the Student Services Office. Please note: Student Services staff are not responsible for the complaints and appeals procedures nor are they able to change decisions or outcomes. Contact:

Student Services, Le Cordon Bleu Adelaide

Days Rd

REGENCY ROAD SA 5010

Ph: 08 8348 3000

Fax: 08 8346 3755

Email: studentservicesadelaide@cordobleu.edu

Where a complainant has exhausted the internal LCBA procedures, they may seek an external process (see "External Appeals" below). For situations regarding Unsatisfactory Attendance, LCBA is only obliged to await the decision of one external process before reporting any enrolment change to the Department of Education. However, for other types of non-academic appeals, LCBA is not required to await the results of external appeals prior to reporting enrolment variations to DoE.

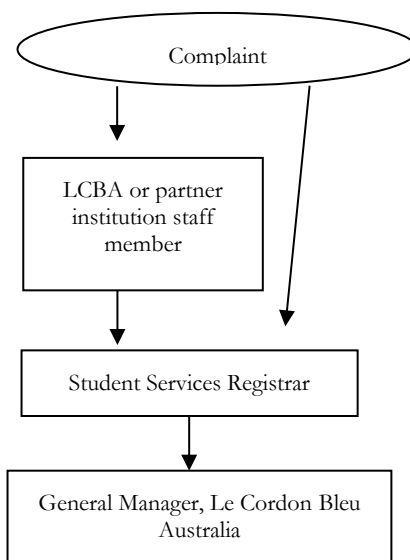
External appeals might only be heard if all internal steps have been exhausted and may only be heard on the grounds that either LCBA did not follow its own procedures or if the complainant was not offered an appeal process at all. There may be a minimal fee charged to the complainant by the relevant authority for the external appeals process (see "External Appeals" below for further information).

GENERAL COMPLAINTS

Summary:

A complaint may be discussed or lodged with any staff member of LCBA or its partner institutions.

If the complainant is not satisfied with the outcome of the appeal, he/she should firstly contact the Student Services Registrar, then if there is further dissatisfaction, write to the General Manager of Le Cordon Bleu Australia.



- a) A complainant may lodge a complaint directly to the staff member involved in the issue or to the Student Services Registrar. A complaint may be:
 - i. Unofficial through discussion or consultation
 - ii. Official in writing.
- b) An investigation will commence within 10 days to reach a timely and satisfactory outcome. All parties must be given the opportunity to present their case, be fully informed about allegations and decisions made, and have the right to be supported by another person. During the investigation, privacy and confidentiality will be maintained, subject to necessary legal responsibilities, but in the case of suspected criminal matters, the police may be contacted. Where the complaint fits other state or federal legislation, it will be managed under relevant guidelines and requirements. A written statement regarding the outcome will be provided to the complainant.
- c) Where a complainant is dissatisfied with the outcome of their complaint, they may contact the Student Services Registrar:

Student Services Registrar (Adelaide)
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Ph: 08 8348 3000
Fax: 08 8346 3755
Email: studentservicesadelaide@cordobleu.edu
- d) If the complainant is still not satisfied with the outcome, they may write to the General Manager of Le Cordon Bleu Australia, Days Rd, Regency Park, SA 5010.
- e) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to

the Student Services Registrar) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will be deemed as final and will conclude with a written response from the General Manager of LCBA to the complainant.

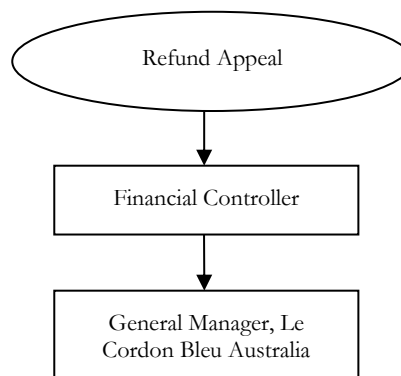
- f) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST REFUND APPLICATION OUTCOMES

Summary:

A complainant wishing to appeal the result of an Application for Refund must write to the Financial Controller.

If the complainant is not satisfied with the outcome of the appeal, he/she should then write to the General Manager of Le Cordon Bleu Australia.



- a) Upon receiving an outcome of an Application for Refund, a complainant may lodge a formal appeal through the following process:
- In writing within 20 working days of the date of receiving the outcome
 - In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - To the Financial Controller. Submissions can be posted, emailed, faxed or delivered in person to the Student Services office. Submissions should be directed to:

Financial Controller
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: Australia@cordonsbleu.edu
- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Financial Controller or nominee (independent, impartial and senior to the original decision-maker) will review the process undertaken. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Financial Controller to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

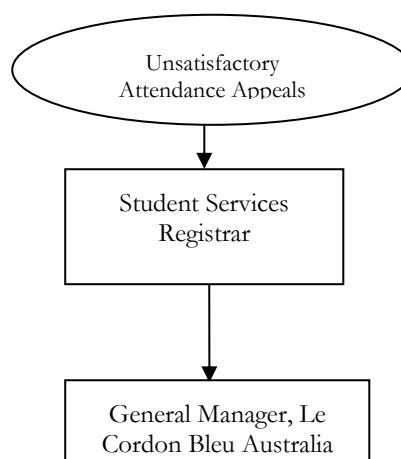
- c) A complainant may appeal the decision of the Financial Controller:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Financial Controller's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Financial Controller/nominee) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will be deemed as final and will conclude with a written response from the General Manager of LCBA to the complainant.
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST UNSATISFACTORY ATTENDANCE

Summary:

A complainant wishing to make a formal appeal against an Unsatisfactory Attendance decision must write to the Student Services Registrar.

Complainants may appeal against a decision of the Student Services Registrar, but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. Appeals should be presented in writing to the General Manager of Le Cordon Bleu.



- a) Upon receiving notification of Unsatisfactory Attendance, a complainant may lodge a formal appeal through the following process:
- In writing within 20 working days of the date of receiving the notification
 - In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - To the Student Services Registrar. Submissions can be posted, emailed, faxed or delivered in person to the Student Services office. Submissions should be directed to:
Student Services Registrar
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: studentservicesadelaide@cordobleu.edu
- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Student Services Registrar may establish a panel to review the classification of Unsatisfactory Attendance. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Student Services Registrar to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- c) A complainant may appeal the decision of the Student Services Registrar:
- On the grounds that LCBA policies and procedures have not been followed
 - In writing within 20 working days of receipt of the Student Services Registrar's decision
 - In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Student Services Registrar and/or review panel members) will review the process undertaken

by LCBA staff. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will conclude with a written response from the General Manager of LCBA to the complainant. Should no further appeal be lodged within 20 working days, this decision will be deemed as final.

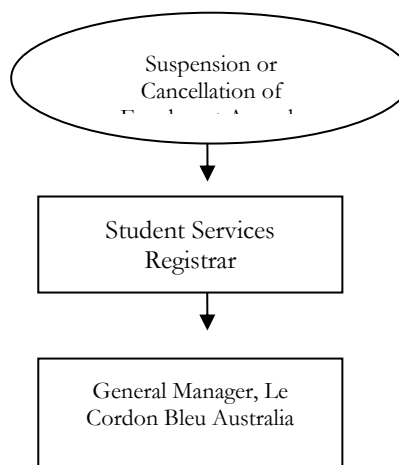
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST SUSPENSION OR CANCELLATION OF ENROLMENT

Summary:

A complainant wishing to make a formal appeal against Suspension or Cancellation of Enrolment must write to the Student Services Registrar.

The complainant may appeal against a decision of the Student Services Registrar but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. The appeal should be presented in writing to the General Manager of Le Cordon Bleu Australia.



- a) Upon receiving notification of Suspension or Cancellation of Enrolment, a complainant may lodge a formal appeal through the following process:
- In writing within 20 working days of the date of receiving the notification
 - In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - To the Student Services Registrar. Submissions can be posted, emailed, faxed or delivered in person to the Student Services office.

Submissions should be directed to:

Student Services Registrar

Le Cordon Bleu Australia

Days Rd

REGENCY PARK SA 5010

Fax: 08 8346 3755

Email: studentservicesadelaide@cordobleu.edu

- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Student Services Registrar may establish a panel to review the classification of Suspension or Cancellation of Enrolment. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Student Services Registrar to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- c) A complainant may appeal the decision of the Student Services Registrar:
- On the grounds that LCBA policies and procedures have not been followed
 - In writing within 20 working days of receipt of the Student Services Registrar's decision
 - In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Student Services Registrar and/or review panel members) will review the process undertaken

by LCBA staff. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will conclude with a written response from the General Manager of LCBA, to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

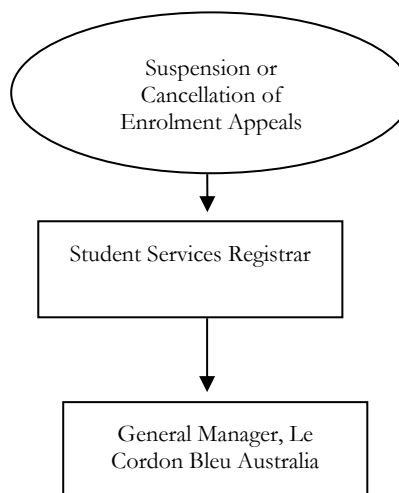
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST OTHER NON-ACADEMIC DECISIONS

Summary:

A complainant wishing to make a formal appeal against any other non-academic decision not covered in this document must write to the Student Services Registrar in the first instance. However, the matter may be referred to another appropriate manager.

The complainant may appeal against a decision of the Student Services Registrar or other manager but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. The appeal should be presented in writing to the General Manager of Le Cordon Bleu Australia.



- a) A complainant may lodge a formal appeal against other non-academic decisions not covered by this document through the following process:
- In writing within 20 working days of the date of receiving the notification
 - In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - To the Student Services Registrar in the first instance; some issues may be referred to other appropriate managers. Submissions can be posted, emailed, faxed or delivered in person to the Student Services office.

Submissions should be directed to:

Student Services Registrar
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: studentservicesadelaide@cordobleu.edu

- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Student Services Registrar or nominee may establish a panel to review the original non-academic decision. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Student Services Registrar or nominee to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- c) A complainant may appeal the decision of the Student Services Registrar or nominee:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Student Services Registrar's (or nominee's) decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Student Services Registrar/nominee and/or review panel members) will review the process undertaken by LCBA staff. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will conclude with a written response from the General Manager of LCBA, to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

EXTERNAL APPEALS PROCESS

- a) Once a complainant has exhausted the internal LCBA process as outlined above, they may appeal to an external appeals process. External appeals providers are as follows:
- i. Domestic students:
(as of 18 April 2011, the following have not stipulated any fee)
 - Office of the Training Advocate : email trainingadvocate@sa.gov.au or phone toll free on 1800 006 488, website:
<http://www.trainingadvocate.sa.gov.au/AboutUs/ContactUs/tabid/92/Default.aspx>
 - Australian Human Rights Commission for complaints regarding harassment, discrimination or bullying: <http://www.hreoc.gov.au>
 - ii. International students:
 - The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. For South Australian International students, OSO may refer you to the Office of the Training Advocate
<http://www.trainingadvocate.sa.gov.au/Support/Internationalstudents/tabid/78/Default.aspx>
 - If an International Student is dissatisfied with LCBA's complaints and appeals processes, he/she can contact Department of Education through the ESOS mailbox esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069 – please note that Department of Education will only intervene where LCBA's appeals process was not conducted correctly and/or in compliance with the National Code of Practice 2007 or if LCBA did not make the appeals process available for a complainant. As of 18 April 2011, no fee is indicated on aei.gov.au for this service.
- b) Complainants should note that:
- i. If the above LCBA procedures haven't been exhausted, he/she may be redirected back to LCBA.
 - ii. A minimal fee may be charged to the complainant by the external appeals process handler – see point a) above. These fees are not within the control of LCBA and are subject to change.
 - iii. Whilst they are permitted to seek as many external appeals as they wish, LCBA is only required to await the decision of one process before reporting any enrolment variation, including Unsatisfactory Academic Progress, of a Student Visa holder to the Department of Education.
 - iv. Where an external appeal has been sought before an LCBA internal process has not been completed, LCBA may terminate the internal investigation.

Privacy Policy

Le Cordon Bleu Australia (LCBA) is bound by the National Information Privacy Principles established in the Privacy Act 1988, hereby referred to as 'the Act'. This policy outlines how LCBA uses and manages personal information provided to or collected by it.

LCBA may from time to time, review and update this Privacy Policy to take into account of new laws and technology, changes to our operations and practices and to make sure it appropriate to the changing school environment.

DEFINITION OF PERSONAL INFORMATION

'Personal Information' as defined in the Act, 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 and opinion'.

COLLECTION OF PERSONAL INFORMATION

LCBA collects personal information lawfully and fairly, including sensitive information about:

- Students and parents and/or guardians
- Potential students
- Former students, graduates and alumni
- Staff members, volunteers and contractors
- Potential employers and industry partners
- Agents, school professionals and other people who come in contact with LCBA

LCBA endeavours to collect information that is up-to-date, relevant, complete and not collected in an unreasonably intrusive manner.

Personal information you provide: LCBA will generally collect personal information held about an individual by way of forms filled out by parents or students, in face to face meetings, during interviews, via telephone calls and Internet or email enquirers. On occasions, people other than parents and students provide personal information.

Personal information provided by other people: In some circumstances, LCBA may be provided with personal information about an individual from a third party, for example a report provided by a medical professional, an agent, another school or industry newsletter and journals.

USE OF PERSONAL INFORMATION

LCBA will use personal information it collects for the primary purpose of

- communicating with potential students, students and graduates, and potential employers and industry partners
- maintaining student records as per legislative requirements
- fulfilling legislative and regulatory requirements with respect to data collection and provision to government and regulatory bodies
- providing education and
- for such other purposes that are related and are reasonably expected or for which consent has been granted.

Students and parents: The purposes for which LCBA uses personal information of students and parents include:

- To keep students informed about matters related to them and their studies, through correspondence, newsletters and magazines
- Day to day administration of the college
- Looking after a student's educational, social and medical wellbeing
- Marketing for the school
- Satisfying our various legal obligations, particularly in the case of student welfare

LCBA may not be able to enrol or continue the enrolment of a student if necessary information about the student or parent is not provided as per the relevant LCBA forms.

Job applicants, staff members and contractors: In relation to personal information of job applicants, staff and contractors, LCBA's primary purpose of collection is to assess and (if success) to engage the applicant, staff member or contractor, to maintain adequate personnel and professional development records and to comply with statutory requirements.

The purposes for which LCBA uses personal information of job applicants, staff members and contractors include:

- Administering the individuals' employment or contract
- Satisfying insurance requirements
- Marketing for the school
- Satisfying the school's legal obligations

Agents, Teachers, Employers, Potential Employers and Industry Partners: LCBA maintains records of employers who accept students as part of the cooperative education process and vocational education professionals who partner LCBA to provide to students, quality advice and material to support career choice. Printed material of interest to prospective students and other promotional material distributed to education professionals and to industry partners to ensure that LCBA continues to be a quality learning environment engaged with industry.

LCBA publications such as newsletters and magazines, which include personal information and sometimes visual images, may be used.

DISCLOSURE OF PERSONAL INFORMATION

With consent, LCBA may disclose personal information, including sensitive information held about an individual to:

- Another LCBA school
- Government departments
- Medical practitioners
- Newspaper, newsletters and magazines
- Potential employers and industry partners
- Parents and guardians or
- Anyone else you authorise the school to disclose information to

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

DATA COLLECTIONS

LCBA is obliged under various legislative frameworks to collect and submit data to government and regulatory agencies pertaining to the provision of education services. Such data includes personal information concerning its students, staff, programs, third party arrangements and other operational matters. Such legislative frameworks include but are not restricted to the following:

- Higher Education Support Act (HESA)2003
- Tertiary Education Quality and Standards Agency (TEQSA)Act
- National Vocational and Education Training (VET) Regulator Act 2011
- Higher Education Standards Framework
- Vocational and Education Training (VET) Quality Framework
- Australian Qualifications Framework (AQF)
- Education Services for Overseas Students (ESOS) Act 2000, and related instruments
- The National Code of Practice

MANAGEMENT AND SECURITY OF PERSONAL INFORMATION:

LCBA staff must observe the confidentiality of personal information provided by students, parents and guardians as well as the privacy of individuals. LCBA has in place steps to protect the personal information LCBA holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

COMPUTER USAGE:

Computers are provided for LCBA students. While LCBA's interest is to prevent illicit, illegal and excessive usage, students should be aware that LCBA and/or its delivery partners will monitor usage with regards to the sites visited and the items down-loaded.

UPDATING INFORMATION:

LCBA endeavours to ensure that the personal information it holds is accurate, complete and up-to-date; LCBA may be required to seek updates regularly from students in respect to legislative requirements. A person may seek at any time to update their personal information held by LCBA; students will be advised during Orientation and via relevant Student Handbooks of current processes for updating details. Former students can enquire via the LCBA general email address: Australia@cordonbleu.edu

ACCESS TO PERSONAL INFORMATION:

An individual has the right to request access to any personal information which LCBA holds about them and to advise LCBA of any perceived inaccuracy. Such requests and enquiries can be directed to Australia@cordonbleu.edu. LCBA may require verification of identity prior to access to personal information. In some circumstances access may be denied. Such circumstances would include where release of the information would have an unreasonable impact on the privacy of others, or for health, safety or law enforcement reasons resulting in a breach of LCBA's duty of care to the student or other students.

ACCESS OR THIRD PARTIES TO PERSONAL INFORMATION:

Students may authorise their parents or other parties to have access to their details. Requests to access or amend any information that LCBA holds should be forwarded in writing to

Australia@cordonbleu.edu. Where the request for access to personal information has been made by a third party, LCBA will seek consent from the relevant student. Exceptions to the above are situations where for health and safety or law enforcement reasons disclosure of personal information is required.

CONSENT

Generally, LCBA will refer any requests for consent and notices in relation to the personal information of a student to the student alone. In such cases, information will not be released without specific approval from that student.

LCBA WEBSITE:

LCBA respects the right to privacy protection while using the LCBA website.

1. Collection and Use of Information

As a general policy, LCBA does not request or collect personally identifiable information, such as an individual's name, mailing address, or e-mail address on the Site. However, to obtain information about LCBA or to register on a mailing list, or to proceed with on-line application for a LCBA course, certain personally identifiable information as well as credit card information may be requested.

LCBA uses information management systems that retain student details as per Australian legislated requirements which require LCBA to request students to access and update details via online services. Such information will be collected and managed by LCBA with confidence as per this Privacy Policy.

Certain non-personal information may be recorded by the standard operation of LCBA's Internet servers. In order to help administer the LCBA site and enhance online experience, servers may gather information pertaining to the type of browser or operating system being used or the relevant IP address.

2. Links to Other Sites

The LCBA website offers links to several other Le Cordon Bleu and affiliated company product and service web sites. Such sites may collect personally identifiable information. The use of, and provision of personally identifiable information to, such other sites is subject to the Terms of Use and Privacy Policies of such other sites.

3. Security

Security for all personally identifiable information is important - LCBA strives to take reasonable technical measures to prevent loss or unintended use of information transmitted to LCBA at the time of collection or storage.

4. Use of Cookies

Cookies are pieces of information that a website transfers to an individual's computer hard drive for record keeping purposes. Cookies are not used by the LCBA website but may be used on other sites accessible from it.

5. Use of IP Addresses

An IP address is a number that is automatically assigned to a computer by an Internet provider whenever a user surfs the Web. Whenever pages are requested from the LCBA Site, LCBA servers log the related IP address.

LCBA collects IP addresses for the purposes of its system administration and to analyse the use of its Site. LCBA does not link IP addresses to any information that is personally identifiable, which means that an individual session will be logged, but remain anonymous.

LCBA may use an IP address in cooperation with an Internet service provider to identify an individual where it is necessary to enforce compliance with LCBA Terms of Use or to protect LCBA services and customers or as required by law.

6. Modification

LCBA reserves the right to modify or update this Privacy Policy at any time without notice, so individuals are encouraged to review it from time to time.

PUBLICATION OF THIS POLICY

This policy will be published on the Le Cordon Bleu Australia website as per <http://www.lecordonbleu.com.au/policies>.

FURTHER INFORMATION REGARDING THIS POLICY

Any queries in relation to the LCBA Privacy Policy should be directed to:

General Manager, Corporate and Finance

Le Cordon Bleu Australia Days Road, Regency Park, SA 5010

Ph: 61 8 8348 3000

Fax: 61 8 8346 3755

Email: Australia@cordobleu.edu

For further information regarding the Information Privacy Principles or the Privacy Act 1988 legislative requirements, please contact:

Privacy Commissioner

GPO Box 5218 Sydney NSW 2001

Telephone: (02) 9284 9800

Privacy Hotline: 1300 363 992

Email: privacy@privacy.gov.au

Web: www.privacy.gov.au

Fax: (02) 9284 9666

AMENDMENTS IN THIS VERSION:

- Definition of 'personal information' included
- Greater specification of LCBA obligations regarding regulatory data collections
- Publication information

Student Services Amenities Fee

WHAT IS THE SSAF?

The Student Services Amenities Fee (SSAF) is a fee charged by Universities and other Higher Education Providers as per the Higher Education Support Act 2003 legislation. Revenue raised by the fee funds the services provided by these education institutions for its students, such as academic, welfare and accommodation services. The Federal Government has strict rules and requirements of the institutions when charging an SSAF so as to ensure the money is spent as per the legislative intention.

WHO MUST PAY THE SSAF?

Le Cordon Bleu Australia (LCBA) students enrolled in the following programs will be required to pay a Student Services Amenities Fee (SSAF) for each subject studied at the City West campus of University of South Australia (UniSA):

- Master of Business Administration (International Hotel & Restaurant Management)
- Master of International Hospitality Management, or one of its embedded programs:
 - Graduate Diploma in International Hospitality Management
 - Graduate Certificate in International Hospitality Management
- Bachelor of Business (International Hotel Management)
- Bachelor of Business (International Restaurant Management)
- Bachelor of Business (Food Entrepreneurship)
- Bachelor of Business (Wine Entrepreneurship)

UniSA charges both domestic and international students with the exception of domestic students studying their programs external (off-campus). Please see “Who pays the SSAF?” table on <http://w3.unisa.edu.au/fees/ssaf/payment.asp#who>

HOW MUCH WILL STUDENTS BE CHARGED?

