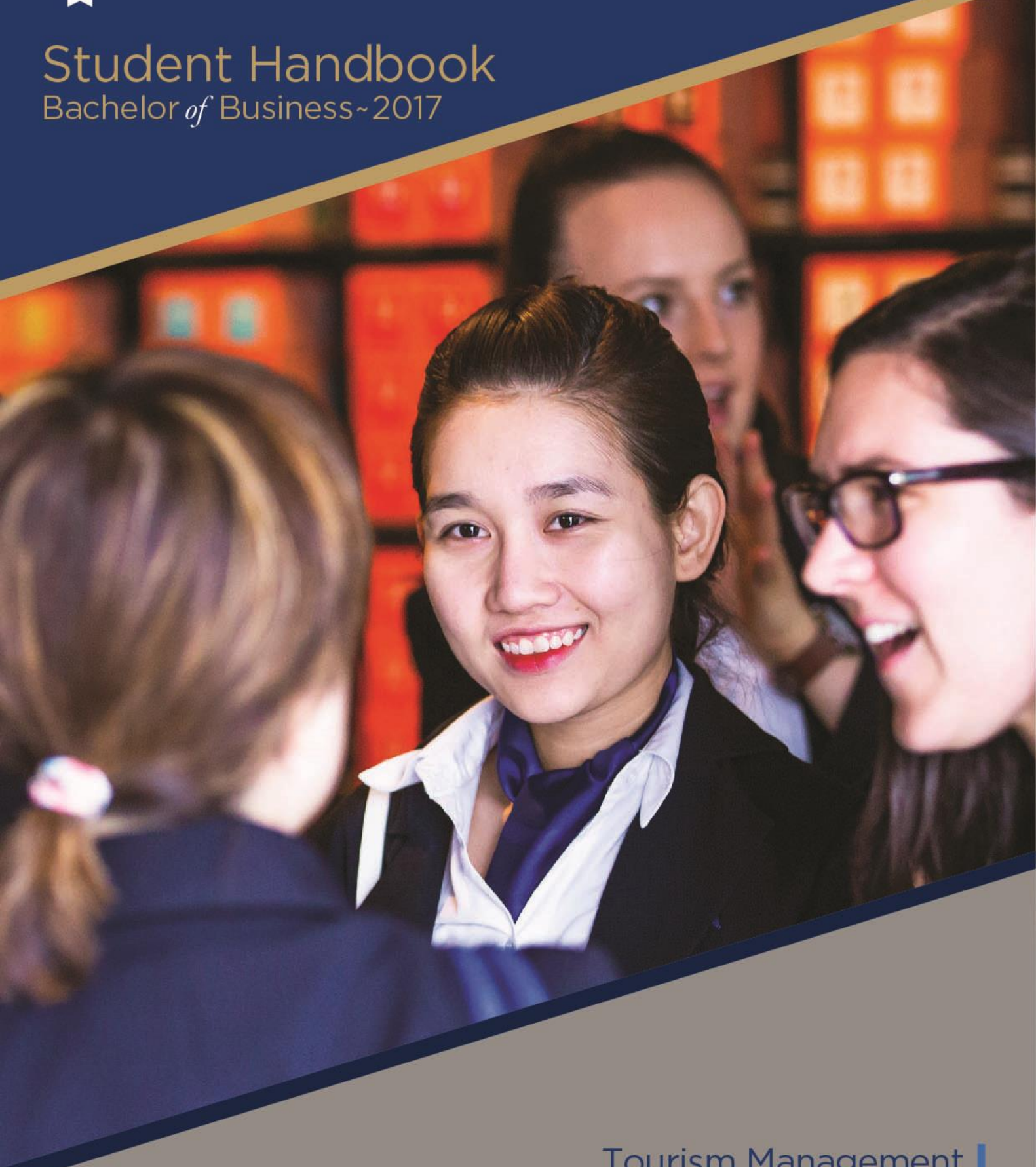




LE CORDON BLEU®
AUSTRALIA

Student Handbook

Bachelor *of* Business~2017



Tourism Management |
Convention and Event Management |

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Version Control

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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 the North Metropolitan TAFE (NMTAFE) Perth campus.

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 and North Metropolitan TAFE (NMTAFE) Perth campus, including 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

Welcome to Le Cordon Bleu, one of the world's most prominent organisations dedicated to culinary, food, wine, nutrition, restaurant, and 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

Président

Le Cordon Bleu

WELCOME FROM THE CHIEF OPERATING OFFICER

Dear Student

On behalf of the North Metropolitan TAFE Perth team welcome to Le Cordon Bleu Australia!

This will be a challenging and exciting time in your life, as you earn your Le Cordon Bleu qualification by applying yourself to the study and practice of French and international cuisine. The rewards that come with your success are rich. As well as mastering cookery skills and techniques, you will be immersed in the hospitality industry during the Professional Industry Placement program, and will then build your knowledge on campus with your management studies. Finally, with an Alumni and job network spanning the globe, you will never be far away from an exciting employment opportunity or a fellow member of the Le Cordon Bleu family.

The outstanding team of professionals at North Metropolitan TAFE (NMTAFE) Perth campus and Le Cordon Bleu Australia will provide you with the best training possible to start your journey.

Once again, welcome to Le Cordon Bleu and I wish you every success in your studies in Australia.

Derrick Casey

Chief Operating Officer

Le Cordon Bleu Australia

LE CORDON BLEU – 120 YEARS OF CULINARY EXCELLENCE

For 120 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 courses 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 courses and to generally advance education in the sector.

Le Cordon Bleu Australia Staff

Address: Days Road, Regency Park, South Australia 5010
Telephone: + 61 8 8348 3000
Facsimile: + 61 8 8346 3755
Email: australia@cordonbleu.edu
Web: (Australia) www.lecordonbleu.com.au
Web: (International) www.cordonbleu.edu

Président & CEO	André J. Cointreau	
Chief Operating Officer	Derrick Casey	
Registrar, Student Services	Li Hwan Watt	08 8348 3061