UniSA will charge LCBA as per the calculations indicated on their website under “Calculating your SSAF” on <http://w3.unisa.edu.au/fees/ssaf/payment.asp>

LCBA passes on this cost directly to students via invoices and / or Commonwealth Assistance Notifications (CANs). LCBA will issue invoices to students for each study period in which the SSAF is incurred. The invoice will be itemised with a clear payment due date. Payments received after the Census Date may incur a late payment administration fee of \$150.

CAN ELIGIBLE FEE-HELP STUDENTS DEFER THEIR SSAF PAYMENTS?

Yes, eligible students deferring their tuition fees via FEE-HELP are also eligible to defer their SSAF payments via SA-HELP. To apply, students must complete the Request for SA-HELP Assistance form available from either LCBA Student Services offices (Adelaide, Sydney) or from the LCBA Fee-HELP Administration Officer.

Completed forms must be received by the LCBA Fee-HELP Administrations Officer or the LCBA Student Services Office (Adelaide or Sydney) either on or before the LCBA Census Date of the study period to which the student is applying for assistance. Schedules featuring the LCBA Census Dates are published on the LCBA website (FEE-HELP information web page).

WHERE CAN I FIND MORE INFORMATION?

To find more information about UniSA charging the SSAF, please go to <http://w3.unisa.edu.au/fees/ssaf/payment.asp>

To find out more information about SA-HELP, please go to the SA-HELP section on the (Federal Government) Study Assist website.

To talk to someone at LCBA about the SSAF or SA HELP, please contact:

- LCBA Fee-HELP Administration Officer, Email: feehelp@cordobleu.edu or phone (08) 8348 3005

Or

- LCBA Student Services:

A) Adelaide: studentservicesadelaide@cordobleu.edu or phone (08) 8348 3000

B) Sydney: studentservicessydney@cordobleu.edu or phone (02) 8878 3100

Student Behaviour and Termination

POLICY

Students enrolled with Le Cordon Bleu Australia are required to act and behave in a courteous, sensitive, considerate and orderly manner at all times when engaged in Le Cordon Bleu Australia program activities, including Professional Experience, excursions and other off-campus activities.

Behaviour which may hinder the academic progress or work performance of others is not acceptable.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

Students have a responsibility to respect the rights of others, respect difference and diversity and to respect people's rights to privacy and confidentiality.

Students must take reasonable care to protect their own health and safety and the health and safety of others engaged in Le Cordon Bleu program activities and others in the workplace while on Professional Experience.

Students have the right to expect professional behaviour from all persons acting on behalf of Le Cordon Bleu Australia.

Students must arrive on time for any Le Cordon Bleu program related activity, including for work during Professional Experience, and observe any class or institution or workplace rules and conditions, or behaviour guidelines or reasonable directive set out by authorised staff of Le Cordon Bleu Australia, its delivery partners or Professional Experience workplace.

The following definitions of misconduct apply to all activities and experiences which relate to the undertaking of Le Cordon Bleu Australia programs, including on campus activities, official off campus activities and Professional Experience.

Misconduct includes:

- any conduct which impairs the reasonable freedom of other persons to pursue their studies, research, duties, lawful activities, or to participate in student life or program requirements
- wilful disobedience of a reasonable direction from authorised staff of Le Cordon Bleu Australia, its delivery partners, Professional Experience workplace or relevant government agency
- acting dishonestly or unfairly in connection with any examination conducted by Le Cordon Bleu Australia or its delivery partners or the preparation or presentation or any essay, exercise or thesis, or failing to comply with the requirements of a supervisor of any examination
- assaulting, attempting to assault or threatening a person while on the premises of Le Cordon Bleu Australia or its delivery partners or in the workplace while on Professional Experience
- disobeying or failing to observe any provision of any rule set out by Le Cordon Bleu Australia, its delivery partners, the Professional Experience employer or relevant government agency
- divulging any confidential information relating to any matter relating to Le Cordon Bleu Australia, its delivery partners or the Professional Experience employer
- entering any place within the premises of Le Cordon Bleu Australia, its delivery partners or the Professional Experience employer which the student is forbidden to enter by an authorised officer

- failing to leave any building or part of a building of Le Cordon Bleu Australia, its delivery partners or Professional Experience employer forthwith upon being directed by an authorised officer
- intimidating, obstructing, disturbing, delaying or influencing improperly, or attempting to do so, any disciplinary enquiry set up or any member of any such disciplinary enquiry or any witness who is appearing or who has been called to appear before any such enquiry
- wilfully damaging or wrongfully dealing with any property of or on the premises of Le Cordon Bleu Australia, its delivery partners or Professional Experience employer
- wilfully obstructing or attempting to deter any officer or employee of the Le Cordon Bleu Australia, its delivery partners or Professional Experience employer in the performance of his or her duties
- wilfully obstructing any learning, teaching or research activity, examination or official meeting or proceeding of Le Cordon Bleu Australia, its delivery partners or Professional Experience employer
- engaging in any conduct likely to bring Le Cordon Bleu Australia, its delivery partners or Professional Experience employer into disrepute
- repeated inappropriate use of electronic mail/internet access.

PROCEDURE

1. Where a matter is not satisfactorily resolved at a local Stage, and with respect to the principles of natural justice, fairness and confidentiality, it may be referred in writing by the relevant LCBA staff member or a member of a partner institution to the General Manager of Le Cordon Bleu Australia.
2. Within 5 days of becoming aware of the possible case of Misconduct, the General Manager or delegate will contact the student in writing suspected of, or identified as having committed misconduct. Such written contact will include the details of the claim of misconduct and will extend an opportunity for the student to correct information, explain any mitigating circumstances and make a submission regarding any actions indicated by Le Cordon Bleu Australia as outlined in the written correspondence.
3. The General Manager may immediately suspend the student for a period of up to 20 days where the misconduct threatens the safety and welfare of the student, other students and/or staff of Le Cordon Bleu Australia and/or its partner institutes. Such action will necessitate an immediate investigation into the report of misconduct and a resolution as soon as possible.
4. The student may be required to attend an interview with the General Manager; students may wish to be accompanied for any interviews or meetings to discuss claims of misconduct. Any legal representation must be advised to the General Manager at least 3 business days in advance of the interview.
5. Following an investigation of the claim, the General Manager will notify the student in writing of the decision, any actions to be taken by Le Cordon Bleu Australia, consequences and the internal appeals process.
6. Any appeal of decisions and/or actions taken by Le Cordon Bleu Australia with respects to this policy will be conducted as per the General Complaints and Appeals Policy. The student(s) will have 20 days to lodge an appeal. If no appeal is lodged or if the appeal process does not overturn the decision of the General Manager, the original decision will be final. If the decision of the General Manager is overturned the new decision will be final.
7. Where a student is found guilty of misconduct, except where the action/behaviour relates to a criminal matter such as violence, sustained harassment or serious theft or property damage, the student will receive one written warning, a copy of which will be kept on the student's file.
8. Each separate report of misconduct will be investigated and considered separately within Le Cordon Bleu Australia's policies and procedures. Previous records of misconduct will not be considered during investigations of additional reports of misconduct but may be considered

where further misconduct has been proven. Therefore prior written warnings or other actions may result in Le Cordon Bleu Australia taking stronger courses of action such as suspension or cancellation of enrolment. Each decision made and/or action taken by Le Cordon Bleu Australia with respect to this policy is subject to the processes as outlined in the General Complaints and Appeals Policy.

9. Where it has been determined that an action/behaviour relates to a criminal behaviour such as violence, sustained harassment, theft or property damage or other such illegal misconduct, the student will be immediately suspended or expelled from the program. Le Cordon Bleu Australia may also pursue civil or criminal proceedings against a student in respect of federal and state legislation. Where an overseas student is suspended or expelled from a program, the Department of Immigration and Border Protection (DIBP) will be advised.
10. Police and/or other external authorities may take action against the student regarding the misconduct separately to Le Cordon Bleu Australia.

Student Contact Details

It is the responsibility of each student to ensure the accuracy and currency of their contact details held by Le Cordon Bleu Australia. Each time any of these details change, the student must inform Le Cordon Bleu Australia.

Le Cordon Bleu Australia shall ensure that a student's current address, phone and mobile phone numbers and personal email address as notified by the student are recorded and used as contact details for official Le Cordon Bleu Australia information and notifications.

This information will be used to communicate with the student throughout their program of study.

Students should advise Le Cordon Bleu Australia of a change in their contact details via the student portal at www.lecordonbleu.com.au and look for this icon:



If you have trouble logging in, please contact Student Services via email at StudentServicesAdelaide@cordonbleu.edu

Note to Student Visa Holders:

Under Student Visa Condition 8533, the education provider, Le Cordon Bleu Australia, must be kept informed at all times of the student visa holder's residential address.

You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia.

You **must** notify your education provider of any change in your residential address within 7 days of the change.

You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Student Dress Code

POLICY

All Le Cordon Bleu Australia students are expected to present themselves in a professional manner while enrolled in the Le Cordon Bleu Australia programs.

Students will be informed of the specific uniform and dress code requirements for their program at the start of their program.

Students must abide by the specified uniform and dress code requirements.

While on Professional Experience students will abide by the dress code and uniform requirements specified for that workplace and their duties.

Non-compliance with these specified requirements may result in penalties under the Student Behaviour and Termination policy.

Students are required to wear the following business attire while waiting for their official uniform:

- White business shirt
- Black pants or (for females only) knee length or long black skirt
- Appropriate black shoes (closed-in, non-slip, leather upper, low to moderate heel)
- Black socks with pants only, or stockings with skirt.

Where students are not required to wear a uniform, they are expected to maintain suitable personal presentation and grooming, and abide by any dress code set by the organisation on whose premises they are working or studying.

Hair:

- Neatly combed, conservatively styled
- If long, tied or pinned up, away from the face, conservatively styled, with navy hair ties only.

Hands:

- Clean and well-trimmed, manicured nails (nails should not protrude over the fingertip)
- No nail polish.

Face:

- Clean shaven or well-trimmed beard/ moustache
- Discreet make-up.

Clothes:

- Neatly pressed
- Clean and well presented.

Jewellery:

- No exposed jewellery
- No facial jewellery
- No visible piercings.

Fragrance:

- Avoid highly perfumed aftershave, perfumes, colognes or deodorants.

All Le Cordon Bleu Australia Stage 1 - 4 Bachelor of Business students are required to wear a uniform (details following) while on campus at Regency Campus. Stage 5 students should wear business attire (as described below) for classes on Regency Campus. Business attire must be worn until such time as the uniform is provided.

On Campus includes all classrooms, campus grounds, Administration office. Lecturers may vary this requirement whilst students are in class, but students must be in full uniform during breaks and all other times whilst on campus.

Full uniform requirements as outlined below may be amended from time to time.

Extreme weather conditions may require modifications to the uniform policy from time to time. Students will be advised of the variation when this occurs.

All Le Cordon Bleu staff members have the right and obligation to enforce this policy and report any non-compliance directly to the Educational Manager at Regency. Students who are asked for the second time to comply with this requirement will be dealt with under the Student Behaviour and Termination Policy.

Uniform Requirements

- Chefs' uniform to be worn in kitchen only.
- Full uniform to be worn on campus and outside of kitchen.
- Chef's uniform cannot be worn anywhere outside of kitchen, including while travelling to Regency Campus.

Students will need to adhere to Occupational, Health and Safety requirements (eg Fire risk) as they relate to religious headwear. This may require the removal in full or covering of the headwear with appropriate garments such as fire resistant material(s).

It is expected that clothing will be clean and pressed at all times, that shoes will be kept polished and that hosiery will be free from holes at all times.

Students are required to obtain and wear the uniforms described below, at all times while on campus or when attending off campus activities as part of their educational program.

Failure to wear full uniform required for each situation, may lead to exclusion from class or other disciplinary action.

Business Attire

- White shirt
- Black pants, black belt or black skirt (at least knee length)
- Black shoes (closed-in, non-slip, leather upper, low heel)
- Black socks with trousers and stockings (not tights) with skirt.

Full Uniform - Kitchen

- Le Cordon Bleu white chef's jacket
- Chequered Chef's trousers
- Blue neckerchief
- Appropriate black shoes
- White apron
- Hair net
- Chef's hat
- Le Cordon Bleu name badge
- Approved safety shoes need to be worn in the kitchen at all times (full leather, with a non-slip, salt and acid resistant sole).

Full Uniform - Restaurant

- Long sleeve white shirt with firm collar
- Le Cordon Bleu skirt (females only) or trousers
- Le Cordon Bleu tie
- Le Cordon Bleu jumper
- Stockings (not tights) with skirt
- Black socks with trousers
- Appropriate black shoes
- Le Cordon Bleu name badge
- Waiter's friend
- Enclosed black shoes, laced or slip on (no velcro) or (females only) full court shoe, no sling backs, low heel or flat.

Full Uniform – Non-kitchen/non-restaurant Classes

- Long sleeve white shirt with firm collar
- Le Cordon Bleu skirt (Females only) or trousers
- Le Cordon Bleu tie
- Le Cordon Bleu blazer
- Le Cordon Bleu jumper
- Stockings (not tights) with skirt
- Black socks with trousers
- Appropriate black shoes
- Le Cordon Bleu name badge
- Enclosed black shoes, laced or slip on (no velcro) or (females only) full court shoe, no sling backs, low heel or flat.

Adjustments to uniform may be at the discretion of individual lecturers due to the physical/practical aspects of class activities.

Statement of Tuition Assurance – Domestic Students

Under the provisions of the *Higher Education Support Act 2003* (HESA) and the associated Higher Education Provider Guidelines, Le Cordon Bleu Australia Pty Ltd, or LCBA, (the First Provider) is required to provide a tuition assurance arrangement for persons, other than overseas students¹, who are enrolled in higher education courses it offers. This requirement is to protect students in the event that LCBA ceases to provide a course of study in which a student is enrolled.²

In the event that LCBA ceases to provide a course of study in which a student is enrolled, the student is entitled to a choice of:

a) an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the “Course Assurance Option”);

OR

b) a refund of his or her up-front payments for any unit of study that the student commences but does not complete because LCBA ceases to provide the course of study of which the unit forms part (this is known as the “Student Contribution/Tuition Fee Repayment Option”)

LCBA has met the tuition assurance requirements of the HESA through its current membership of the ACPET Tuition Assurance Scheme. This membership includes cover for all courses of study for all students. Contact details for ACPET Tuition Assurance Scheme are:

ACPET TAS

Australian Council for Private Education and Training ACN 054 953 758

Suite 101, Level 1, 126 Wellington Parade

East Melbourne, Vic 3002

PO Box 551, East Melbourne, Vic 8002

Ph: (03) 9416 1355

Fax: (03) 9416 1895

<http://www.acpet.edu.au/>

email: acpet@acpet.edu.au

¹ ESOS Act (2000) Part 1, section 5, defines an overseas student as “a person (whether within or outside Australia) who holds a student visa”

² The meaning of “ceasing to provide a course of study” is set out in the HEP Guidelines in section 2.1.25, 2.1.30 and 2.1.31. The HEP Guidelines can be downloaded from <http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200510176?OpenDocument>

If Le Cordon Bleu Australia Pty Ltd ceases to provide a course of study, ACPET Tuition Assurance Scheme will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET Tuition Assurance Scheme of the choice they have made for each affected unit. ACPET Tuition Assurance Scheme will provide this Offer within twenty Business Days after it knows, or should now by reasonable enquiries that the Le Cordon Bleu Australia Pty Ltd has ceased to provide the course or study.

A student may choose either:

The Course Assurance Option:

Under the course assurance option, a student will be offered a place in a similar course of study by ACPET Tuition Assurance Scheme. If the student accepts this option, ACPET Tuition Assurance Scheme will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the similar course of study. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any student contribution or tuition fee for any replacement units (that is, units that the student had commenced but not completed because the course ceased to be offered). A student will receive full credit from the Second Provider for any units of study successfully completed at Le Cordon Bleu Australia Pty Ltd.

The Second Provider nominated by ACPET Tuition Assurance Scheme may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study the Le Cordon Bleu Australia Pty Ltd ceased to provide but which the student had not yet started studying.

A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET Tuition Assurance Scheme under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with the Le Cordon Bleu Australia Pty Ltd or to offer replacement/s unit free of charge.

OR

The Student Contribution/Tuition Fee Repayment Option

Under the Student Contribution/Tuition Fee Repayment Option, ACPET Tuition Assurance Scheme undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed because the course ceased to be offered. Students selecting this option will also have their SLE or FEE-HELP balance/s re-credited for the uncompleted units.

Publication

This Statement of Tuition Assurance will be made public to students on Le Cordon Bleu Australia's website at:

www.lecordonbleu.com.au/adelaide/policies
www.lecordonbleu.com.au/sydney/policies

Le Cordon Bleu Australia will also advise students about where the Statement of Tuition Assurance may be obtained from as part of their enrolment information.

Statement of Tuition Assurance – Overseas Students

Under the provisions of the *Education Services for Overseas Students Act 2000* (ESOS Act 2000) and its associated amendments, Le Cordon Bleu Australia Pty Ltd, or LCBA, is required to provide a tuition assurance arrangement in education courses it offers for an enrolled Overseas Student¹. This requirement is to protect students in the unlikely event of provider default, which means if LCBA ceases to provide a course of study in which Overseas Students are enrolled².

In the event that LCBA ceases to provide a course of study in which a student is enrolled, the student is entitled to a choice of:

a) an offer of a place in another LCBA course of study in which the student meets all entry requirements but may be required to pay any difference in fees

OR

b) an opportunity to apply for a similar course of study with another provider for which the student meets all entry requirements and there is no cost disadvantage for the student;

OR

c) a refund of the unexpended portion of pre-paid tuition fees paid ie refunds for that portion of tuition for which the student has paid but not yet received.

LCBA aims to meet the tuition assurance requirements of the ESOS Act 2000 and its amendments through its compliance with the Tuition Protection Service (TPS). If Le Cordon Bleu Australia Pty Ltd ceases to provide a course of study, LCBA must fulfill its obligations to affected students within 14 business days³. If LCBA does not complete its obligations, the TPS Director will facilitate access for the affected students to course placements as per options above.

What is the TPS?

The TPS is designed to help Overseas Students find a replacement course quickly via an online placement service operated by the Australian Government. TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative placement options. A more direct relationship in placements between affected students and prospective providers should lead to a more efficient and effective outcome for students and the sector as a whole. Students should also

benefit from more timely placements, or refunds where necessary, and a smoother transition to new providers.

More Information:

For more information regarding how the Tuition Protection Service (TPS) works for Overseas Students, please check the Australian Government website of <https://tps.gov.au/Information/Students/How>

or alternatively read the Australian Government flyer at: <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSSStudentBrochure03.pdf>

¹ ESOS Act (2000) Part 1, section 5, defines an overseas student as “a person (whether within or outside Australia) who holds a student visa”

² A more detailed definition of “Provider default” has been provided in the ESOS Legislation Amendment (TPS and Other Measures) Act 2012 under Schedule 1, Division 2, Subdivision A, section 46A ‘When a registered provider defaults’

³ Students may be required to notify LCBA of his or her choice within 5 business days so that LCBA can meet its obligations including notifications to the relevant Minister for Higher Education.

Publication

This Statement of Tuition Assurance will be made public to students on Le Cordon Bleu Australia's website at:

www.lecordonbleu.com.au/adelaide/policies

www.lecordonbleu.com.au/sydney/policies

Le Cordon Bleu Australia will also advise students about where the Statement of Tuition Assurance may be obtained from as part of their enrolment information.

Transfer between Registered Providers

- *Student Visa Holders*

Description

Policy regarding students who apply to transfer to or from another Registered Provider before / within 6 months of commencement of their principal program (as per National Code of Practice (2007) Standard 7).

1. Overview

1.1. ESOS requirements for International Students:

Standard 7 of the National Code of Practice (2007) outlines the requirement for providers to implement policy and procedures for when students apply to transfer between registered providers before or within 6 months of commencement of their principal program.

2. Purpose

Le Cordon Bleu Australia (LCBA) is committed to ensuring compliance with Australian Government legislation, especially in regards to the welfare of all students enrolled. The purpose of this policy is to provide guidance with respect to Standard 7 of the National Code of Practice (2007) regarding Transfer between Registered Providers.

3. Policy

3.1. Accepting students from another Registered Provider (Admissions)

3.1.1. Applications for LCBA programs cannot be accepted where the applicant has not completed the required 6 months in their principal course with another Registered Provider. The exceptions to this ESOS obligation are where:

3.1.1.1. the student has provided a Letter of Release from their principal course with another Registered Provider.

3.1.1.2. the student is applying to commence an LCBA program with a start date after the applicant has completed 6 months in their principal course with another Registered Provider.

3.1.1.3. the original Registered Provider has ceased to be registered and/or the course has ceased to be registered on CRICOS.

3.1.1.4. the original Registered Provider has had sanctions imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing in his / her principal course;

3.1.1.5. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change of enrolment; or,

3.1.1.6. the applicant is no longer on a Student Visa and therefore does not fall under the requirements of Standard 7.

3.1.2. Where an applicant seeks to transfer to an LCBA program in a different state, this is still technically considered as transferring between Registered Providers – each state where LCBA delivers has a different CRICOS registration number. Therefore the applicant will be required to complete appropriate internal documentation (ie an Application to Transfer).

3.2. LCBA applicant / student applies to transfer to another Registered Provider (Admissions or Student Services)

3.2.1. Where applicants have signed an Acceptance of Offer for an LCBA program, they will be considered as “enrolled”. Where these applicants seek to Withdraw from their LCBA program prior to commencement of the program, they must apply via the Admissions Department.

3.2.2. Students who have commenced their program on-campus and wish to Withdraw within 6 months of commencement must apply to the relevant Student Services Department.

3.2.3. Any application to withdraw from an LCBA program and transfer to another Registered Provider must include:

3.2.3.1. a Letter of Offer from the next Registered Provider;

3.2.3.2. a completed Application to Withdraw from Studies form as per the LCBA Withdrawal from Studies policy and procedures; and,

3.2.3.3. written evidence from an applicant's parent or guardian in support of the transfer to the next Registered Provider & program where the applicant is under the age of 18 years (for Student Visa holders and non-Student Visa holders). Article 3.3 below provides additional information regarding requirements for U18 enrolments.

3.2.4. The relevant Admissions Officer or Student Services Officer will:

3.2.4.1. acknowledge receipt of the Letter of Offer & completed Application to Withdraw form within 5 working days and notify the applicant where any additional information or documentation is required for processing purposes;

3.2.4.2. process the application to Transfer to another Registered Provider within 14 days of all information obtained;

3.2.4.3. consider each case in respect to article 3.4 (below) "Grounds for Approving or Refusing to issue a Letter of Release";

3.2.4.4. notify the applicant in writing within 14 days of all information obtained of the outcome of the application with an explanation for the approval or refusal of the application to Transfer to another Registered Provider

3.2.4.4.1. Where an application has been approved, a Letter of Release will be issued.

3.2.4.4.2. Where an applicant has been refused, details regarding how to appeal the decision must be provided with the written response, and;

3.2.4.5. keep a documented record in the student's file regarding the application for Letter of Release, written response to the applicant and any other correspondence regarding this matter.

3.3. U18 (Younger Overseas Students) and Standard 5 requirements

3.3.1. Where LCBA has accepted the responsibility for the accommodation, welfare and support for, and thus enrolled, a Younger Overseas Student, Standard 5 of the National Code of Practice (2007) will apply. If an U18 Student Visa holder applies to withdraw from an LCBA program before or within 6 months of the program start date, the application to Transfer to another Registered Provider must also include:

3.3.1.1. written evidence that the student's parent or guardian supports the transfer to the next Registered Provider & program; and,

3.3.1.2. written confirmation that the new Registered Provider will accept responsibility for the accommodation, welfare and support arrangements, as per Standard 5 of the National Code of Practice (2007). The period nominated by the new Registered Provider must be until the applicant turns 18 years of age or the length of the eCoE period plus 7 days after the program expiration date.

3.4. Grounds for Approving or Refusing to issue a Letter of Release

3.4.1. LCBA will provide a Letter of Release (free of charge) in situations where:

3.4.1.1. the student has a valid enrolment offer from the receiving Registered Provider and LCBA deems there are reasonable grounds for the transfer;

3.4.1.2. the safety and welfare of the student pre-transfer is at risk and therefore Transfer to another Registered Provider is in the best interests of the student;

3.4.1.3. a government sponsor deems that the transfer is in the best interest of the student and has provided written support for the change of enrolment;

3.4.1.4. LCBA has had sanctions placed against its registration as a CRICOS Provider by the Australian government or state or territory government or the CRICOS registration of the LCBA program has been revoked in which case the student is unable to continue in his / her program; or,

3.4.1.5. an appeal (internal or external) against initial refusal of Transfer to another Registered Provider results in support for the student's request.

3.4.2. LCBA will not provide Letters of Release where

3.4.2.1. a student is in financial debt to LCBA – outstanding fees must be paid before a Letter of Release will be issued;

3.4.2.2. LCBA deems there is a safety and/or welfare risk to the student post-transfer should such a request to transfer to another Registered Provider be approved;

3.4.2.3. in the case of an U18 student, conditions under article 3.3 above have not been met by the applicant;

3.4.2.4. a government sponsor deems that the transfer is not in the best interest of the student and has provided written support against the change of enrolment; or

3.4.2.5. none of the reasons supplied in article 3.4.1 have been determined in the application process.

3.5. Refunds for approved Transfer to another Registered Provider

3.5.1. Where an application to transfer to another Registered Provider has been approved and the applicant elects to apply for a refund, the applicant will be required to complete an application (which will be processed) as per the LCBA Fees, Refunds and Conditions policy.

3.6. Appeals process

3.6.1. Where an applicant elects to lodge an appeal against an LCBA decision to refuse a transfer to another Registered Provider, the applicant is required to lodge their appeal in writing within 20 working days of notification of the outcome as per the General Complaints and Appeals policy.

3.6.2. An internal appeal will be heard only on the grounds that:

3.6.2.1. LCBA staff have not followed policy or procedure whilst processing an application to Transfer to another Registered Provider; or

3.6.2.2. additional information can be added to the original application for Transfer to another Registered Provider which meets requirements as per article 3.4.1 above. In this case, the appeal will be considered as a new application and will be processed by the relevant Department.

3.6.3. Any appeal lodged will be acknowledged to the applicant within 10 working days of receipt of the application by the relevant LCBA staff member in accordance to the General Complaints and Appeals policy.

3.6.4. The outcome of the appeal will be notified in writing to the applicant with an explanation of the decision made. In the case where an appeal has not been successful, details regarding further appeal options will accompany the outcome of the original appeal.

4. Related Internal Procedures

4.1. Le Cordon Bleu Australia Admissions Procedures

4.2. Fees, Refunds & Conditions policy

4.3. Deferral, Withdrawal, Suspension and Cancellation Policy

4.4. General Complaints and Appeals Process

LCBA Policies can be found at www.lecordonbleu.com.au/policies

5. Related Forms

5.1. Le Cordon Bleu Australia Application form

5.2. Le Cordon Bleu Australia Application for Leave of Absence, Deferment or Withdrawal form

5.3. Le Cordon Bleu Australia Application for Refund form

All forms can be requested from Student Services offices or via Australia@cordobleu.edu

Academic Progress

POLICY

Le Cordon Bleu monitors the academic performance and attendance of international students in accordance with the ESOS Act / National Code of Practice (2007). Where students are identified as at risk of poor performance intervention strategies will be implemented. Where students have been identified and intervention strategies have been documented and implemented but poor performance continues, the student, on the recommendation of the Academic Director or nominee, may have their enrolment terminated on the grounds of Unsatisfactory Academic Progress.

Student Visa holders deemed to have Unsatisfactory Academic Progress will be reported to Department of Immigration and Border Protection (DIBP) via Provider Registration and International Student Management System (PRISMS) once all appeals processes have been exhausted.

In line with the Assessment policy, students may be eligible to repeat failed subjects no more than twice.

All intervention strategies, warnings of Unsatisfactory Academic Progress and other communication regarding such matters will be provided to the student in writing. Any appeal will be required to be submitted as per the LCBA Academic Appeals policy within 20 working days of receiving written notice.

ACCELERATED STAGE 5

The Bachelor of Business programs are 3 year degrees: Stages 1 – 4 each require 6 months' study and Stage 5 normally requires 1 year's study. However, the degrees have been designed to enable them to be completed within 2.5 years, through the final Stage (Stage 5) being undertaken in 6 months (accelerated mode). Students wishing to complete the final Stage in accelerated mode in 6 months instead of the normal 12 months must meet the following conditions:

- Have no outstanding subjects to be completed (either not yet attempted, or to be repeated) from Stage 1 – 4
- Have submitted and had marked all assessment requirements for all previous subjects (Stages 1 – 4)
- Have gained a minimum Grade Point Average (GPA) of 4.5 for all subjects in Stages 1 – 3; students' Stage 4 results will not be known at the time the application decisions are made. (See GPA table at end of this policy).

Le Cordon Bleu Australia will make these conditions clear to potential students in marketing materials, at the time of their application and to accepted students at Orientation. Students wishing to undertake an accelerated Stage 5 should indicate this to Le Cordon Bleu Student Services during the re-enrolment process prior to commencing Stage 5 studies.

UNSATISFACTORY ACADEMIC PROGRESS

A student will be required to Show Cause why their enrolment should not be terminated to the Academic Director when:

- A subject has been failed on 3 attempts
- 50% or more of subjects across two consecutive semesters of theory subjects (ie Stages 1,3 and/or 5) have fail grades, or
- Continued enrolment is contrary to a provided Intervention Strategy

PROCEDURE

Each student's progress will be reviewed on the basis of results confirmed by the Academic Committee, or its equivalent, at the end of each semester or term (depending on the program).

Any student who has failed 50% or more of the subjects or units of competency in which they are enrolled in any one semester or term (depending on the program), will be required to meet with the Academic Director, or nominee, of Le Cordon Bleu Australia's Academic Services unit to identify reasons for poor progress and to consider options for continuing participation in the Le Cordon Bleu program. An Intervention Strategy will be provided for that student to reduce the risk of Unsatisfactory Academic Progress.

Options presented to students at risk will take account of previous attempts at the same subject or units of competency, attendance, feedback from lecturers and the Program Manager, and information provided by the student in support of his or her continuation in the program. Participation in previous intervention strategies by the student will also be considered.

Following any subsequent investigations and meeting individually with a student at risk and/or with Unsatisfactory Academic Progress, the Academic Director will determine whether the student will be allowed to continue his or her enrolment. Where appropriate, the Academic Director may recommend continuation of enrolment but with a modified program designed to assist the student to manage his or her studies and attendance more effectively.

The Academic Director's decision regarding continued enrolment will be communicated to the student in writing and of his or her right to appeal. Student Visa Holders will be advised of the obligations on Le Cordon Bleu Australia to notify DIBP of Unsatisfactory Academic Progress and that the student will have 20 working days to lodge an appeal. Any reporting to DIBP will be withheld until all avenues of appeal have been exhausted as per the LCBA Academic Appeals policy.

All affected staff will be advised of the outcome of academic progress counselling with students at risk, whether this be continued enrolment with support, or termination of enrolment.

Documentation relating to this process, including decisions made and copies of communications with the student will be kept on the student's file.

Appeals

Students are able to appeal any decision made by the Academic Director regarding continued enrolment; appeals must be submitted within 20 working days and as per the LCBA Academic Appeals Policy.

Where a student initiates an appeal against their final grades, the Academic Director will take account of the outcome of this appeal and will not finalise his or her decision until the appeal process is complete. (See Academic Appeals policy)

If the student's appeal against Unsatisfactory Academic Progress is upheld, the Academic Director's decision will be overturned and, if necessary, a further meeting between the student and the Academic Director will be held to determine further intervention strategies.

If no appeal is lodged, or if the appeal is unsuccessful, the decision of the Academic Director will be final.

Reporting to DIBP

Where the result of this process is that the student's enrolment is terminated and the student holds a student visa, DIBP will be advised via PRISMS.

Where the result of this process requires a new Confirmation of Enrolment to be generated, this will be done by the Registrar or delegate, and DIBP will be advised through PRISMS. A copy of the new Confirmation of Enrolment will be provided to the student to present to DIBP and a second copy will be retained on the student's file.

GRADE POINT AVERAGE WEIGHTING SYSTEM (GPA)

Grade Point Average Weighting System		
Grade Description	Grade	Grade Point Weighting
High distinction	HD	7
Distinction	D	6
Credit	C	5
Pass 1	P1	4.5
Pass 2	P2	4
Fail	F	1.5
Conceded pass	CP	3
Status	S	NA
Unclassified Result	UC	NA
Non-graded pass	NGP	4
Withdrawn Failed	WDF	1.5
Withdrawn Not Failed	WDNF	NA

Learning Support

POLICY

Le Cordon Bleu Australia provides access to language and learning support through its various partner institutions. Each partner institution has specialist staff dedicated to supporting students' learning.

Specific English proficiency entry requirements are advertised in the prospectus for all Le Cordon Bleu Australia programs. Students can expect that English language proficiency will be assessed at the start of a program. A student who does not achieve the required minimum standard when assessed on commencement will be required to undertake specific English language support programs, regardless of whether the student has provided documented evidence of having met the minimum IELTS standards.

Where deemed necessary by the Academic Director, students may be required to defer or reschedule their Le Cordon Bleu Australia program to undertake such English language support if a full-time English language course is assessed as being the most appropriate option.

PROCEDURE

Students are asked to declare any disabilities or impairments or learning support needs on their initial application form. Once specific learning and support needs are assessed, where possible, an appropriate support plan is developed and, if the plan is agreed to by the student, the enrolment is processed, relevant staff members are alerted to the student's requirements and the support plan is implemented.

Where LCBA or a partner institution identifies after commencement that a student requires support the student and authorised staff will attempt to develop an appropriate support plan and once this is agreed to by the student, it is implemented.

In all cases where a support plan is required, specialist advice, for example learning skills, language skills or medical advice, will be sought as required, to inform decision making.

The student for whom a support plan is being developed may be required to temporarily suspend participation in some or all classes or other program related activities where this is deemed appropriate for safety reasons, based on specialist advice.

Le Cordon Bleu Australia assesses student's language skills in an initial assessment session at the beginning of each program. These results are collated and students at risk of poor academic progress are identified.

All students' academic and classroom performance is monitored and lecturers are required to identify any student whose behaviour or academic performance indicates they may be at risk of poor academic progress.

All at risk students are counselled and Le Cordon Bleu will seek to develop a plan, negotiated with each student, for monitoring and support.

Possible actions for support include, but are not limited to:

- referral to English language courses
- referral for individual personal, financial or academic counselling
- individual or small group tutorial support
- individual or small group study plans
- additional resources, including but not limited to video/DVDs, texts, workbooks
- workshops on particular topics, including but not limited to:
 - numeracy skills
 - writing for academic purposes
 - reading for academic purposes
 - study skills
 - essay writing
 - report writing
 - plagiarism
 - assessment
 - presentation skills

The Academic Director must be notified of students identified as at risk and of the strategies implemented to support these students. A copy of these strategies must be placed on the student file.

Attendance

POLICY

Le Cordon Bleu recognises the critical link between attendance and academic progress.

Le Cordon Bleu Australia will monitor the academic performance and attendance of all Le Cordon Bleu Australia students.

Non-attendance is a factor considered by LCBA during appeals and complaints investigations.

A Le Cordon Bleu Australia student is expected to be punctual and attend all scheduled lessons, seminars, practical classes, demonstrations, professional visits, excursions and other scheduled activities, unless attendance is specifically declared optional or a special exemption or leave of absence is approved by the Program Manager or the Academic Director and recorded in the student's file. All Le Cordon Bleu Australia students are expected to be punctual and attend all scheduled/rostered hours of work assigned while on Professional Experience.

100% attendance is a requirement of every Le Cordon Bleu Australia course and program. Students who are unable to attend as a result of injury, illness, or other emergency or unforeseen circumstance, must provide documentary evidence supporting the reason for their absence.

Late arrival to scheduled classes or activities and early departure from scheduled classes or activities will be noted and taken into account when considering overall attendance.

Students who are late for a scheduled class may not be admitted to that class until after a scheduled break or at a time when minimal disruption will be caused to other members of the class.

All attendance records, including a pattern of lateness or early departure will be taken into consideration when determining satisfactory academic progress.

Attendance or non-attendance will be documented for each class, and reviewed regularly by Le Cordon Bleu Australia's delivery partners with a view to early identification of significant absences, and appropriate consequential counselling.

Records of attendance from each of Le Cordon Bleu Australia's delivery partners, will be collated and reviewed on a regular basis with a view to early identification of significant absences, and appropriate consequential counselling.

Where students have been identified and intervention strategies have been documented and implemented but poor attendance continues, the student, on the recommendation of the Academic Director or delegate, may be required to terminate their enrolment.

Special exemptions and leave of absence will be approved on a case by case basis where non-attendance is demonstrated not to have a significant effect on academic progress and where there is sufficient evidence of the exemption or leave being justified on compassionate or medical grounds. Special exemptions will generally apply to specific scheduled activities and generally to not more than two consecutive activities. Leave of absence will generally apply to periods of not more than 3 weeks.

PROCEDURE

If a student is unable to attend scheduled lessons, seminars, practical classes, demonstrations, professional visits, excursions and other scheduled activities, the student must notify Le Cordon Bleu Australia or the designated Program Administrator of the expected duration of the absence and its causes, prior to commencement of the relevant classes/sessions.

Where it is not possible to do so before the absence, the student must provide details and documentary proof of the reasons for the absence as soon as possible after the commencement of the absence and no later than 24 hours before their return to scheduled classes/activities.

In the workplace, while on Professional Experience, students must advise the designated person within their workplace of their absence and provide documentary proof of the reason for the absence prior to, or if not possible, immediately on return from, the absence.

Students who arrive late for or leave early from a scheduled class or activity as a result of meeting with, or undertaking an activity on behalf of, an authorised officer of Le Cordon Bleu Australia or its delivery partners, must produce proof of the reason for absence. The authorised officer of Le Cordon Bleu Australia or its delivery partners, responsible for the lateness must fill in and sign the approved form.

Where proof is not provided the lecturer will note the time missed in the approved manner.

Time missed due to a student not returning to class after a scheduled break will be noted, in the approved manner, unless prior approval has been given by the lecturer or Program Manager.

Attendance records will be collated and reviewed regularly by the Registrar or delegate.

Credit

DEFINITIONS

Credit is the collective term used for the various processes applied to assess eligibility for exemption from enrolment in a part of a program (a subject or unit of competency). The individual processes used by Le Cordon Bleu Australia to determine credit are Recognition of Prior Learning and Academic Credit.

Academic Credit is a process by which a student can have previously completed study directly credited towards a program which they intend to undertake with Le Cordon Bleu Australia. For Academic Credit to be granted, the previous study must be equivalent in content and academic stage to all or part of the Le Cordon Bleu Australia program for which the student is requesting credit.

In the Bachelor degree programs, credit will be granted only for full, not parts of, subjects.

Le Cordon Bleu Australia may grant credit based on Academic Credit where sufficient evidence is provided of previous relevant formal study of a similar content and academic stage to specified Le Cordon Bleu Australia subject(s).

In all instances, if the evidence provided is deemed to be incomplete or insufficient: that is, there is an indication that more could be provided in support of the application, Le Cordon Bleu Australia may request further or different evidence in support of the application for Credit.

POLICY

Le Cordon Bleu Australia recognises qualifications issued by other recognised education providers under the Australian Qualifications Framework (AQF).

In processing each credit application from international students, Le Cordon Bleu Australia follows the requirements outlined in The National Code established under the Australian Government's Education Services for Overseas Students (ESOS) Act 2000.

Applicants must apply for credit before their enrolment can be finalised, except in exceptional circumstances. (See the procedure for applying for Credit after confirmation of enrolment below.)

The maximum credit that can be granted is 50% or equivalent of the LCBA Bachelor of Business program requirements.

Any applicant requesting Credit for the Professional Experience 1 or Professional Experience 2 must, as a minimum, provide evidence of having recent relevant experience of at least 600 hours in the hospitality industry.

Le Cordon Bleu Australia will assess applications for credit in a timely fashion. However, where RPL assessment is required, procession time may be subject to the availability of specialist assessors.

If an applicant is not satisfied with the credit decision or the process followed, they may appeal in writing using the Academic Complaints process (see Academic Appeals policy).

PROCEDURE

The applicant submits an Admission Application Form (with the Tuition Registration Fee), and indicates the subject(s) in Stages 1, 2 and/or 3 for which they request credit. Where the entry criteria for study in the chosen degree program have been met, Le Cordon Bleu Australia sends the applicant a Provisional Letter of Offer and a Course Credit Application Form.

Applying for Academic Credit

An applicant requesting credit, through Academic Credit for any subject(s) in Stages 1, 2 or 3 must use Le Cordon Bleu Australia's approved form. Supporting documentary evidence must accompany the application. This evidence must include at least:

- Copy of Statement of Attainment, Academic Transcript or equivalent showing qualification undertaken, subjects completed and grades awarded
- Copy of qualification issued, if qualification was completed
- Subject outline for subjects for which credit is requested.

The equivalence of subjects completed by the applicant will be formally assessed against Le Cordon Bleu subject learning outcomes.

The onus is on the applicant requesting Academic Credit to satisfy Le Cordon Bleu Australia that subjects for which credit is requested, are of equivalent content and academic stage to the corresponding Le Cordon Bleu Australia subject(s). To do so, the applicant must address the following questions in presenting the documentary evidence they rely upon to support their application:

- 1) Is the evidence authentic? The evidence supplied must be of the applicant's own work, and not that of someone else.
- 2) Is the evidence valid? Evidence must be directly related to the Le Cordon Bleu Australia subject(s).
- 3) Is the evidence sufficient? There must be enough evidence supplied by the applicant to allow a fair decision to be made.
- 4) Is the evidence current? Qualification and subjects completed more than 5 years previously are unlikely to be deemed sufficiently current.

Granting Credit

Le Cordon Bleu Australia assesses the applicant's Course Credit Application Form, and evidence, and either accepts or rejects application for credit. Le Cordon Bleu Australia may invite supplementary evidence from the applicant if the Course Credit Application Form and portfolio are unclear, yet appear to have merit.

Le Cordon Bleu Australia conveys, through a Letter of Offer, the decision to award/reject the Course Credit application.

In addition to notifying the applicant in writing of the outcome of the credit assessment, Le Cordon Bleu Australia will, where credit has been granted, indicate the actual net program length, after being reduced by the granted credit.

The applicant responds to the Letter of Offer as detailed in the Admission Procedures of the Le Cordon Bleu Australia Prospectus. Any credit granted must be accepted in writing by the student, and this acceptance is retained on the student's file.

Where credit has been granted for Stage 1, students will be required to take a Bridging Program which will be incorporated with Stage 3.

In the event that credit is not granted, or not granted for each of the subjects requested, the applicant can appeal the decision. (See Academic Appeals policy)

Applying for Credit after Commencement

Should a student wish to apply for credit in any subject(s) after confirmation of enrolment, he or she must apply in writing to the Academic Director, using the Course Credit Application form, with documentary evidence in support of their claim, and explaining why they were not able to apply for credit before Confirmation of Enrolment.

Applications for credit after Confirmation of Enrolment must be sent to the Academic Director no later than the end of the second week of scheduled classes for the subject(s) for which credit is sought.

Reasons for not applying during the enrolment process, i.e. before confirmation of enrolment, must address as a minimum, what information the student received about the content of the subject(s) for which credit is sought, and when such information was received.

Course Credit applications will not normally be approved after confirmation of enrolment unless the student can demonstrate that:

- either they did not have access to sufficient or suitable information during the enrolment process to make a decision to apply for credit
- or new evidence, which was not available during the enrolment process, has become available for consideration of an application for Course Credit, which was not available to enable them to apply for credit.

Applications for Course Credit after Confirmation of Enrolment will be assessed and the student will be notified of the Academic Director's decision within 3 weeks of the Academic Director receiving the Application.

The student has the right to appeal this decision. (See Academic Appeals policy)

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment process that enables an applicant to be granted credit for a subject within a study program by supplying acceptable, documented evidence of claimed, previously unrecognised, relevant skills, experience and knowledge.

Le Cordon Bleu Australia may grant credit based on RPL for relevant skills and knowledge attained through:

- informal training
- informal education
- work experience
- general life experience
- any combination of these.

Applying for RPL

An applicant requesting credit through RPL for any subject(s) in Stages 1, 2 or 3, must use Le Cordon Bleu Australia's approved form. Supporting documentary evidence must accompany the application.

The applicant submits the Course Credit Application Form with a portfolio of documentary evidence of prior relevant learning and/or work experience. The RPL evidence presented must be linked, point-by-point, to the learning outcomes supplied by Le Cordon Bleu Australia.

This evidence may include any specifically relevant:

- work records and experience
- records of workplace training
- assessments of prior skills and knowledge
- assessments of current skills and knowledge
- third-party reports/references from past and/or current supervisors, trainers, managers – and from customers or clients
- volunteer experience
- examples of workplace achievements.

The skills and knowledge currently held by the applicant will be formally assessed against subject learning outcomes. Le Cordon Bleu Australia uses experienced assessors to interpret and judge the evidence presented.

The onus is on the applicant requesting RPL to satisfy Le Cordon Bleu Australia assessor(s) that the applicant has the skills and knowledge claimed. To do so, the applicant must address the following questions in presenting the documentary evidence they rely upon to support their application:

- 1) Is the evidence authentic? The evidence supplied must be of applicant's own work, and not that of someone else.
- 2) Is the evidence valid? Evidence must be directly related to the subject learning outcomes.
- 3) Is the evidence sufficient? There must be enough evidence supplied by the applicant to allow the assessor(s) to determine whether their skill-level and knowledge-level meet the full range of learning outcomes of the subject(s).
- 4) Is the evidence current? The applicant must demonstrate that they can apply the skills and knowledge claimed, in the present day workplace situation. While historical evidence may be used to substantiate the skills and knowledge claimed, any evidence that is five years or more is unlikely to be viewed as adequate.

The balance of the tuition fees due, for all subjects in Year 1, must accompany the Course Credit Application Form sent to Le Cordon Bleu Australia. The applicant retains the Provisional Letter of Offer, which will be replaced by a Letter of Offer sent by Le Cordon Bleu Australia once the credit assessment process is complete.

Professional Experience

PREAMBLE

A number of Le Cordon Bleu Australia programs, including the Bachelor of Business degrees, are designed to have specific industry experience outcomes within the program; these are provided through the Professional Experience stages. The intention is for students to consolidate their learning by applying previously studied skills and knowledge to real life situations. For some students this will be their first experience of hospitality industry workplaces; this opportunity will provide students with experiences that will inform further study.

POLICY

Professional Experience is an integral component of the program, with clearly defined academic outcomes and input appropriate to the level of the qualification, and formal assessment. Professional Experience also allows students to reflect and critically evaluate industry experiences and to apply this new knowledge to studies taken in a subsequent semester of academic study.

A student must pass the Professional Experience stages to successfully complete the program as a whole. Under the Bachelor of Business degree students undertake 12 months compulsory Professional Experience over a 52 week period across two Professional Experience stages (6 months each) during which they will complete a minimum of 1200 hours.

Each Professional Experience stage is comprised of two components: *Professional Experience (Theory)* and *Professional Experience (Practical)*.

Students will undertake Professional Experience (Theory) 1 and Professional Experience (Practical) 1 during Stage 2 of their program and Professional Experience (Theory) 2 and Professional Experience (Practical) 2 during Stage 4 of their program.

PROCEDURE

Professional Experience Prerequisites

Bachelor of Business degree students will be required to, at a minimum, pass 50% of the subjects in which they are enrolled during the on campus semester prior to commencing their Professional Experience stage. Students are expected to complete on campus subjects with an operational focus (for example *Food and Beverage Service* and *Rooms Division Management*), so to not limit their range of placement opportunities for *Professional Experience (Practical)*.

A Bachelor of Business degree student who fails 50% or more of enrolled subjects during the on-campus semester may be excluded from the Professional Experience stage in the following semester. The decision to allow continuation on to Professional Experience will be determined on the basis of results presented to the Academic Committee each semester.

A Bachelor of Business degree student who fails less than 50% of their enrolled subjects may not repeat these subjects while undertaking their Professional Experience stage unless otherwise approved by the Academic Director or delegate.

Professional Experience 1 and 2 (Theory)

Professional Experience (Theory) requires that students complete assessments relating and applying core concepts and theories to *Professional Experience (Practical)*; please refer to the Assessment, Results and Grades policies which will apply.

Professional Experience (Theory) workshops will be held on campus prior to commencing *Professional Experience (Practical)* and students will receive subject and assessment information at the workshops, as well as information relating to the systems and facilities for students to engage with academic staff during their Professional Experience stages.

Students will be required to complete ongoing assessments whilst undertaking *Professional Experience (Practical)*. *Professional Experience (Theory)* will be graded as a theory subject. Students will receive grades according to the merit and quality of assessments submitted; in the event where a student has failed *Professional Experience (Theory)* and is required to repeat the subject, a repeat fee will apply.

Professional Experience 1 and 2 (Practical)

Under *Professional Experience (Practical)*, students will complete 600 hours in each of Stages 2 and 4. Upon successful completion of the required hours, students will receive a NGP (Non-graded Pass) result against their *Professional Experience (Practical)* enrolment.

Students for whom English is a second or foreign language, must undertake at least 6 months of their *Professional Experience (Practical)* in a location where English is the predominant and official language.

Students who face difficulty in achieving the required hours during the course of undertaking *Professional Experience (Practical)* are expected to contact the Professional Industry Placement team in the first instance to discuss available options (which may include sourcing a secondary industry experience position) to ensure course requirements are met.

Students will be required to provide the Professional Industry Placement team with official documentation to substantiate the hours completed under each *Professional Experience (Practical)* stage. For example, students will be required to provide proof of hours in the form of pay advices from their employer if undertaking industry experience within Australia or official equivalences of pay advices (eg. letter from employer confirming hours completed) if undertaking industry experience overseas.

Professional Experience Location

At the start of the academic semester students must provide three (3) preferences indicating where they would like to undertake their Professional Experience; students may request a property and position, however, the final property and position secured will be at the discretion of the Professional Industry Placement Department Managers. Students must be prepared to travel to any of the three choices.

After the due date for submitting locations, preferences cannot be changed, except when negotiated with the Professional Industry Placement Manager.

Students requesting overseas destinations will need to source all relevant information relating to visas and/or entry requirements to their chosen destination. This must be given to the Professional Industry Placement Department 12 weeks before the scheduled commencement of the Professional Experience course. Additional costs associated with application for visa/entry requirements etc. will be borne by the student.

Professional Experience Contracts

Students will be required to sign an employment contract with the host employer. Students will also be required to sign an agreement with Le Cordon Bleu Australia which details the terms and conditions of their Professional Experience placement. The host employer will be required to agree to the terms and conditions of accepting a Le Cordon Bleu Australia student for Professional Experience placement.

Students must make themselves aware of the terms and conditions under which they will be working and which apply to their Professional Experience placement, including, as a minimum:

- agreed start and end dates
- expected total hours to be worked
- the nature of the duties to be undertaken
- assessment processes and requirements.

Where a student is uncertain or unclear about this information they should contact the Professional Industry Placement department in the first instance.

Misconduct during Professional Experience

Breaches of the agreement by a student or dismissal by the employer on the grounds of serious misconduct may result in a fail grade for the course and may be dealt with in accordance with the Student Behaviour and Misconduct policy.

If on investigation by the Professional Industry Placement department the dismissal is found to be reasonable in the circumstances but not so serious as to require termination of enrolment in the program, one of the following will occur:

- Wherever practical the student will return to campus immediately and return to studies.
- If it is not practical to do so, eg too many classes would have been missed to reasonably catch up, the student will defer, and return to campus and studies at the next practical opportunity.

Professional Industry Placement Responsibilities

The Professional Industry Placement department will:

- facilitate the student in identifying a suitable and relevant placement
- prepare the student for the interview and selection process which will take place before the host employer agrees to accept the placement
- ensure that all required documentation and notifications have been completed and processed appropriately.

Students will be provided with:

- the learning outcomes against which they will be assessed
- a copy of the conditions of participation agreement
- workbooks and instructions for online learning
- documents which provide the opportunity for both the student and the workplace supervisor to comment on the students' progress and performance against stated criteria.

Sourcing Own Placement

Students may choose to identify and arrange their own placement. In such cases the Professional Industry Placement department will provide information to the student about the application, selection, documentation and notification processes. Students are encouraged to request further advice and information from the Professional Industry Placement department, before making this choice and before making a final decision to accept the position they have been offered.

Students may be required to arrange their own placement under certain circumstances (eg. where a student has failed to attend scheduled notified appointments with the host employer or the Professional Industry Placement department without due cause, or have been previously dismissed from an industry placement).

In such cases the Professional Industry Placement department will provide information and supporting advice to the student about the application, selection, documentation and notification processes. The student will be responsible for identifying, applying for and obtaining a suitable position.

The Professional Industry Placement department will review all contracts of employment and will provide advice to the student on issues arising.

All positions, no matter how they were obtained, must be approved as suitable and relevant by the Professional Industry Placement department before the student starts employment. If not approved by the Professional Industry Placement department, the position may not meet the conditions for passing the Professional Experience course.

Rescheduling Professional Experience Stages

There are situations where a Bachelor of Business degree student may be offered a placement which requires longer than a 6 month period in industry. Combined Professional Experience 1 and 2 stages for 12 months may be approved:

1. where credit has been granted for Stage 1, or
2. where a student is offered a supervisor's role or a Management Traineeship with a minimum of 12 months duration, or
3. where the student is offered a promotion during the first 6 months of placement.

In such cases, the student may apply to have their Professional Experience stages rescheduled. Each case will be assessed on its merits. Except in the first two instances, written evidence (including host employer's approval) requesting the extension to the original 6-month Professional Experience placement must be provided.

Where a student wishes to apply for a 12-month Professional Experience course they must do so in writing to the Academic Director at least 12 weeks prior to commencement of the proposed Stage. The application must include the student's full current contact details, reasons for seeking change of program schedule, signed and dated by the student, and accompanied with a letter of support from the host employer. A written recommendation from the Professional Industry Placement Manager should accompany the submission.

The Academic Director or delegate may consult the Professional Industry Placement Manager and the Program Manager, and, if required, convene an Academic Committee in order to assess the merits of the student's application. In all instances of decision making in relation to this policy, exceptional circumstances, supported by documentary evidence, will be taken into consideration, on a case by case basis. The Academic Director or delegate will write to the student, informing the student of the decision and the Academic Director's decision is considered to be final.

If a student is successful in obtaining approval for a 12-month continuous Professional Experience stages (Professional Experience 1 and 2), then the student must finalise all associated payments applicable to Professional Experience 2 in accordance to due dates specified by the Le Cordon Bleu Finance Department, normally payable two weeks prior to undertaking the rescheduled Professional Experience 2 stage.

Assessment

POLICY

Each subject will be formally assessed. The nature and criteria for assessment are specified for each subject in the curriculum document for the program.

Informing students of assessment requirements

By the end of the second teaching week in each subject, the subject lecturer shall provide students with a subject outline that contains details of assessment methods (including details of the scheduling of assessment and the contribution of each assessment item to the final grade).

Students will be provided with documented assessment marking criteria prior to the due date for all assessment items, excluding exams, as outlined in Course Information booklets for each subject.

Requirements for a pass grade

All assessment items in each subject are cumulative (ie each assessment item contributes a part of the total 100% to create the overall grade).

To obtain a pass a student must:

- attempt and submit all assessment pieces, and
- obtain an overall mark of at least 50%.

Subject failure and re-enrolment

Students receiving a fail grade must re-enrol in and repeat each subject element failed. Students must pay additional fees for each and every subject element repeated at the current applicable subject element rate. Only three failures of the same subject element are permitted.

Students failing a subject element for the third time (ie original attempt plus two repeats) will be required to show cause why their enrolment should not be terminated to the Academic Director as per the Academic Progress policy.

Balance of assessments

The maximum number of assessment items for each subject will not exceed three. Group work assessments will not account for more than 40% of the overall mark. Exams will not, normally, account for more than 40% of the overall mark.

Original work

Academic assessment by its nature requires a student to present original work. Where a student quotes another person's work excessively, it may not be possible to assess the student's academic ability. Subject lecturers may nominate, in the documented assessment marking criteria, what is considered a reasonable portion of non-original work, as a means to develop effective referencing habits. (See Academic Misconduct policy and discussion of plagiarism)

Role of Academic Committee

The Academic Committee shall review and confirm results at the end of each semester, and shall make recommendations to the Academic Board for ratification of results, conferral of awards, and recognition of meritorious academic performance. (See Results and Grades policy)

Professional Experience and Assessment

A student who fails at least four subjects or 50% of subjects enrolled in for any one semester (whichever is the lesser) will not be permitted to undertake Professional Experience during the following semester (see Professional Experience policy).

A student who fails three or more subjects in a semester, or fails repeated subjects, or fails any number of subjects having been previously identified as 'at risk', will be counselled in accordance with the Academic Progress policy. (See Academic Progress policy)

PROCEDURE

1. Academic Committee

1.1 An Academic Committee shall consist of:

- the Academic Director or delegate
- the Program Manager or delegate (Chairperson);
- a minimum of four subject lecturers teaching the subjects in the semester under review

1.2 In making its decision or recommendation on any matter, the Academic Committee shall consider circumstances including:

- the reason the decision is necessary
- the student's academic record
- the student's attendance record
- recommendations from the subject lecturer
- any other matter impinging on the performance of the student

2. Re-marking of an assessment item

Definition

Re-marking is marking for a second time a piece of work that has not been altered or added to by the student. Re-marking will not apply to exams or oral presentations. Re-marking will only be undertaken where a student considers that an individual piece of work has been unfairly or inappropriately assessed.

Procedure

- 2.1 A piece of work may be submitted for re-marking only once. A re-mark of that assessment item will be allowed only if it has been submitted by the due date.
- 2.2 If a re-mark results in a new grade, this grade will become the final grade, whether the new grade is higher or lower than the original grade.
- 2.3 A student who considers that an individual piece of work has been unfairly or inappropriately assessed shall first contact the lecturer concerned to discuss the original mark, within five working days of the return of the assessment piece. The lecturer shall respond within five working days, informing the Program Manager of the appeal in process.
- 2.4 Where the student is dissatisfied with the result of the discussion, the student may formally request a re-mark.
- 2.5 The request shall be made in writing to the Program Manager within five working days of the discussion with the lecturer regarding the original mark.

- 2.6 The Program Manager shall decide if a re-mark is justified and shall notify this decision in writing to the student within five working days of the request being received.
- 2.7 Where it is decided that a re-mark is justified, the Program Manager shall make arrangements for a re-marking of the assessment item.
- 2.8 The re-assessor, who may be from this or another institution, will have expertise in the area of assessment, but shall not be the original assessor.
- 2.9 The assessor who is to re-mark the assessment item shall not be given details of the student's original assessment.
- 2.10 The student shall be informed of the arrangements for re-marking and the outcome, by the Program Manager, in writing.

3. Deferred exam

Definition

A deferred exam will only be granted where a student is unable to attend or complete the final exam on medical or compassionate grounds. A deferred exam will not be granted on the grounds that a student has mistaken the day, time or venue of an exam.

Procedure

- 3.1 Students applying for a deferred exam must provide supporting documentary evidence of their medical or compassionate grounds, such as a medical certificate from a registered medical practitioner, normally prior to the original exam.
- 3.2 The decision to grant a deferred exam will be made by the Program Manager. If the student wishes to appeal the decision of the Program Manager, he or she may do so in accordance with the Academic Appeals process. (see Academic Appeals policy)
- 3.3 Deferred exams will be conducted as soon as practical after confirmation of results by the Academic Committee at the end of each semester, unless prior approval is given by the Program Manager to conduct such assessments for a particular subject at another time.
- 3.4 Deferred exams will be different in detail from the original exam, but will assess the same areas of learning.

4. Late penalties for written assessment items

- 4.1 Failure to submit work by the nominated due time and date will result in a penalty of 5% (of the total percentage allocated for that assessment item) per day or part thereof to a maximum of 5 working days.
- 4.2 Any assessment item submitted after the 5th working day following the nominated due time and date will not be marked and will receive a fail grade with a mark of 0%.
- 4.3 An extension to the due time and date for an assessment item may be granted by the subject lecturer, normally for a period of up to five working days, and normally only for medical or compassionate grounds.
- 4.5 If an extension is granted and the work is not submitted by the new, approved due time and date the assessment item will receive a fail grade with a mark of 0%.

5. Exams

- 5.1 Attendance at exams is compulsory. Failure to sit an exam at the set time and date without due cause will result in a Fail grade.
- 5.2 If the reason for absence is due to a medical condition, incarceration, bereavement or similar emergency, the student must provide supporting documentation to Le Cordon Bleu Australia as soon as practical (normally within 48 hours) and before the date of the exam wherever possible.
- 5.3 Where a student becomes ill or injured during an exam the student must notify the supervisor immediately and a determination of whether the student is able to continue with the exam will be made in consultation with the student. If it is determined that the student cannot continue with the exam, this will be noted, the lecturer and the Program Manager will be notified and the student will be eligible for a deferred exam.
- 5.4 If a student becomes ill or injured during an exam but fails to notify the supervisor during the exam, the grade awarded to the exam will stand.

Conduct at exams

- 5.5 Having entered the exam room, a student shall not:
- be in possession of any books, notes or diagrams other than those which the subject lecturer has specified may be taken into that particular exam; or
 - directly or indirectly give assistance to any other student; or
 - directly or indirectly accept assistance from any other student; or
 - permit any other student to copy from or otherwise use his or her exam papers; or
 - use any exam papers of any other students; or
 - by any other improper means whatever obtain or endeavour to obtain, directly or indirectly, assistance in his or her work, or give or endeavour to give directly or indirectly, assistance to any other student; or
 - be guilty of any breach of good order or propriety.
- 5.6 When a student is alleged to have committed a breach of any of the provisions outlined above, a written report by the supervisor will be prepared and submitted to the Program Manager and such misconduct shall be dealt with under the Academic Misconduct policy. If the misconduct is found proved, the student, in addition to any other penalty which may be imposed under the misconduct policy, will be deemed to have therefore failed the subject. (See Academic Misconduct policy)
- 5.7 A student who is detected committing, or apparently committing a breach of any of the above provisions may be summarily dismissed from the exam room.
- 5.7 No student shall be admitted to an exam after a half hour from the start of the exam.
- 5.8 No student shall be permitted to leave an exam room less than half hour from the time the exam commences.
- 5.9 No student shall be re-admitted to an exam room after he or she has left it unless during the full period of the absence the student has been under approved supervision, or allowed to leave by the supervisor for health reasons.

- 5.10 Students are required to obey any instructions given by an exam supervisor for the proper conduct of the exam.
- 5.11 A student may not communicate with a member of the lecturing staff of the subject on any matter relating to any exam between the holding of that exam and the publication of either verbal or written provisional results, unless specifically authorised by the Program Manager.

Results and Grades

POLICY

Le Cordon Bleu Australia ensures that student results are verified and recorded in accordance with the standards set out in State and Commonwealth legislation and with regard to standards expected in education and training institutions in Australia.

The academic and administration staff of Le Cordon Australia will use their best endeavours to ensure that:

- the grades for subjects are posted online by Le Cordon Bleu Australia delivery partners via student portals no later than four weeks after the official end of the subject.
- an Academic Transcript of final grades for each academic semester will be made available to students at the Whitehouse reception. Students who are unable to personally collect Academic Transcripts from the Whitehouse may contact Le Cordon Bleu Australia Student Services department via email for postal arrangement: StudentServicesAdelaide@cordonbleu.edu; due to quality assurance purposes copies of Academic Transcripts will not be sent to students via email. Official grades are as follows:

GRADES, MARKS AND NOTATIONS

NOTATION	DEFINITION	MARKS AS %
HD	High Distinction <i>Exceptional performance indicating complete and comprehensive understanding of the subject matter; genuine mastery of relevant skills; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and achievement of all learning objectives of the subject.</i>	85-100
D	Distinction <i>Excellent performance indicating a very high level of understanding of the subject matter; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and achievement of all learning objectives of the subject.</i>	75-84
C	Credit <i>Good performance indicating a high level of understanding of subject matter; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of most key learning objectives of the subject.</i>	65-74
P1	Pass 1 <i>Satisfactory performance, indicating an adequate understanding of most of the basic subject matter; partial development of relevant skills; adequate interpretive and analytical ability and achievement of the majority of key learning objectives of the subject.</i>	55-64
P2	Pass 2 <i>Satisfactory performance indicating partial understanding of basic subject matter; partial development of relevant skills; some evidence of interpretive and analytical ability; achievement of no less than 50% of the learning objectives of the subject.</i>	50-54
F	Fail	0-49
CP	Conceded Pass <i>After review by the Academic Committee and endorsement by the Academic Director, a Conceded Pass may be awarded for a single final subject within a program, which a student must complete in order to graduate.</i> <i>A student's previous academic performance will be considered, and a Conceded Pass grade will be awarded to students who have achieved an overall GPA of at least 4. Students awarded Conceded Pass grades under the Advanced Diploma program will not be awarded a second Conceded Pass if they subsequently choose to complete the Bachelor of Business Degree.</i> <i>Students who are eligible for a Conceded Pass grade will be contacted by Le Cordon Bleu Australia staff and provided the opportunity to accept or rescind the Conceded Pass grade offer. Please note that the Conceded Pass grade has no mark allocation, ie a pass grade with a 0% mark, which may impact on a student's application for further studies.</i>	
S	Status <i>Course Credit has been granted</i>	
UC	Unclassified Result <i>Grade not yet finalised – awaiting results of resubmission, late submission, remarking or supplementary assessment, or decision of Academic Committee</i>	
WDF	Withdrawn – Failed <i>Withdrawn after first two (2) weeks from subject commencement or after first assessment task due, whichever is the sooner</i>	
WDNF	Withdrawn – Not Failed <i>Withdrawn prior to or with first two (2) weeks from subject commencement, or withdrawn with approval of Academic Director on compassionate grounds</i>	

PROCEDURE

The subject lecturer is responsible for recommending the grade given for a student's work in that subject, as assessed against documented assessment criteria.

The subject lecturer will recommend to the Academic Committee a final grade or notation for each student enrolled in their subject prior to the date established in each semester for the review of final grades.

All subjects shall be assessed and recorded according to the official assessment grades as outlined above.

The Academic Committee will review all subject results and shall make recommendations to the Academic Board on these results.

The Academic Board shall receive and review final results and recommendations and shall make recommendations to Le Cordon Bleu Australia.

Le Cordon Bleu Australia and La Fondation Le Cordon Bleu will confer academic awards based on the Academic Board recommendations.

RECORDING RESULTS

Le Cordon Bleu Australia ensures that a responsible officer is appointed and resourced to ensure that results are entered in the appropriate record keeping system, that government agencies are informed in the required manner and within designated timelines and that parchments and other official documents relating to students' results and qualifications are prepared and provided in the required manner and within designated timelines.

Lecturers grade students' assessment items then determine an overall grade which is recorded in the approved manner on a central database.

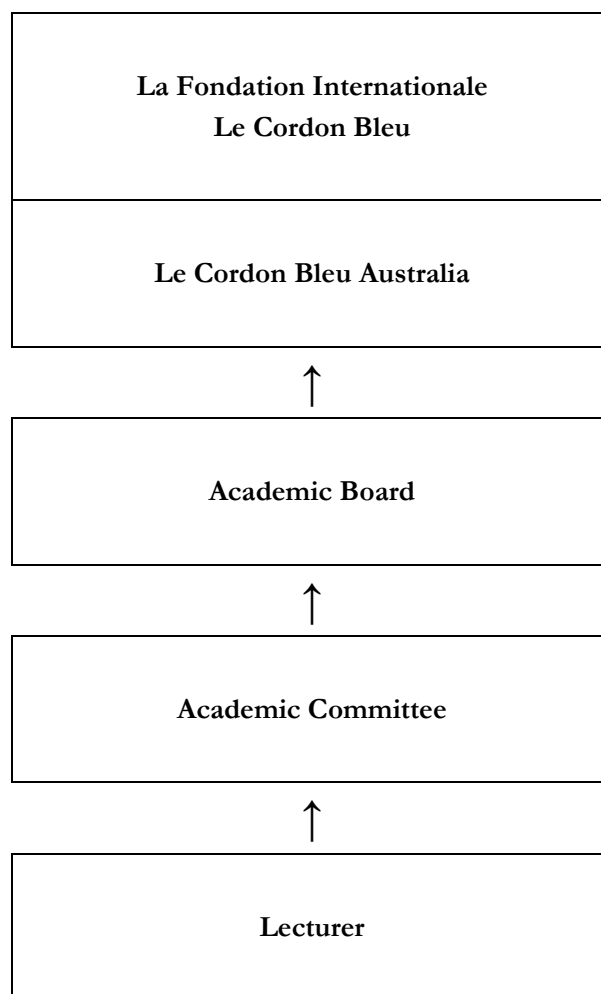
Individual student results are then presented for review to the Academic Committee, where anomalies, inconsistencies and issues relating to individual students and cohorts of students are discussed as required.

Once the Academic Committee has confirmed the semester's results they are, Le Cordon Bleu Australia's Enrolment Officer records the final results on the database within 2 weeks of the results being confirmed.

Results from the database are then used to generate Academic Transcripts, Statements of Attainment and Parchments as required.

Within 4 weeks of issuing Parchments or Statements of Attainment following completion of programs, and ratification of results by the Academic Board, Le Cordon Bleu Australia's Enrolment Officer will record qualifications issued on the Client Qualification Register (CQR).

FLOW CHART FOR PROGRESSION OF STUDENT RESULTS



Academic Misconduct

DEFINITIONS

Academic misconduct whether inadvertent or deliberate, includes the following:

- presenting information or data that has been copied, falsified or in other ways obtained improperly
- including material in individual work that includes significant assistance from another person in an unacceptable manner unacceptable according to the assessment guidelines for the subject
- providing assistance to a student in the presentation of individual work, in an unacceptable manner, according to the assessment guidelines for the subject
- falsification or misrepresentation of academic records
- undertaking other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

PLAGIARISM

Plagiarism is a specific form of academic misconduct. Whether inadvertent or deliberate, plagiarism includes the following:

- word-for-word copying of sentences or whole paragraphs from one or more sources (the work or data of other persons)
- presenting substantial extracts from books, articles, theses, other unpublished work such as working papers, seminar and conference papers, internal reports, lecture notes or tapes, without clearly indicating their origin
- using very close paraphrasing of sentences or whole paragraphs without due acknowledgement by reference to the original work
- submitting another student's work in whole or in part
- use of other persons' ideas, work or research data without acknowledgement
- submitting work which has been written by someone else on the student's behalf.

A student who willingly and/or knowingly assists another student to commit plagiarism will be subject to the same penalties as the student who committed the plagiarism.

POLICY

With respect to academic misconduct a distinction will be made between a deliberate act and an inadvertent act that occurred through reasonable unfamiliarity with academic process or conventions.

Le Cordon Bleu Australia does not tolerate academic misconduct. Students are made aware of different forms of academic misconduct at the start of their program.

Le Cordon Bleu Australia has a series of penalties that are imposed on students who engage in academic misconduct. Procedures relating to academic misconduct distinguish between inadvertent and deliberate misconduct when determining consequences and penalties.

PROCEDURE

Where it is suspected that the action of a student might involve academic misconduct, including plagiarism, the lecturer will ask the student to attend an interview with the lecturer.

The student and the lecturer may each invite a colleague to be present at the interview.

If, as a result of the interview, the lecturer concludes that no academic misconduct was involved, no further action should be taken and no record of the interview should be placed in the student's file.

Where the lecturer concludes that the action of the student was an example of inadvertent academic misconduct, the student will be counselled by the lecturer and the lecturer will place a note to that effect in the student's file. In such cases the student will resubmit the assignment, taking account of the advice provided by the lecturer about avoiding academic misconduct.

In cases of inadvertent academic misconduct the student will re-submit the assignment by a negotiated due date. The only grade available for this resubmission is 50% - Pass 2.

A student found guilty of deliberate academic misconduct shall be subject to one or more of the following penalties:

- suspension from attendance at classes for the subject for a limited period of time
- suspension from attendance at classes for the remainder of the subject
- suspension from attending Le Cordon Bleu educational institutions and programs for a limited period of time
- expulsion from the program and no future enrolment permitted in any Le Cordon Bleu educational institution or program
- failure in the assessment item under consideration and therefore failure in the subject.

Where the lecturer concludes that the case involves deliberate academic misconduct and provides evidence to this effect, the lecturer will convey this decision in writing to the Program Manager, with advice also provided to the Academic Director.

On receipt of the claim of academic misconduct, the Program Manager will call an Academic Committee meeting and will write to the student providing details of the incident inviting the student to show cause why a penalty should not be imposed. The student will be invited to attend the Academic Committee meeting.

The Academic Committee may proceed whether or not the student attends. The Program Manager will advise the student, the Academic Director and the Academic Board in writing of the results of the inquiry and of the proposed penalty to be imposed, and will advise the student of their right of appeal. A copy of the correspondence to the student will be placed on the student's file.

Where a student wishes to appeal against the results of the formal inquiry and/or the proposed penalty, he or she may do so in accordance with the Academic Appeals policy.

Academic Grievance and Appeals Procedures

Enrolled and prospective students have the right to appeal against academic decisions taken by Le Cordon Bleu Australia administrative and academic staff, and against academic decisions taken by staff of partner institutions. To ensure that all potential students (enrolled or prospective students) are included, any person making a complaint or appeal will be referred in this document as 'complainant'.

Complainants should know that:

- All complainants may lodge an appeal regardless of their campus, mode of study and place of residence
- Formal appeals must be lodged within 20 working days in writing
- Complainants will not be charged any fees for appeals in the internal LCBA process
- Complainants and respondents will be supplied a written outcome within 45 days of receiving the appeal. The written outcome will include the decisions and actions to be taken as a result of the appeal application. Where an outcome requires additional time, all parties will be notified prior the expiry of the 45 day period.
- LCBA will commence investigations within 10 working days and will complete them in a timely manner
- His/her enrolment and learning opportunities will be maintained whilst internal academic appeals are being conducted but the complainant may be suspended from attending classes
- There may be more than one level of appeal within the LCBA internal appeals process
- Complainants may seek an external appeals process after exhausting all internal avenues of appeal
- the complainant and respondent will not be victimised or discriminated against in any appeal process outlined in this policy
- the complainant and/or respondent may be accompanied and supported by a third party where preferred
- Any recommendations provided through either an internal or external review in relation to a complainant grievance will be provided to the Academic Director for implementation. Implementation of such recommendations will be commenced within 10 working days of receipt of the recommendation and in accordance with LCBA governance and quality procedures. eg a Change of Grade to be implemented within 10 working days and ratified at the next Academic Board meeting. Any change to LCBA policy will be ratified by the appropriate body and at the earliest opportunity.
- Records of all grievances and applications for review of decisions will be kept within the complainant's file and can be accessed under supervision for a period of 5 years. All records are considered confidential and will have restricted access to only appropriate staff.
- The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.
- This policy has been ratified by the LCBA Board of Directors on 18 April 2011 and is published for all students and staff in Student Handbooks and on LCBA's web site <http://www.lecordonbleu.com.au/adelaide/policies/en>. The Academic Director is responsible for the training of academic and support staff in the application of the policy.

All grievances will be dealt with in a professional and timely manner within the principles of natural justice. However, in each case, where an appeal is not received within 20 working days, a decision or outcome will be considered final.

Academic Grievances Procedures are for grievances which relate to complainant progress, assessment, curriculum and awards in a program of study including:

- 1) Course Credit application outcomes
- 2) Assessment and Examination Results
- 3) Final Grades
- 4) Unsatisfactory Academic Progress
- 5) Academic Misconduct

Should a complainant wish to discuss these procedures or seek assistance with an appeal, he/she should firstly contact the Student Services Office. Please note: Student Services staff are not responsible for the appeals procedures nor are they able to change decisions or outcomes. Contact:

Student Services, Le Cordon Bleu Adelaide

Days Rd

REGENCY ROAD, SA, 5010

Ph: 08 8348 3000

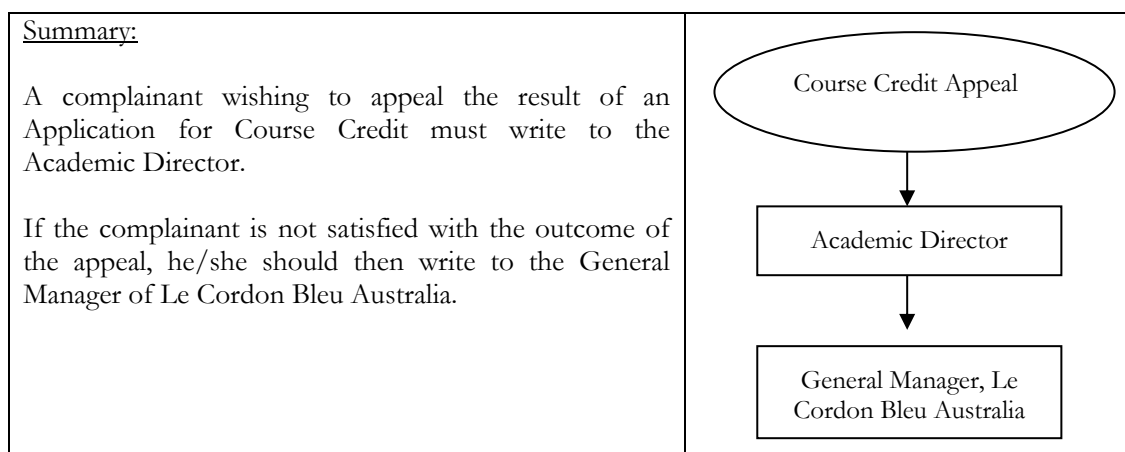
Fax: 08 8346 3755

Email: studentservicesadelaide@cordobleu.edu

Where a complainant has exhausted the internal LCBA procedures against Unsatisfactory Academic Progress, they may seek an external appeals process as outlined in “External Appeals” below. However LCBA is only obliged to await the decision of one external process before reporting the matter to Department of Education. For other types of academic grievance, as per general grievances, LCBA is not required to await the results of such external appeals.

External appeals might only be heard if all internal steps have been exhausted and may only be heard on the grounds that either LCBA did not follow its own procedures or if the complainant was not offered an appeal process at all. There may be a minimal fee charged to the complainant by the External party for the external appeals process (see “External Appeals” below for further information).

APPEALS AGAINST COURSE CREDIT APPLICATION OUTCOMES



- a) Upon receiving an outcome of an Application for Course Credit, a complainant may lodge a formal appeal through the following process:
 - i. In writing within 20 working days of the date of receiving the outcome
 - ii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - iii. To the Academic Director. Submissions can be posted, emailed, faxed or delivered in person to the Student Services office. Submissions should be directed to:

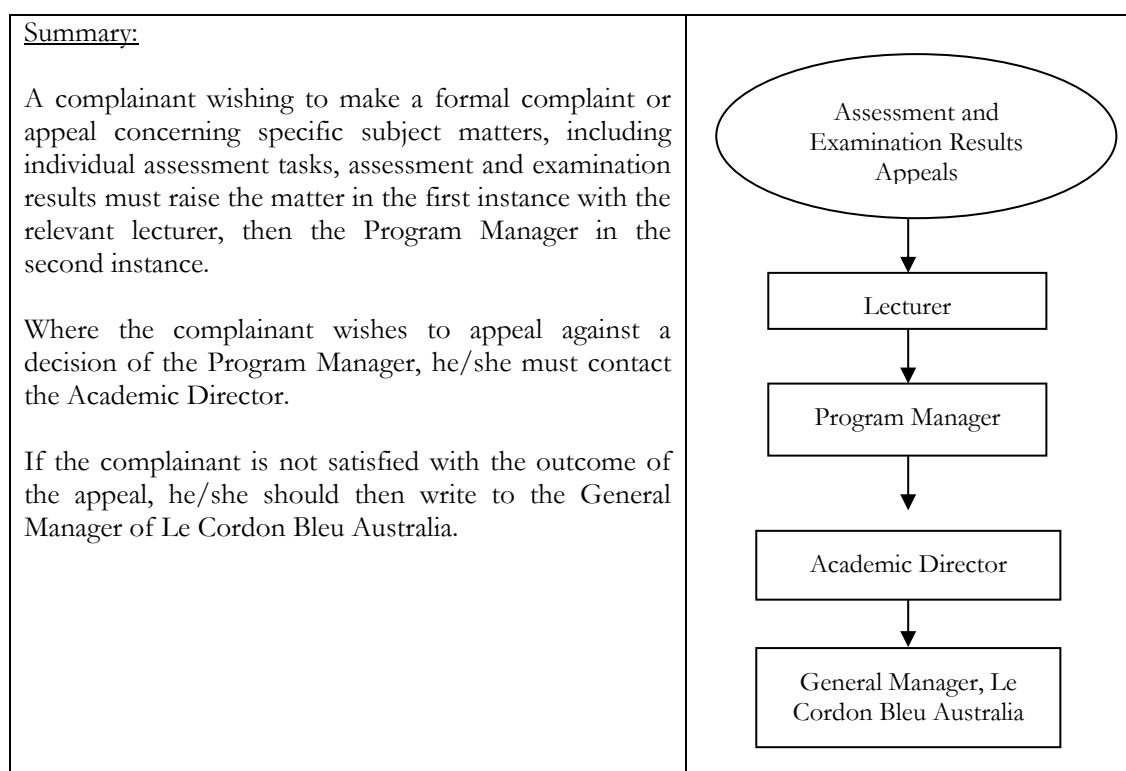
Academic Director, ASU
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: Australia@cordonsbleu.edu

- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director may seek a review of the original application for Course Credit by an independent, impartial and senior person to the original assessor. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- c) A complainant may appeal the decision of the Academic Director:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Academic Director's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010

- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Academic Director/nominee) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will be deemed as final and will conclude with a written response from the General Manager of LCBA to the complainant.
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST ASSESSMENT AND EXAMINATION RESULTS



- a) Upon receiving an Assessment or Examination result, a complainant can seek clarification of his/her result with the lecturer of the subject. The complainant must seek clarification within 20 working days of the publication of that result. The complainant should email his/her query and may request an interview with the lecturer.
- b) A complainant may formally appeal their assessment or examination result through the following process:
 - i. After clarifying his/her result as per point a) above
 - ii. In writing within 20 working days of the date of receiving the result
 - iii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - iv. To the Program Manager. Submissions can be posted, emailed, faxed or delivered in person via the Complainant Services office.

- c) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Program Manager may seek a review of the result by a qualified person independent and impartial to the original lecturer. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Program Manager to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- d) A complainant may appeal the decision of the Program Manager:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Program Manager's decision
 - iii. In a business-style letter, stating the reason for the appeal with documentary evidence and providing all contact details for the complainant
 - iv. To the Academic Director, LCBA, Days Rd, Regency Park, SA, 5010
- e) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director or nominee (independent, impartial and senior to the Program Manager/nominee) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss the appeal; he/she will be permitted to take a support person to assist him/her with his/her appeal. The investigation will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- f) A complainant may appeal the decision of the Academic Director:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Academic Director's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010
- g) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Academic Director / nominee) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will be deemed as final and will conclude with a written response from the General Manager of LCBA to the complainant.
- h) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

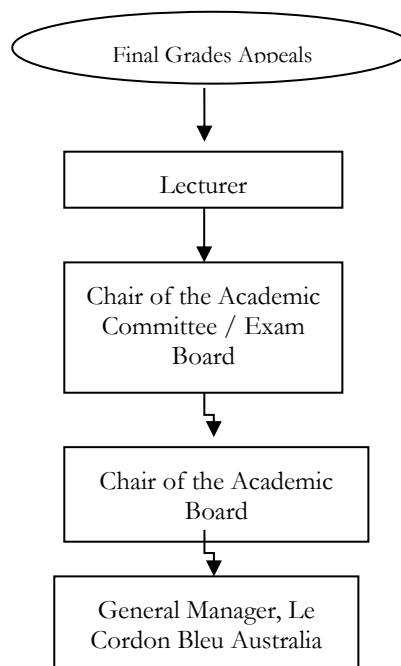
APPEALS AGAINST FINAL GRADES

Summary:

A complainant wishing to lodge a formal appeal concerning a Final Grade, including Professional Experience, must raise the matter in the first instance with the relevant lecturer, then the Chair of the Academic Committee or the Chair of the Exam Board in the second instance.

If the complainant wishes to lodge an appeal against a decision of the Chair of the Academic Committee, they must write to the Chair of the Academic Board.

Complainants may appeal against a decision of the Chair of the Academic Board, but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. Appeals should be presented in writing to the General Manager of Le Cordon Bleu Australia.



- a) Upon receiving a Final Grade, a complainant may seek clarification of the grade with the lecturer of the subject. The complainant must seek clarification within 20 working days of the publication of that grade. The complainant should email their query and may request an interview with the lecturer.
- b) A complainant may formally appeal a Final Grade through the following process:
 - i. After clarifying the grade with the lecturer in charge of the subject
 - ii. In writing within 20 working days of the date of receiving the grade
 - iii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - iv. To the Chair of the Academic Committee (or Chair of the Exam Board where relevant). Submissions can be posted, emailed, faxed or delivered in person via the Complainant Services office.
- c) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chair of the Academic Committee (or the Chair of the Exam Board) may establish a panel to review the Final Grade but the panel will not feature the original lecturer. Where required, the complainant may be called to appear before the panel to discuss the appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Chair of the Academic Committee (or the Chair of the Exam Board) to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

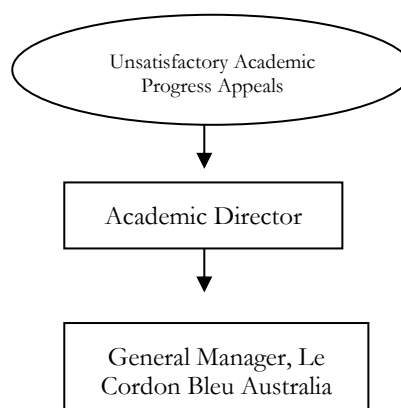
- d) A complainant may appeal the decision of the Chair of the Academic Committee (or the Chair of the Exam Board):
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Chair of the Academic Committee's (or the Chair of the Exam Board's) decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence
 - iv. To the Chair of the Academic Board, Le Cordon Bleu, Days Rd, Regency Park, SA, 5010
- e) Investigations of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chair of the Academic Board or nominee (independent, impartial and senior to the Chair of the Academic Committee / review panel members) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss the appeal; he/she will be permitted to take a support person to assist him/her with his/her appeal. The investigation will conclude with a written response from the Chair of the Academic Board to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- f) A complainant may appeal the decision of the Chair of the Academic Board:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Chair of the Academic Board's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence
 - iv. To the General Manager of Le Cordon Bleu Australia (LCBA), Days Rd, Regency Park, SA, 5010
- g) Investigations of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss the appeal; he/she will be permitted to take a support person to assist him/her with his/her appeal. The investigation will conclude with a written response from the General Manager of LCBA to the complainant.
- h) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST UNSATISFACTORY ACADEMIC PROGRESS DECISIONS

Summary:

A complainant wishing to make a formal appeal against an Unsatisfactory Academic Progress decision must write to the Academic Director.

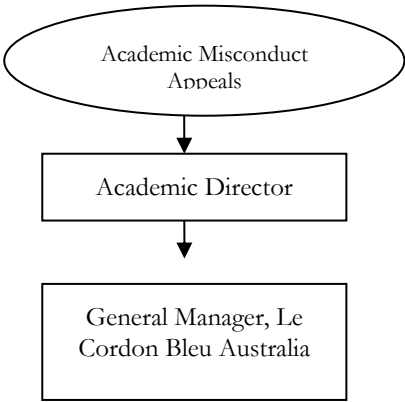
Complainants may appeal against a decision of the Academic Director, but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. Appeals should be presented in writing to the General Manager of Le Cordon Bleu Australia.



- a) Upon receiving notification of Unsatisfactory Academic Progress, a complainant may lodge a formal appeal through the following process:
- In writing within 20 working days of the date of receiving the notification
 - In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - To the Academic Director. Submissions can be posted, emailed, faxed or delivered in person to the Complainant Services office. Submissions should be directed to:
Academic Director
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: Australia@cordonbleu.edu
- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director may establish a panel to review the classification of Unsatisfactory Academic Progress. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- c) A complainant may appeal the decision of the Academic Director:
- On the grounds that LCBA policies and procedures have not been followed
 - In writing within 20 working days of receipt of the Academic Director's decision
 - In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010

- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Academic Director and/or review panel members) will review the process undertaken by LCBA staff. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will conclude with a written response from the General Manager of LCBA to the complainant. Should no further appeal be lodged within 20 working days, this decision will be deemed as final.
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST ACADEMIC MISCONDUCT DECISIONS

<p><u>Summary:</u></p> <p>A complainant wishing to make a formal appeal against an Academic Misconduct decision must write to the Academic Director.</p> <p>The complainant may appeal against a decision of the Academic Director but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. The appeal should be presented in writing to the General Manager of Le Cordon Bleu Australia.</p>	 <pre> graph TD A([Academic Misconduct Appeals]) --> B[Academic Director] B --> C[General Manager, Le Cordon Bleu Australia] </pre>
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- a) Upon receiving notification of Academic Misconduct, a complainant may lodge a formal appeal through the following process:
- In writing within 20 working days of the date of receiving the notification
 - In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - To the Academic Director. Submissions can be posted, emailed, faxed or delivered in person to the Complainant Services office. Submissions should be directed to:
Academic Director
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: Australia@cordobleu.edu
- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director may establish a panel to review the classification of Academic Misconduct. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- c) A complainant may appeal the decision of the Academic Director:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Academic Director's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the General Manager of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The General Manager of LCBA or nominee (independent, impartial and senior to the Academic Director and/or review panel members) will review the process undertaken by LCBA staff. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will conclude with a written response from the General Manager of LCBA, to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

EXTERNAL APPEALS PROCESS

- a) Once a complainant has exhausted the internal LCBA process as outlined above, they may appeal to an external appeals process. External appeals providers are as follows:
 - i. Domestic students: (as of 18 April 2011, the following have not stipulated any fee)
 - i. Office of the Training Advocate : email trainingadvocate@sa.gov.au or phone toll free on 1800 006 488 (website: <http://www.trainingadvocate.sa.gov.au/AboutUs/ContactUs/tabid/92/Default.aspx>)
 - ii. Australian Human Rights Commission for complaints regarding harassment, discrimination or bullying: <http://www.hreoc.gov.au>
 - ii. International students:
 - i. *The Overseas Students Ombudsman offers a **free** and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. For South Australian International students, OSO may refer you to the Office of the Training Advocate - <http://www.trainingadvocate.sa.gov.au/Support/InternationalComplainants/tabid/78/Default.aspx>*
 - ii. *If an International student is dissatisfied with LCBA's complaints and appeals processes, he/she can contact Department of Education through the ESOS mailbox: esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069 – please note that Department of Education will only intervene where LCBA's appeals process was not conducted correctly and/or in compliance with the National Code of Practice 2007 or if LCBA did not make the appeals process available for a student. As of 18 April 2011, no fee is indicated on aei.gov.au for this service.*

b) Complainants should note that:

- i. If the above LCBA procedures haven't been exhausted, he/she may be redirected back to LCBA
- ii. A minimal fee *may* be charged to the complainant by the external appeals process handler – see point a) above. These fees are not within the control of LCBA and are subject to change.
- iii. Whilst they are permitted to seek as many external appeals as they wish, LCBA is only required to await the decision of one process before reporting any enrolment variation, including Unsatisfactory Academic Progress, of a Student Visa holder to the Department of Education.
- iv. Where an external appeal has been sought before an LCBA internal process has not been completed, LCBA may terminate the internal investigation

Conferral of Awards

POLICY

La Fondation Le Cordon Bleu by agreement with Le Cordon Bleu Australia shall confer awards at annual graduation ceremonies at venues and on dates to be determined by Le Cordon Bleu Australia. In addition to the normal graduation ceremonies and meetings of the Academic Board, La Fondation Le Cordon Bleu by agreement with Le Cordon Bleu Australia may confer awards on candidates in absentia at any meeting of Le Cordon Bleu Australia specified for that purpose.

Students will normally have their awards conferred at the next scheduled graduation ceremony following their successful completion of the requirements of the award and Le Cordon Bleu Australia and La Fondation Le Cordon Bleu's receipt and acceptance of recommendations for the conferral of the award from the Academic Board.

Students, under extenuating circumstances, may apply to Le Cordon Bleu Australia to defer their graduation to the next scheduled ceremony. Graduation may not be deferred beyond the next scheduled graduation ceremony. The next graduation ceremony will then become the conferral date of the award.

Where a student wishes to terminate his or her enrolment in a program and has met the requirements of a Le Cordon Bleu award in which they are not currently enrolled, La Fondation Le Cordon Bleu by agreement with Le Cordon Bleu Australia may decide to confer the alternative award upon receiving and accepting the Academic Board's recommendation for the conferral of the award.

Le Cordon Bleu Australia shall notify in writing each student who is eligible to receive an award of the time, date and location of the graduation ceremony.

Graduands shall notify Le Cordon Bleu Australia of their intended attendance at the scheduled graduation ceremony by the due date as indicated in the written notification of the graduation ceremony. Graduands who wish to defer their graduation to the next scheduled graduation ceremony must apply in writing to Le Cordon Bleu Australia by the due date as indicated in the written notification of the graduation ceremony.

ADVANCED DIPLOMA OF BUSINESS POLICY

Upon completion of subject requirements under Stages 1 to 4 (including 16 on campus subjects and 2 Professional Experience stages), students may apply to exit the Bachelor of Business degree with an Advanced Diploma of Business. The Advanced Diploma is an exit qualification only and is not awarded to Bachelor of Business students as an embedded qualification.

Students who have completed the subject requirements of the Advanced Diploma of Business will normally have their awards conferred at the next scheduled graduation ceremony following their successful completion of the requirements of the award and Le Cordon Bleu Australia and La Fondation Le Cordon Bleu's receipt and acceptance of recommendations for the conferral of the award from the Academic Board.

DUX AND MERITORIOUS STUDENTS

Le Cordon Bleu Australia recognises that certain students have achieved outstanding academic results during their program of study and wishes to acknowledge and reward the additional effort required to achieve this.

Le Cordon Bleu Australia will therefore identify and reward one student who has completed all program requirements and achieved the highest overall results, from each of the Bachelor of Business (International Hotel Management) and the Bachelor of Business (International Restaurant Management) degrees for each cohort graduating each year. These students will receive the Dux award.

Le Cordon Bleu Australia will also identify and reward one student for each cohort graduating each year in each of the four subject theme groups, Professional Studies, Management Studies, Business Environment, and Management Information and Communications, who has achieved the highest overall results in all subjects in the theme group. These students will receive Meritorious Student awards.

All awards will be presented as part of the graduation ceremonies. Students identified to receive awards will be notified before the ceremony to ensure either their attendance or if they are unable to attend, alternative arrangements for presentation of the awards.

Calculations for Dux

At the discretion of the Academic Director, there will be one Dux per Degree program (Hotel or Restaurant) per year.

The algorithm to assess the Dux student will be:

Stage 1 30%

Stage 2 5%

Stage 3 30%

Stage 4 5%

Stage 5 30%; and

Any subject granted Status will be given the mean results for that subject for that group for the purposes of assessing the Dux.

Calculations for Meritorious Students Awards

That the Board approve the recognition of high-performing students at Stages 1, 3 and 5.

The student with the **highest total aggregated grades/marks** in allocated subject groups is recognised as a Meritorious Student.

The subjects are grouped into four themes:

- **Professional Studies**, which includes subjects with a focus on food preparation, food service, beverage service, rooms division operations and management, food and beverage division operations and management, wine studies and wine appreciation, food & wine matching, gastronomy and hospitality studies.
- **Management Studies**, which includes subjects with a focus on human resource management, supervision, management, strategic planning and decision making.
- **Business Environment**, which includes subjects with a focus on accounting, finance, economics, industry trends and issues, marketing, law, and project management.
- **Management Information and Communication**, which includes subjects with a focus on communications, technology, and information systems.

Statements of Compliance

Accreditation of Programs

CRICOS REGISTRATION STATEMENT

Le Cordon Bleu Australia Pty Ltd is duly authorised to deliver educational programs to overseas students in Australia. Le Cordon Bleu Australia Pty Ltd is listed on the Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Register) to deliver programs in South Australia and New South Wales.

Le Cordon Bleu Australia Pty Ltd's CRICOS Registration numbers are:

South Australia: 01818E

New South Wales: 02380M

The CRICOS website can be accessed at: <http://cricos.deewr.gov.au>

BACHELOR PROGRAMS

These programs were originally accredited by the Government of South Australia under the Training and Skills Development Act, 2003 and are listed on the TEQSA National Higher Education Register:

<http://www.teqsa.gov.au/national-register/provider/le-cordon-bleu-australia-pty-limited>

- Bachelor of Business (International Hotel Management)
- Bachelor of Business (International Restaurant Management)
- Bachelor of Business (Food Entrepreneurship)
- Bachelor of Business (Wine Entrepreneurship)
- Advanced Diploma of Business (International Hotel Management)
- Advanced Diploma of Business (International Restaurant Management)
- Advanced Diploma of Business (Food Entrepreneurship)
- Advanced Diploma of Business (Wine Entrepreneurship)

Le Cordon Bleu Australia Pty Ltd is the registered education provider for these programs. At the time of writing Le Cordon Bleu Australia delivers these programs in Adelaide in partnership with TAFE SA Adelaide North – Regency campus and University of South Australia. In Sydney, some of these programs are delivered and in partnership with TAFE NSW North Sydney Institute (Ryde campus).

Reporting Students to DIBP

All education providers who enrol Student Visa holders (Overseas Students) are obliged to report any changes to enrolment to the Department of Education and the Department of Immigration and Border Protection (DIBP) as per requirements under the ESOS Act (2000).

Le Cordon Bleu Australia will advise Overseas students to inform them of the following:

- Changes to student visa conditions as advised by the Department of Immigration and Border Protection (DIBP)
- Any change of enrolment whether at the request of the concerned student or Le Cordon Bleu Australia management
- Any breach by students of student visa conditions relating to satisfactory academic progress

Changes to a student's program or breaches of visa conditions will be reported to Department of Education and DIBP, via the Provider Registration and International Student Management System (PRISMS) located online at: <https://prisms.deewr.gov.au> The PRISMS Administrator (Student Services Manager, Le Cordon Bleu Australia) has access to the functions in order to report variations to student enrolment such as:

- Student failed to meet program requirements, including those outlined in Le Cordon Bleu Australia's Academic Progress policy
- Student completed program early
- Student did not commence program
- Student program cancelled, but provider is still operating
- Student left provider (transferred to a program at another provider)
- Student unable to start program (program suspended)
- Student enrolled in another program (at the same provider)
- Student Deferring/Postponing Studies
- Student Notified Cessation of Studies (withdrawal from studies).

If a student breaches their visa conditions in relation to program requirements, including academic performance, actions will be taken in accordance with Le Cordon Bleu Australia's Policy and Procedures.

Where a student is issued a new electronic Confirmation of Enrolment (eCoE) by Le Cordon Bleu Australia staff (Admissions or Student Services), the student is required to present the new eCoE to the nearest Department of Immigration and Border Patrol office. In Adelaide, the DIBP office is located at 55 Currie St, Adelaide.

Access and Equity

Le Cordon Bleu Australia supports fair access to educational opportunities and ensures that all students have the opportunity to achieve according to their own individual potential. Le Cordon Bleu Australia is committed to promoting, encouraging and valuing equity and diversity in regard to its staff and students.

Le Cordon Bleu Australia will, at all times:

- Provide an environment of support and care for students
- Encourage cultural understanding and sensitivity
- Ensure early identification and intervention to support students
- Seek to ensure that practices are non-discriminatory and pay due consideration to the needs of all groups
- Evaluate all education processes to ensure that they are inclusive and value students from a diverse background
- Ensure all policies and procedures are non-discriminatory and inclusive
- Provide students with information about access and equity issues and the complaints resolution process.

Le Cordon Bleu Australia requires students to:

- declare if they are in need of specific assistance so that specific learning support may be provided, where practicable.
- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff, other students and clients.

All Le Cordon Bleu Australia staff members are responsible to ensure that they understand and implement this policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with other staff, students and clients.

Student Records

Access to information by Students

Le Cordon Bleu Australia policy allows students access to their individual student files together with Professional Experience files on an as-requested basis. Notice must be given in writing 21 working days in advance and a staff member is required to be present whilst the individual is perusing their individual file. Under no circumstances are files to be removed from Le Cordon Bleu Australia offices. The Chief Operating Officer Academic Services Unit must approve all applications for copies of student information.

Access to information by a third party

A formal written approval from the individual whose file is to be accessed must be received before allowing a third party access to his/her records. A staff member must verify this prior to any access being given.

Le Cordon Bleu Australia will provide information as required to authorised agents of relevant government departments and for the purposes of acquiring and maintaining appropriate insurance coverage in accordance with State and Commonwealth government guidelines and legislation.

Access to Information by Staff Members

Access by staff to student information is at the discretion of management. The same guidelines as above apply regarding another staff member being present at all times and non-removal of files from the Le Cordon Bleu offices.

Archiving

Le Cordon Bleu Australia retains all student results and accompanying records, student personal records and other relevant materials in accordance with the requirements and standards outlined in relevant legislation.

Academic records

Student Academic Transcripts are printed from the student results database reflecting the student's progress and clearly showing subjects or units of competency that have been completed to date. These transcripts are dated and are duly verified by an authorised officer. For students who have completed Units of Competency which are on Le Cordon Bleu Australia's Scope of Registration, the Academic Transcript will be presented in accordance with AQTF and Higher Education Recognition standards.

Where program requirements are incomplete, an Academic Transcript, as appropriate, can still be issued to the student as evidence of their studies to date.

Continuous Improvement

Le Cordon Bleu Australia subscribes to a culture of continuous improvement and lifelong learning. To meet these aims, Le Cordon Bleu Australia collects and analyses stakeholder feedback and satisfaction data on the services provided through its fully documented quality assurance mechanisms. This information is used to:

- improve Le Cordon Bleu Australia's Client Service Standards to all stakeholders
- review all policies and procedures developed by Le Cordon Bleu Australia

Le Cordon Bleu Australia develops and implements improvement systems at every opportunity, including annual self-audits against the VET Quality Framework, Higher Education Threshold Standards and ESOS Act requirements, which are documented and acted upon to improve policies and procedures.

FEEDBACK

Students

See Student Feedback policy.

Staff

Staff members are encouraged to provide feedback and offer suggestions for continuous improvement to management, both directly and through their managers, on all aspects of Le Cordon Bleu Australia programs, from management of the programs to the availability of appropriate and timely physical resources.

Industry

Industry will provide feedback in several forms. Firstly, they have an input into the Le Cordon Bleu Australia programs through the Industry Standards Advisory Committee. Secondly, through feedback via student assessment when students undertake Professional Experience and finally through the Industry Associations and peak bodies that Le Cordon Bleu Australia works closely with across the country.

Marketing, Recruitment & Placement

POLICY

The following policy and procedures apply to staff, agents, and clients responsible for marketing, placement and recruitment of international students to Le Cordon Bleu Australia programs.

This policy provides the basis for ethical and moral practices in the marketing of education and training services to international students by Le Cordon Bleu Australia Pty Ltd. Le Cordon Bleu Australia Pty Ltd is mutually recognised in the State of New South Wales. For the purposes of this policy a student refers to any person participating in education or training delivered by Le Cordon Bleu Australia Pty Ltd. A “client” is a person or organisation who may enter into a contract with Le Cordon Bleu Australia Pty Ltd for the delivery of education and training services. In terms of marketing, Le Cordon Bleu Australia's client partners, are obliged to adhere to this policy and relevant legislation for marketing to overseas students, to which Le Cordon Bleu Australia is a party, when promoting and representing Le Cordon Bleu Australia to students and clients. Le Cordon Bleu Australia is committed to access and equity principles and processes in the marketing of its services.

Marketing Programs, Products and Services in Australia and Overseas

Le Cordon Bleu Australia ensures that all of its marketing material is accurate and is approved by Le Cordon Bleu's Director of Marketing before publication in any form of print or digital medium.

Before using information about a student or organisation in any marketing or advertising materials, Le Cordon Bleu Australia will gain written permission from that individual or organisation. Le Cordon Bleu Australia will abide by any conditions contained in the written permission.

Le Cordon Bleu Australia accurately represents to prospective students all training products and services that lead to AQF qualifications or Statements of Attainment, and ensures that advertised outcomes are consistent with these qualifications.

Le Cordon Bleu only advertises AQF qualifications included in its Scope of Registration and does not state or imply that services are within that scope if they are not.

Le Cordon Bleu uses the Nationally Recognized Training (NRT) Logo only as per the NRT Logo Specifications.

Le Cordon Bleu's marketing and advertising material identifies training and assessment services leading to AQF qualifications and/or Statements of Attainment separately from other training/assessment services (eg Le Cordon Bleu Paris/ La Fondation awards).

Le Cordon Bleu Australia staff and its "client" groups engaged in marketing shall undertake those activities with integrity and in an ethical manner, including the advertising of Le Cordon Bleu Australia programs, products and services in Australia and overseas through promotional publications, fairs, festivals, media, interviews, web sites, and by word of mouth.

Le Cordon Bleu Australia markets its services consistent with the educational, cultural and regulatory systems of countries in which it seeks to market, accurately represents education and training products and services to prospective students and clients, and does not detract from the reputation or interests of other education providers. Le Cordon Bleu Australia will undertake its marketing on a fair and equitable basis and will not endorse discriminatory practices based on ethnicity.

Le Cordon Bleu Australia will ensure that students and clients are provided with full details of conditions in any contract arrangements with us.

Le Cordon Bleu Australia is responsible for the actions of its appointed agents in relation to the marketing of services to, and the application processes for, international students, and makes every reasonable effort to ensure that at all times these agents act in the best interests of applicants and Le Cordon Bleu Australia.

Le Cordon Bleu Australia staff or staff of our "clients" will not falsely convey or otherwise draw misleading comparisons with any other training organisation or qualification.

Le Cordon Bleu Australia accepts responsibility for the actions of its appointed agents or those responsible for the provision of a program under an arrangement with Le Cordon Bleu Australia in relation to information on the recruitment and placement of overseas students, including prescriptions specified in the National Code of Practice and other legislation.

In marketing its services to overseas students, Le Cordon Bleu Australia aims to enhance the reputation of South Australia and Australia as a source of quality education and training.

Le Cordon Bleu Australia accurately represents recognised education and training products and services to prospective students and clients and does not:

- make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another program
- draw false or misleading comparisons with any other provider or qualification.

Le Cordon Bleu Australia gains written permission from students or clients before using information about that individual or organisation in any marketing materials.

Le Cordon Bleu Australia ensures students and clients are provided with full details of conditions in any contract arrangement with the organisation and will not enrol an overseas student unless the student has been provided with accurate and current information consistent with requirements identified under relevant legislation.

Provision of Information

Le Cordon Bleu Australia, its agents and clients will supply accurate, relevant and up-to-date information to prospective students. This information is to be provided to students by Le Cordon Bleu Australia, its agents or clients, prior to prospective students entering written agreements with Le Cordon Bleu Australia.

Le Cordon Bleu Australia regularly reviews all information provided to students to ensure its accuracy and relevance.

Le Cordon Bleu Australia, its agents and clients, supply accurate, and current information to enable a person unfamiliar with the Australian education and training system and living conditions, to make informed decisions about the appropriateness of Le Cordon Bleu Australia and its programs to that person's needs.

Le Cordon Bleu Australia, through its agents and through regular contact with students, informs prospective and enrolled Student Visa Holders of any changes to student visa conditions advised by the Department of Immigration and Border Protection (DIBP). Included in Le Cordon Bleu Australia's Agents Manual is the DIBP web site address for reference by agents and students.

Recruitment

Le Cordon Bleu Australia conducts recruitment of students at all times with integrity, and in an ethical and responsible manner. Offers of program placement are based on an assessment of the extent to which the qualifications, proficiency, experience, and aspirations of the applicant are matched by the program admission criteria.

Le Cordon Bleu Australia ensures that the educational background of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate. This training is managed by the Director of Marketing and the provision of instructions, manuals for agents, and face to face training with agents.

Le Cordon Bleu Australia ensures that all overseas students comply with the English language proficiency requirements of each program, or where the prospective student does not comply, offers a suitable English language-training program, before a student is offered a place in a program. Offers of program placement include any requirements for English language tuition and bridging programs where these are deemed necessary.

Le Cordon Bleu Australia, its agents or clients will notify the relevant Commonwealth authority if an international student is no longer participating in a program for which they were enrolled.

Le Cordon Bleu Australia ensures that the recruitment and placement of international students complies with equal opportunity legislation and is consistent with immigration requirements by promulgation of the necessary Acts, regulations, and amendments and/or through instructions to its staff, agents and clients and by regular visits to the respective agency web sites.

Le Cordon Bleu Australia will advise prospective students, where relevant, that any school-aged dependants accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

Recruitment and Placement

Le Cordon Bleu Australia ensures that offers of program placement are based on assessments by qualified persons of the extent to which the student's qualifications and proficiencies are appropriate to the program of education/training.

Le Cordon Bleu Australia obtains evidence that assessment of an intending overseas student's proficiency in English has been carried out (unless this is clearly not relevant). Evidence of assessment must meet the requirements of the Migration Regulations.

Le Cordon Bleu Australia ensures that the educational background and English language proficiency of intending students is assessed by suitably qualified persons, and provides for the training of such staff and agents, as appropriate.

Le Cordon Bleu Australia includes, in any offer of program placement, information on requirements for English language skills (unless this is clearly not relevant), or bridging programs where these are considered necessary.

Le Cordon Bleu Australia provides accurate information to overseas students of the requirements of programs, enrolls overseas students only in full-time programs as defined in the National Code of Practice under the ESOS Act, 2000.

Le Cordon Bleu Australia notifies and has a documented process for the notification of the relevant Commonwealth authority, for matters relating to overseas student attendance.

Le Cordon Bleu Australia ensures that the recruitment and placement of overseas students complies with equal opportunity legislation and is consistent with immigration requirements.

Student Support Services

Le Cordon Bleu Australia recognises the benefits which education and training of International and Australian students bring to the organisation and the nation of Australia. It strengthens relations with other countries and regions from which the students come and is seen as an export industry in economic terms.

The overall position of Le Cordon Bleu Australia is that the benefits of international education depend very much on the support and services it can provide to the student, as well as the public confidence in the integrity, quality and continuous improvement principles and practices of Le Cordon Bleu Australia.

Le Cordon Bleu Australia recognises that an industry servicing and supporting students who travel to Australia to study requires a consistent approach to their well-being and success.

Le Cordon Bleu Australia ensures the protection of the health, safety and welfare of students through adequate and appropriate support services.

Specifically, Le Cordon Bleu Australia and its delivery partners provide a range of student support services, and advise students of these via the website, student handbook and at induction.

Students are encouraged to contact Le Cordon Bleu Australia Student Services Department in the first instance, who will redirect them to the appropriate service or officer for ongoing assistance.

Students will be provided, through the enrolment process, at Induction and on request throughout their studies, with information about:

- Support services available on campus (medical, behaviour, learning support, counselling)
- Government legislative requirements (change of address, visa concerns, Tax file application)
- Australian Law and legal requirements (use of alcohol and drugs, stealing and vandalism, harassment)
- Accommodation information
- Banking and finance
- Public and Private transport facilities
- Shopping, recreational activities and upcoming student events.
- Advice and assistance with student visa application and compliance
- Overseas student health cover
- Renewing Student Visas

Le Cordon Bleu Australia has appointed an appropriate and suitably qualified and experienced person as the primary contact officer for students. This person is aware of the responsibilities of this position. This officer will:

- promote successful adjustment by overseas students to life and study with Le Cordon Bleu Australia
- assist Le Cordon Bleu Australia students to resolve problems which could impede successful completion of their chosen study programs

Le Cordon Bleu Australia provides detailed information to students and prospective students using the following:

- Letters confirming Enrolment
- Electronic Confirmation of Enrolment (eCoEs) for Student Visa holders, including renewing eCoEs
- Invitation Letters to support intended visits to Australia of overseas family and friends eg for Graduation Ceremonies
- Completion Letters
- Academic Transcripts
- Graduation Parchments
- Application forms for Course Credit, Change to Program Structure, Withdrawal, Deferral, and Leave of Absence.

Students can contact the Adelaide Student Services Unit via:

- studentservicesadelaide@cordobleu.edu or phone (08) 8348 3000

Financial Management and Standards

Le Cordon Bleu Australia is committed to maintaining a secure, accurate and concise financial management system so as to ensure the ongoing future viability of its registration status. To ensure this occurs, Le Cordon Bleu Australia:

- obtains, on an annual basis, a statement from a firm of certified practicing accountants attesting to Le Cordon Bleu Australia's financial viability. This report is available to the relevant State and Commonwealth agencies on request
- has an appropriate measure in place to ensure students are not financially disadvantaged in the event of the financial failure of Le Cordon Bleu Australia's registration status
- makes available to students its fees and refund policy which is consistent with the National Code of Practice under the ESOS Act, 2000
- ensures that the contractual and financial relationship between the student/client and Le Cordon Bleu Australia is fully and properly documented, and that a copy of the documentation is made available to the student
- will not accept payment of any fees for a program from an overseas student unless Le Cordon Bleu Australia has rendered to the student
 - a copy of the agreement in accordance with the ESOS Act 2000
 - advice in relation to refunds specified in the National Code of Practice and covered by the provisions of the ESOS Act, 2000 and the ESOS Regulations
- keeps complete and accurate records of all student fees, ensuring financial records that reflect all payments, charges, and the balance due, are available to students on request

The General Manager, Le Cordon Bleu Australia manages the above financial processes, in accordance with documented procedures.

Appendices

Appendix A: Assignments and Presentation

ASSIGNMENT POLICY

You should ensure that you clearly understand the requirements of set assignments. The lecturer will provide due dates and clarify other expectations for all assignments. A checklist which outlines presentation style should be provided at the beginning of each subject.

COPY OF ASSIGNMENTS

It is expected that you will keep both an electronic and a printed copy of all assessment items, except examinations. You may be asked to resubmit an assessment item. Loss of work due to computer disk failure is not an acceptable excuse for overdue assignments.

CONFIDENTIALITY

You should not include information or documents that are confidential to a workplace or individual in your assessment items. Whilst every effort is made to ensure that assessment items are secure at all times, this cannot be guaranteed. It is important to consider the nature of all information when preparing work for assessment.

RETURN OF ASSIGNMENTS

Lecturers will aim to provide prompt feedback to students. Minor assessments will normally be marked and returned to students within one week of receipt by the lecturer. Major work will normally be returned within two to three weeks.

If you want more detailed feedback, speak with your lecturer in the first instance to discuss how this might be arranged.

PRESENTATION

Managers in the Hospitality Industry need specific high level writing skills. They must be able to communicate effectively and efficiently with many people at different levels, both inside and outside the organisation.

All written presentations need to meet business standards. This means writing and presenting your work to a standard suitable for use in the workplace for team and management discussion.

All assignments must be presented in a word processed form unless otherwise specified.

All assignments must have an Assignment Coversheet attached.

The declaration on the Assignment coversheet must be read and signed before handing up your assignment.

Appropriate presentation includes:

- Assignment Coversheet in the appropriate format
- Contents page
- Standard paper size (A4)
- Single sided printing
- 1.5 or double spacing between lines
- Double spacing between paragraphs
- Numbered pages
- Headings / sub headings
- Times New Roman font 12 point size or Arial font 11 point size
- Use bold for headings, if required
- Straight margin
- Proofread by at least yourself and preferably someone else with good English language skills
- Ensuring a copy of the assignment retained
- Stapling in the left corner unless otherwise specified
- Your name and ID number in the header of all pages except the coversheet

STRUCTURE AND ORGANISATION

Apart from the content of the assignment/presentation an introduction and conclusion should be included. If appropriate, a recommendation section should be added.

Reports and essays should have an introduction, body and conclusion.

An introduction should:

- Be concise
- Be interesting
- Outline the problems

Conclusion:

- Identifies main points
- Summarises argument (briefly)
- Recommendations if required
- Corresponds with the conclusions

Paragraphs

Check that:

- All paragraphs are in logical order and linked together
- Each deals with one aspect of the topic
- All sentences within each paragraph are related
- All serve some purpose/help answer the question

Content/Discussion

Ensure that:

- All aspects of the topic are covered
- The assignment is balanced (each aspect adequately discussed)
- Definitions are given (where required)
- The argument is developed logically
- The argument is convincing / makes sense
- Generalisations are supported with specific examples (evidence)
- The content draws on a number of sources

Graphics, tables and figures must be:

- Appropriate and relevant
- Referred to in text

Quotations must be:

- Functional
- Used appropriately
- Generally short and succinct
- Set out correctly
- Referenced appropriately

Appendices must be:

- Identified clearly
- In text order
- Included in the Table of Contents

Include a contents page if the final document is more than 2 or 3 pages and if specified by the lecturer.

REFERENCES/BIBLIOGRAPHY

Use Harvard Author-date referencing system – available from all libraries:

- For all direct quotations, maps, tables, diagrams
- For all facts, theories, opinions which are not your own, even when written in your own words

You must:

- Provide a clear distinction between references and your statement/ interpretations
- Include a reference list (or bibliography) and correctly set out

NB: Lecturers at Regency Campus require students to limit the use of quotations and paraphrasing in their written work, in line with the following guidelines:

- All assessment pieces must be made up of at least 75% original work and maximum of 25% can be work that has been referenced from another source (for example quoted from a textbook, industry journal or the internet) correctly referenced using the Harvard referencing system.

STYLE/LANGUAGE

Unless otherwise specified use the passive voice and objective style. This means writing in the third person – not using personal pronouns (I, me, mine) or pronouns (she, he, his, her, us, we, you, your). The language should:

- Flow (reads easily)
- Be concise
- Be clear
- Be unpretentious – avoid jargon
- Include no abbreviations (eg etc, i.e., don't, isn't)

SPELLING AND GRAMMAR

Ensure there is:

- Correct spelling (important to proofread and spell check all work) NB: Spell-check will not identify a wrong word if it is spelt correctly
- Consistent use of capitalisation
- Correct grammar (if unsure, read it aloud, or have someone proofread it with you)

TURNITIN

Lecturers at **Regency campus require all students use Turnitin**, in line with the following guidelines:

- All assessment pieces must be submitted electronically to Turnitin and in hard copy (paper) via the Le Cordon Bleu Assignment Box located near the Le Cordon Bleu Administration office at Regency Campus. If an electronic copy is not submitted to Turnitin the assignment will not be marked and a 0 grade will be allocated

Students at UniSA may be asked to use Turnitin. Lecturers will provide instructions where this is required.

Appendix B: Referencing

University of South Australia Learning Connections unit has created some very useful resources to assist students to avoid plagiarism and to use the Harvard Referencing system correctly.

These can be found by going to:

<http://www.unisanet.unisa.edu.au/learningconnection/student/studying/default.asp>

Referencing is a standardised method of acknowledging sources of information and ideas that you have used in your reports, essays or assignment in a way that correctly identifies their source.

When writing reports, essays, proposals and assignments, **you must** show the sources of your research. Information may have been collected from a wide variety of materials, including books, journals and magazines, newspapers, audio-visual resources such as videos, the Internet or CD-ROM. Such information will need to be “cited”, that is, referenced as to the source of that information and will need to be included in your assignment or report.

Direct quotations, facts and figures, as well as ideas and theories, (*including those expressed in your own words*) from both published and unpublished works must all be referenced.

References must be provided whenever you use someone else’s opinions, theories, data or material. You need to reference information from books, articles, videos and computer programs, other print or electronic sources, and personal communications.

A reference is required if you:

- Quote (use someone else’s exact words)
- Copy (use their figures, tables, structure or material)
- Paraphrase (state their idea in your own words)
- Summarise (use a brief account of their ideas)

This is done for the following reasons:

- To acknowledge the source
- To allow the reader to validate or verify the data
- To provide the reader with sufficient details to consult the sources independently
- To strengthen your argument
- To show the breadth of your research

Referencing is necessary to avoid plagiarism; to enable the reader to verify quotations; and to enable readers to follow-up and read more fully the cited author's arguments.

There are several systems of referencing, but the only approved method to be used. In the business world and at Bachelor Degree level this is the Harvard (Author-Date) system.

THE HARVARD OR AUTHOR-DATE SYSTEM

When you write a report, essay or an assignment you must **include in your text**, references to all material you have used as sources for the content of your work. In this system the **author's name** is given first, followed by the **publication date** within the text of the assignment. A reference list at the end of the assignment, essay or report contains full details of all the in-text citations (references).

These references must be **provided wherever and whenever** you quote, paraphrase or summarise someone else's opinions, theories or data in your text. Your references may be to books, periodicals, articles, newspapers, videos, CD-ROM, Internet, reports or personal communications.

A list of references, in alphabetical order of authors' surnames, must be attached to the end of your assignment or report, giving complete details of all references actually used in the assignment/report.

The steps involved in referencing actually begin during your research; you will need to remember to take down **the full "bibliographical" details including the page number(s)** from which the information is taken.

- In the case of a **book**, "bibliographical details" refers to:

Author/editor, year of publication, title, edition, volume number, publisher and place of publication, chapter & page numbers

- In the case of a **journal article** it refers to:

Author of article, year of publication, title of article, journal/serial title, volume number, issue number, page numbers on which the article appears

- In the case of **electronic information** it refers to:

Author/editor, year of publication, article title, journal title/web site, the type of medium (eg CD-ROM, Online, etc.), pages or length, "Available" statement (eg WWW address, supplier and name of electronic database, Email address, etc.), access date.

These elements may need to be used in "in-text references", the reference list and/or the bibliography.

Not all of these details will necessarily be applicable in every case, but you will not know this until you are actually writing, so it will pay to collect all of them during your research.

SHOULD YOU PARAPHRASE OR USE QUOTATIONS?

Irrespective of whether you use quotations or paraphrase another's words, you will always need to reference the source of the original work. However it is always preferable that you **paraphrase** (*putting someone else's ideas into your own words*) at least some of the material from other sources, as too many **quotations** (*using the exact words*) will lead to poorly written assignments, essays or reports.

Paraphrasing can demonstrate your understanding of the material by expressing it into your own words, while a quotation only shows that you have the ability to locate the information. Too many quotations will often lead to sentences that are written in an incorrect context and of a different writing style to the remainder of the work. If quotations are to be used they must be carefully selected for context, integrated into your text and reproduced exactly. This includes all punctuation, spelling and capitalisation and you must not alter the original intention of the text, even if there are spelling errors or grammatical errors.

While direct quotations should only ever be used sparingly there are some occasions where they are justified.

- When paraphrasing may cause misinterpretation of the original text.
- Where someone's major argument needs to be presented as evidence.
- When the original words are particularly concise, convincing or forceful that they could not be improved upon.
- Where it is important to comment on, refute or analyse the ideas or argument expressed by others.

USING QUOTATIONS

Short quotations

Less than thirty (30) words or two (2) lines of your text: need to be incorporated into your sentence or paragraph 'without disrupting the flow of your text' (Winckel 1995, p.7). Use single quotation marks to define the borrowed words, brackets to acknowledge your source (author, date, and page) and put the full stop outside the brackets. This specific punctuation allows your reader to distinguish exactly which words within that sentence are quoted and from what source.

Long quotations

More than thirty (30) words or two (2) lines: should be introduced in your own words, begin on a new line and be fully indented from the left and right margins. Other aspects that are important when using longer quotations are:

Quotation marks are not used for longer quotes, as the indentation already shows that it is a quote. A smaller font size is also used to further distinguish this text from your own. The full stop will be after the last sentence of the quotation and before the author – date reference. (Winckel 1995, p.8)

When you use a quote there may be occasions where you will need to point out that something specific within the quote is of a particularly disturbing nature. It may be a **spelling mistake** by the original author, or the use of sexist or racist language that is **no longer acceptable**. You will need to point this out to your reader because unless it is clearly stated otherwise, your use of another's work or opinion **shows your acceptance of that point of view**, or language, as your own.

This can be achieved by adding [sic] into the quote immediately after the spelling error or offending word. Sic means 'so' or 'thus'. The word sic must be enclosed in square brackets. E.g. [sic]

USING REFERENCES IN TEXT

For in text references, only the author's **surname**, **year** of publication for the material cited, and page numbers (*if required*) should be listed.

Example:

Larsen (1991) was the first to propound the theory in 1990 but this has...

OR

The theory was first propounded in 1990 by Larsen (1991) but since then...

Page numbers for your references are necessary **only** when you **quote or paraphrase** particular passages, lists, graphs, tables or figures from your sources that were obtained within a particular page.

Example:

Smith (1996, p. 45) has argued that 'The relative seriousness of the two kinds of errors differs from situation to situation'.

(Quoted from a particular page and giving prominence to the author)

OR

It has been argued that 'The relative seriousness of the two kinds of errors differs from situation to situation' (Smith 1996, p. 45).

(Quoted from a particular page and giving prominence to the information)

If you **paraphrase** material from your sources you must make it clear from your reference that you are giving a modified version of someone else's work in your own words.

Example:

A recent study (Jones and Smith, 1997, p. 4) has shown that more students stay in school if unemployment increases.

(Paraphrased from a particular page)

OR

A recent study (Jones and Smith, 1997) has shown a series of outcomes, which result from economic hardship in the community. Among these we would...

(Paraphrased from a larger portion of the source)

When directly quoting from another source, ensure that single quotation marks are used and the relevant page number(s) are given.

Example:

Larsen (1991, p. 245) noted that 'Many of the facts in this case are incorrect ... 'and this could seriously jeopardise our position.

OR

However it has been noted that 'Many of the facts in this case are incorrect ... '(Larsen 1991, p. 245) and this could seriously ...

MULTIPLE AUTHORS

When a work by **two or three authors** is cited in brackets, the textual reference should be as:

(Larsen & Green 1997) OR (Larsen, Green & Withers 1998)

When the authors' names are incorporated in the text, the ampersand is replaced by 'and':

Larsen and Green (1997) were unable.... Larsen, Green and Withers (1998) agreed....

Reference to material written by **more than two authors**, should include the surnames of all authors the first time the citation appears. In **later citations** of the same reference, include only the surname of the first author and the abbreviation 'et al' (meaning "*and the others*").

Example:

A recent study (Jones, Smith, Brown and White, 1993) has shown that...

The research previously cited (Jones et al, 1993) also suggests...

Reference to **different authors with the same surname** should be distinguished by using the authors' initial or full names.

Example:

A recent study (Jones, C L. 1995) has shown this to be the case, but A G Jones (1989) had suggested in his study at the time that...

When you have read an account of original work by one author (**primary reference**) in another book or article (**secondary reference**), **both sources must be acknowledged** in your reference:

Smith (cited in Jones, 1996) stated that...

Smith is the primary reference; Jones is the secondary reference.

OR

Smith's experiment in 1992 (cited in Jones, 1996) states...

OR

Jones (1996), in reporting Smith's 1992 study, states that...

If you need to cite **several references at the same point**, separate the author's names by semi-colons, with surnames in alphabetical order.

Recent studies (Brown, 1993; Brown and Smith, 1996; Smith, 1998) all have shown similar results...

References to **two or more publications in the same year** by a given author should be distinguished by **adding a, b** etc. after the year.

A recent study (Jones, 1997b) has shown...

Recent studies (Jones, 1995, 1997a and 1997b) have shown...

References to **personal communications** including e-mail and conversation, etc. should include the initials, '**pers. comm.**' and the date of communication.

"... probably our greatest asset". (Crook. K A W. 6th. June 1999, pers. comm.)...

In an email communication on 3 May 1998, Kate Jones suggested that...

Personal communications are not included in a list of references and are referred to only in the text.

REFERENCE LIST OR BIBLIOGRAPHY?

A **list of references** contains details only of those works cited in the text. If relevant sources that are not cited in the text are included, the list is called a **bibliography**.

The reference list or the bibliography is placed at the end of the assignment or report. It is arranged in **alphabetical order of authors' surnames** and chronologically for each author.

Where an item has no author it is cited by its title, and ordered in the reference list or bibliography in sequence by the first significant word of the title. In this case you disregard "A" or "The" that may begin the title.

Some lecturers and business protocol require only a reference list.

Others may require in addition a bibliography.

The bibliography includes all materials consulted in the preparation of your essay. Both cited and non-cited items are to be included.

The reference list includes only references cited in the text.

For either a reference list or a bibliography **the method of listing is the same**. The author's surname and initials are placed first, immediately followed by the year of publication. **The title** of the publication appears (*in Italics*) after the date, then the publisher, followed by the place of publication. Each of these details needs to be separated using the correct punctuation.

The Harvard style requires the second line of the reference to be indented to highlight the alphabetical order.

Alternatively you should leave a single line space between each reference in your list.

Do not use dot points or numbers to separate listings.

EXAMPLES OF TYPES OF PRINTED REFERENCES

Books

Bibliographic details are arranged in the following sequence:

Author (s) Surname and initials,

Year of publication,

Edition,

Title of book (use Italics),

Publisher,

Place of publication.

Book with a single author

Smith, P. 1978, *The ANZACS*, Thomas Nelson, Melbourne.

Book with 2 authors

Butler, J. D. & Walbert, D.F. 1986, 3rd. edition, *Medicine and the Law*, Facts on File Publications, New York.

Book with 3 or more authors

Leeder, S. R. Dobson, A. J. Gibberd, R. W. & Patel, N. K. 1996, *The Australian Film Industry*, Dominion Press, Adelaide.

Book with no author (note edition)

The Australian Concise Oxford Dictionary, 1992, 2nd edition, Oxford University Press, Melbourne.

Government and parliamentary publications

Act of Parliament

Copyright Act, 1968, (Cwth), ss.1-3

Australian Bureau of Statistics Bulletin

Australian Bureau of Statistics, 1985, *Domestic travel and tourism survey, Australia, 1983*, Cat. no. 9216.0, ABS, Canberra

Government Report

Office of the Status of Women, 1981, *Fair Exposure*, AGPS, Canberra

Journal articles

Bibliographic details are arranged in the following sequence:

Author of journal article,

Year of publication,

Article title 'enclose in single quotation marks',

Title of journal *use Italics*,

Volume of journal,

Issue number of journal,

Article pages.

Journal article

Dewhirst, C. 1986, 'Hot air over the Himalayas', *World Geographic*, vol. 1, No. 4, pp. 44-45.

Journal article (no author)

'Anorexia nervosa'. 1969, *British Medical Journal*, vol.1, pp. 529-530.

Newspaper article

Legge, K. 1987, 'Labor to cost the "Keating Factor"', *Times on Sunday*, 1 Feb., p. 2.

More than one item by the same author published in the same year

Dewhirst, C. 1986a, 'Hot air over the Himalayas', *World Geographic*, vol. 1, no. 4, pp. 44-45.

Dewhirst, C. 1986b, 'Cold water around the Antarctic', *World Geographic*, vol. 1, no. 5, pp. 32-39.

Electronic references

This includes articles and information retrieved using Search engines, or “surfing” the World Wide Web. (WWW)

Electronic bibliographical information and the order of presentation

Author/editor

Year of publication / full date of last update

Article title / web page ‘in single quotation marks’

Journal title / web site Use Italics

The type of medium (eg CD-ROM, Online, etc.)

Pages or length

“Available” statement (eg WWW address, supplier and name of electronic database, Email address, etc.)

Access date

Not all of these details will necessarily be applicable for each reference.

Full text journal article from CD-ROM (BPO)

La Rosa, S.M. 1992, ‘Marketing slays the downsizing dragon’, *Information Today*, [CD-ROM], vol. 9, no. 3, pp. 58-59, Available: UMI/Business Periodicals Ondisc/92-20889 [1999, January 15].

Journal article - full-text database

Gul, F. A. 1999, ‘Audit prices, product differentiation and economic equilibrium’, *Auditing*, full-text [Electronic], vol. 18, no. 1, pp. 90-100, Available: Proquest Direct/ABI/Global Inform [1999, June 28]

Sale, P. & Carey, D.M. 1995, ‘The sociometric status of students with disabilities in a full inclusion school’, *Exceptional Children*, [Electronic], vol. 62, no. 1, pp. 6-22, Available: Information Access/Expanded Academic ASAP/A17435391 [1998, June 12]

Cork University, Ireland, 1999, ‘Service second to none’, *Nation’s Restaurant News*, full-text [Electronic], vol. 33, no. 21, p.121, Available: InfoTrac Searchbank/Business ASAP International/Article A54765156 [1999, June 24].

Journal article - electronic journal

Wiseman, N., Rusbridge, C. & Griffin, S. M. 1999, ‘The joint NSF/JISC international digital libraries initiative’, *D-Lib Magazine* [Electronic], vol. 5, no. 6, Available from <http://www.dlib.org/dlib/june99/06wiseman.html> [1999, June 25]

Journal abstract - electronic database

Siddal, R. 1998, ‘Pilots on bowel cancer screening’, *Health Service Journal*, abstract [Electronic], vol. 108, no. 5632, Spec Rep 2, Available: WebSPIRS/CINAHL/A.N. 1999009583 [1999, June 25].

E-mail (Personal)

Keith, K. 29 June 1999, RE: Internet Guide - Citing Electronic Sources, Email to M. O’Connor [Online], Available: Email: mary.o’connor@unisa.edu.au

Corliss, B. 1999, *News from Seattle*, E-mail to X.Li, [Online], 13 Jan., Available: E-mail: xli@uvmvm.uvm.edu [1999, January 15].

Discussion List

Berkowitz, P. 1995, April 3, ‘Sussy’s gravestone’. *Mark Twain Forum*

[Online]. Available E-mail: TWAIN-L@yorkvm1.bitnet [1995, April 3]

Worldwide Web

'Title of page in single quotation marks', Title of site *in Italics*,

World Wide Web page

Beckleheimer, J. 1994, *How do you cite URL's in a bibliography?* [Online]. Available: <http://www.nrlssc.navy.mil/meta/bibliography.html> [1995, December 13]

Keith, K. 1998, 'What is the internet?' [Online], Available: <http://www.library.unisa.edu.au/internet/intguide/intintro.htm> [1999, June 23]

Worldwide Web page (no author)

Educating America for the 21st century: Developing a strategic plan for educational leadership for Columbia University-1993-2000 (Initial workshop draft), [Online], 1994, Available: <http://www.ilt.columbia.edu/CONF/EdPlan.html> [1995, May 16].

Worldwide Web page (no publication date)

Prizker, T. J. n.d., *An early fragment from central Nepal*, [Online], Available: <http://www.ingress.com/~astanart/pritker/pritzker.html> [1996, December 12].

PARTICULAR PROBLEMS WITH ELECTRONIC REFERENCING

Unlike printed media referencing that has been formalised and documented for many years, the referencing of electronic media is evolving constantly. Even within the Harvard referencing system it is possible to locate **several versions** of what is said to be the required style. These differences can be confusing for the inexperienced writer as both **what is required** to be included in a reference line and **the way it is to be presented** can be called for differently by several "authorities". This along with the peculiarities of electronic research presents some difficulties when referencing an electronic source or simply collecting the needed **bibliographical information** itself.

In an attempt to find solutions to these difficulties the writer need only remember that the main reason for referencing is to provide the reader with **sufficient information** to locate the source document in the future. Electronic media, including a web site, share many of the same elements that are easily found in a print document. Therefore, the citation for documents from an electronic source should **follow the format similar to that used for print**. However these may be more difficult to locate and because there are few, if any, standards for publication within many electronic sources, the elements you are used to may have been omitted altogether.

All references begin with the same information that would be provided for a printed source (or as much of that information as is available) along with information that is specific to the different forms of electronic retrieval systems. The electronic information is then placed in a **retrieval statement** that shows how the information was made available to the writer. This statement is placed at the **end of the reference line** along with the **date of access**. It is important to give the date of access because documents, particularly on the WWW, may change in content, move, or be removed from a site altogether.

Because some types of online documents may be updated or modified by their authors' at any time, references to these documents should also **date the document version** used with as much specificity as is possible. You should cite the date that the **document was last updated** and this is shown on many electronic sources that are constantly being reviewed by either the author or an editor.

One of the main concerns of referencing style is consistency, so how you cite electronic material should be consistent with how you would cite traditional material.

The style authorities have various approaches to the citation of electronic sources.

There are some principles emerging to which all authorities seem to agree.

The first is to provide as much information as possible to locate the authorship, availability and retrieval of the source document.

The second is that where specific bibliographical information is unavailable for an electronic source, the writer must draw upon the rules of print source style.

It is important to remember that the in **text reference must match** exactly the **corresponding entry in the reference list**. Therefore it is considered inappropriate to use a URL address in your text as the reference. The Harvard system requires you to supply the author and date of publication in text and sometimes page numbers, with **specifically laid down rules** of what is acceptable both **within text and the reference line beginning** in the event that any of this information is unknown.

If the author of the work you need to reference cannot be located, you will need to use the item of bibliographical information (other than date) closest to the top of the list from page 79. This item will become the **first displayed alphabetically** in your reference list and will be **shortened to 3 – 4 words** and used in text instead of the author's surname.

Remember that a **WWW address is punctuation and case sensitive** and must be written in its entirety for your reference list. If you need to **break the address** onto a second line in your reference list it may **only** be done where a **back slash [/]** occurs. DO NOT show a WWW address as a hyperlink as the underlining that occurs with hyperlinks has a specific meaning in reference style.

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Appendix C: Program Summary

PROGRAM STRUCTURES

Bachelor of Business – International Hotel Management (IHM)

Stage 1	
Kitchen Operations Management Food & Beverage Service (including Responsible Service of Alcohol)	
Communication Management Concepts	Wine Fundamentals Food & Beverage Management Finance 1 Housekeeping
Stage 2	
Professional Experience 1 (Practical) - 600 hrs Professional Experience 1 (Theory)	
Stage 3	
Introduction to Marketing Finance 2 Rooms Division Management International Hotel and Events	The Hospitality Experience Human Resource Management Management Information Systems
Stage 4	
Professional Experience 2 (Practical) - 600 hrs Professional Experience 2 (Theory)	
Stage 5	
Advanced Marketing Hospitality Business Law Leadership & Management in Action Strategies in Globalised Hospitality	Quality Service Management Strategic Management Decision Making for Managers Entrepreneurship and Business Management

Bachelor of Business – International Restaurant Management (IRM)

Stage 1	
Kitchen Operations Management Food & Beverage Service (including Responsible Service of Alcohol)	
Communications Management Concepts	Food and Beverage Management Wine Fundamentals Finance 1 Stage 1 Industry Workshop
Stage 2	
Professional Experience 1 (Practical) - 600 hrs Professional Experience 1 (Theory)	
Stage 3	
Restaurant Concepts & Management Introduction to Marketing Finance 2 Food Quality Management	The Hospitality Experience Culinary Practice Human Resource Management
Stage 4	
Professional Experience 2 (Practical) - 600 hrs Professional Experience 2 (Theory)	
Stage 5	
Advanced Marketing Hospitality Business Law Leadership and Management in Action Food and Wine Philosophy	Quality Service Management Strategic Management Decision Making for Managers Entrepreneurship and Business Management

Bachelor of Business – Wine Entrepreneurship (WE)

Stage 1
<p>Fundamentals of Gastronomic Practice</p> <p>Food and Beverage Service</p> <p>Communication</p> <p>Wine Fundamentals</p> <p>Food and Beverage Management</p> <p>Finance 1</p> <p>Industry Workshop</p> <p>Management Concepts</p>
Stage 2
<p>Professional Experience 1 (Practical) - 600 hrs</p> <p>Professional Experience 1 (Theory)</p>
Stage 3
<p>Introduction to Marketing</p> <p>Finance 2</p> <p>Human Resource Management</p> <p>Professional Gastronomic Practice</p> <p>Advanced Wine Studies</p> <p>Wine Merchandising</p> <p>Wine Production</p>
Stage 4
<p>Professional Experience 2 (Practical) - 600 hrs</p> <p>Professional Experience 2 (Theory)</p>
Stage 5
<p>Advanced Marketing</p> <p>Leadership and Management in Action</p> <p>Hospitality Business Law</p> <p>Entrepreneurship and Business Management</p> <p>Strategic Management</p> <p>Ethical Food and Wine Business</p> <p>Quality Service Management</p> <p>Food and Wine Philosophy</p>

Bachelor of Business – Food Entrepreneurship (FE)

Stage 1
<p>Fundamentals of Gastronomic Practice</p> <p>Food Production</p> <p>Communication</p> <p>Wine Fundamentals</p> <p>Food and Beverage Management</p> <p>Finance 1</p> <p>Industry Workshop</p> <p>Management Concepts</p>
Stage 2
<p>Professional Experience 1 (Practical) - 600 hrs</p> <p>Professional Experience 1 (Theory)</p>
Stage 3
<p>Introduction to Marketing</p> <p>Finance 2</p> <p>Human Resource Management</p> <p>Professional Gastronomic Practice</p> <p>Food Quality Management</p> <p>Food Production – Product Development</p> <p>Food Merchandising</p>
Stage 4
<p>Professional Experience 2 (Practical) - 600 hrs</p> <p>Professional Experience 2 (Theory)</p>
Stage 5
<p>Advanced Marketing</p> <p>Leadership and Management in Action</p> <p>Hospitality Business Law</p> <p>Entrepreneurship and Business Management</p> <p>Strategic Management</p> <p>Ethical Food and Wine Business</p> <p>Quality Service Management</p> <p>Food and Wine Philosophy</p>

PROGRAM AIMS AND OBJECTIVES

The Bachelor of Business Programs focus on the preparation of students for management careers in the international hospitality industry, specifically hotels and resorts, the restaurant and catering field, and conventions and events.

The Le Cordon Bleu Bachelor of Business programs prepare managers and leaders of the future:

- to be proactive decision-makers and problem-solvers with a rich understanding of a wide range of management disciplines
- to be influential leaders of international hotels, clubs, resorts, restaurant, catering and other hospitality enterprises that understand teamwork and group dynamics
- to be innovative, entrepreneurial and contemporary strategic thinkers
- to understand their ethical and social responsibilities
- to understand themselves and the mindset of others in the workplace
- to be effective, financially responsible management practitioners and managers with a global perspective

Students of Le Cordon Bleu Bachelor of Business programs will be expected to:

- demonstrate an understanding of the concepts relevant to international hospitality and restaurant management
- acquire and apply knowledge, attitudes and skills necessary for competent operational performance at a level commensurate with managerial understanding and appreciation
- demonstrate an understanding of the principles and practice of provision of hospitality services
- use a professional approach to problem-solving
- demonstrate an awareness of changes that affect the hospitality and restaurant industry and their relevance to management in that industry
- demonstrate the ability to apply principles in hospitality and restaurant management and the skills and attitudes involved in team activity
- utilise independent thought and self-appraisal in relation to professional hospitality and restaurant management

SUBJECT DESCRIPTORS

Advanced Marketing

Pre-Requisites: Introduction to Marketing

The subject aims to:

- provide a high level appreciation of the role of marketing management in the private and public sectors of the economy
- identify good marketing practice and implementation with emphasis on the role of marketing in building long-term relationships with domestic and international customers

Advanced Wine Studies

Prerequisites: Fundamentals of Gastronomic Practice, Wine Fundamentals

Purpose:

The purpose of this subject/unit is to extend foundational knowledge of wine and wine making, consolidate tasting skills and introduce food and wine matching.

Communication

The subject aims to:

- develop an understanding of communication principles and effectively apply them in a hospitality setting from a multi-cultural perspective
- develop attitudes consistent with operational practice in the international hospitality industry

Culinary Practice

Pre-Requisites: Kitchen Operations Management, Food Quality Management

The subject aims to:

- further develop students' culinary knowledge, vocabulary and skill set as related to classical, regional, modern and international cuisines
- develop detailed knowledge of products and commodities and their uses
- provide future managers with the underpinning knowledge related to commercial kitchens and cookery that will enable them to interact with chefs and find solutions to problems that best meet the goals and needs of the organisation and its clientele
- reinforce the importance of complying with legislative requirements related to food safety, occupational and environmental hygiene and occupational health and safety issues specific to commercial kitchens, including risk assessment and management of food preparation and storage

Decision Making for Managers

Pre-Requisites: Management Concepts

The subject aims to:

- enable students to critically research, maintain and apply high levels of knowledge about current and future directions in strategic management
- provide opportunities for students to realise their knowledge and skills in strategic planning in the business environment and demonstrate an ability to undertake considered analysis of an organisation's strategic decision making
- enable students to work successfully in a team environment and demonstrate innovative and sound decisions making skills that achieve an organisation's objectives consistent with its mission, values and ethical expectations
- provide opportunities to use advanced business management computer applications (such as HOTS) to assist in management decision-making
- introduce students to the concepts and methods of statistical analysis with application to facilitate continuous improvement in the hospitality industry

Entrepreneurship and Business Management

The subject aims to:

- identify behaviours that enable innovation and creativity through responding to new market opportunities, new economic conditions, consumer trends, developing new products, redefining/repackaging existing products and forging strategic alliances
- identify 'entrepreneurship' and explain its place within an organisation and the wider business environment
- identify appropriate concepts and principles from previous subjects to apply to the business planning process

Ethical Food and Wine Business

Prerequisites: Fundamentals of Gastronomic Practice

Purpose:

The purpose of this subject/unit is to instil a sense of social responsibility extending to all facets of business operations and strategy, coupled with a knowledge of how to practically implement and maintain systems of business management that support socially responsibility business objectives without jeopardizing economic growth.

Finance 1

This subject aims to:

- develop an understanding of revenues and expenses and the controls placed over them in the daily operations of a hotel
- develop an understanding of the financial systems at work within a hotel
- develop a vocabulary of finance and accounting terminology used within the hospitality sector

Finance 2

Pre-Requisites: Finance 1

The subject aims to:

- develop financial decision-making tools to enable students to make more informed decisions about managing hospitality businesses

Food and Beverage Management

The subject aims to:

- provide students with essential knowledge and skills required to control and manage food and beverage operations within international hospitality contexts

Food and Beverage Service

The subject aims to:

- provide students with the knowledge and skills necessary to perform the daily duties required of food and beverage service personnel in an international standard establishment
- provide an opportunity for students to apply their knowledge and skills of food and beverage service operations in a practical training situation

Food and Wine Philosophy

Pre-Requisites: Kitchen Operations Management; Culinary Practice

The subject aims to:

- Show a capacity to think and act holistically with regard to the planning, preparation and service of a dining event
- Employ reflective practice in the context of group work and to apply chosen themes to the production of a dining event (with a specific focus on food and drink matching)
- Provide evidence of group-based and ethical decision-making processes and decisions informed by business, market and product-related understanding, in keeping with an applied gastronomic philosophy

Food Merchandising

Prerequisites: Nil

Purpose:

The purpose of this subject/unit is to provide a broad introduction to food merchandizing in local national and international contexts. Elements of Advertising, Consumer Psychology, Business Communications, Service Marketing and Customer-Centric Merchandising Strategies are covered with the aim of giving students a foundation of understanding rather than specialist expertise.

Food Production

Prerequisites: Nil

Purpose:

The purpose of this subject/unit is to introduce students to core industrial and artisanal techniques of food and beverage production, with hands-on 'intensives' in bread, cheese, confectionery, fats and oils, meat products and brewing. All provide the foundation for later specialised studies in commercial food product development and work placement during Professional Experience 1 and 2.

Food Production – Product Development

Prerequisites: Nil

Purpose:

The purpose of this subject/unit is to build on the practical knowledge gained in Food Production and it aims at applying this to specific product development projects. Students take on the full breadth of what it means to successfully add value to a quality food (or beverage) product and to plan cost efficiencies (supply chain and distribution) in a global market.

Food Quality Management

Pre-Requisites: Kitchen Operations Management

The subject aims to:

- enable the students to understand and apply the principles, processes and methods of safe food preparation, production and storage, including an understanding of risk management as it applies in this context

Fundamentals of Gastronomic Practice

Prerequisites: Nil

Purpose:

The purpose of this subject/unit is to introduce students to the fundamental principles of gastronomic practice, including methods and processes of cookery and preservation, within the broader context of cross-cultural and aesthetic understandings of taste, gastronomy and their application in professional contexts. This subject/ unit applies to the following Le Cordon Bleu program/degree specialisations.

Hospitality Business Law

The subject aims to:

- introduce students to the concepts, elements and principles of law through study of the Australian legal system and laws which apply to the hospitality industry
- examine these concepts, elements and principles as they apply to international hospitality operations

Housekeeping

The subject aims to:

- provide the practical skills and knowledge required to be able to function effectively within a housekeeping department.

Human Resources Management

Pre-Requisites: Management Concepts

The subject aims to:

- develop team building and team leading knowledge and skills required for effective first-line operational management, including an understanding of cross-cultural dynamics, together with knowledge and practical application of the basic human resources and personnel administration functions
- introduce the knowledge and skills required to implement recruitment, selection, training and staff development processes in the hospitality business
- identify and analyse the impact of legislation on management of human resources

International Hotels and Events

The subject aims to:

- provide an overview of the international hospitality sector and explore some of the key factors and trends that influence hotel and hospitality managers' decision-making and methods

Introduction to Marketing

The subject aims to:

- develop an appreciation of the importance of marketing in business organisations and management systems
- provide an overview of the marketing function with emphasis on the concept and fundamentals of marketing and the principles of effective marketing
- provide a foundation for the further study of marketing management in the hospitality industry

Kitchen Operations Management

The subject aims to:

- provide students with the knowledge, understanding and basic kitchen practical skills required of a manager overseeing the operation of a commercial kitchen
- encourage the development of respect and understanding of the unique role that the kitchen plays in an organisation so that managers may maximise a kitchen's profitability and efficiency to best meet the needs of the organisation and its clientele
- develop an understanding of the requirements related to food safety, occupational and environmental hygiene and occupational health and safety issues specific to a commercial kitchen
- develop basic culinary skills, including preparing, cooking and serving a range of classical, regional, modern and international dishes

Leadership and Management in Action

Pre-Requisites: Human Resources Management

The subject aims to:

- apply concepts and knowledge in creative leadership and management gained previous studies to authentic, simulated hotel situations
- identify appropriate concepts and principles from previous subjects to apply to real life leadership and management issues within a hotel setting
- develop in students an understanding of how individual organisational environments interact and operate from a systems perspective and an appreciation of the dynamics of day to day operational management including issues of human resources, quality, risk, cross cultural management, and economic issues
- explore the role of strategic leadership in devising and implementing management strategies in a simulated operational context

Management Concepts

The subject aims to:

- develop an awareness of management competencies to form a knowledge-base on which students may draw on as they progress through their academic and professional career in hospitality
- develop an understanding of hospitality organisations and their structure
- introduce concepts of risk and contingency management

Management Information Systems

The subject aims to:

- enable students to further develop their skills and knowledge related to data analysis, decision making and strategic planning through the use of management information systems software

Professional Experience 1

Pre-Requisites: Successful completion of Stage 1 of the Program as outlined in policy.

The subject aims to:

- introduce students to the world of work and to apply and consolidate knowledge gained in Stage 1 to real life situations
- assist students to acquire and develop practical technical skills and individual problem solving skills
- encourage the development of respect and understanding of the roles and responsibilities of staff in all departments of a hospitality organisation

Professional Experience 2

Pre-Requisites: Successful completion of Stage 3 of the Program as outlined in policy

The subject aims to:

- provide students with further experience in the workplace

- develop practical skills needed to perform in operations
- develop decision-making and problem-solving skills which can be applied to supervisory and management situations

Professional Gastronomic Practice

Prerequisites: Fundamentals of Gastronomic Practice

Purpose:

Building on the principles established in Fundamentals of Gastronomic Practice this subject is designed to instill confidence in the industry context by focusing on relevant industry case-studies (and where applicable, opportunities for mentoring); the application of sensory and organoleptic skills in problem-solving and product development, with the aim of strengthening students' theoretical grasp of the concepts that form the basis of sound management decision-making.

Quality Service Management

The subject aims to:

- develop students' understanding of the links between the marketing, operations and human resource functions to facilitate effective strategies and quality service management techniques for international hospitality enterprises
- introduce students to the concept of hospitality service management where the customer is the centre of the organisation
- develop in students an understanding of nature of quality service management in operational and strategic environments

Restaurant Concepts and Management

Pre-Requisites: Food and Beverage Management

The subject aims to:

- enable students to develop the knowledge and skills required to develop their own restaurant, including the development of restaurant concepts, the relationship between the markets and the concept, the criteria for locating a restaurant, and the sequence of development from concept to opening

Rooms Division Management

The subject aims to:

- examine the guest accommodation cycle from reservations to checkout, including the night audit, and the relationship of Rooms Division with other departments, noting the role of security and the management of risk in the service environment
- develop an understanding of the various aspects of housekeeping in a lodging industry from cleanliness, hygiene and maintenance to aesthetic upkeep of the property, including management of risk in and to the physical environment

Stage 1 Industry Workshop

The subject aims to:

- provide a pre-placement opportunity for students to experience 'intensive' hands-on engagement with industry professionals in a variety of industry settings (i.e., restaurant, business, kitchen, retail outlet, and/or factory), so as to gain insights into successful business operations and innovative management styles and applications and to provide a real-world example that can be reported on

Strategic Management

Pre-Requisites: Management Concepts

The subject aims to:

- develop an understanding of organisational strategies and concepts upon which strategic decisions can be based within the international hospitality sector
- introduce students to a range of analytical tools and critical thinking skills to enable formulation of strategic directions for the future
- develop in students an understanding of how organisation environments interact and operate from a systems perspective and an appreciation of the dynamics of the international environment including issues of globalisation, technology, cross-cultural management, innovation and e-business
- explore the role of strategic leadership in devising and implementing management strategies in the global hospitality environment

Strategies in Globalised Hospitality

Pre-Requisites: International Hotels and Events; Rooms Division Management

The subject aims to:

- Review current trends in globalised hospitality offerings
- Develop an innovative entrepreneurial approach to hospitality design and management
- Identify alternative approaches to the traditional international hospitality management models

The Hospitality Experience

The subject aims to:

- introduce students to the general concept of hospitality, understood as a core value upheld by societies the world over
- develop an understanding of the importance of the concept of hospitality in ethical, socio-cultural and philosophical terms
- examine the everyday practices and business application of hospitality principles in the hospitality industry
- provide a learning experience which engenders the widest application of sound hospitality values in a variety of cultural and business/market contexts.

Wine Fundamentals

The subject aims to:

- develop in students sufficient wine knowledge to enable them to identify major wine types and styles
- develop in students an understanding of the role of wine in a Western dining context

Wine Merchandising

Prerequisites: Nil

Purpose:

The purpose of this subject/unit is to provide students with a foundational understanding of professional and socially responsible wine merchandising processes and practices.

Wine Production

Prerequisites: Wine Fundamentals

Purpose:

The purpose of this subject/unit is to provide students with the knowledge of how to make wine, from picking the grapes through to bottling. It supports the practical component with the science of wine making and encompasses aspects of wine tasting that draws on and develops students' organoleptic skills.



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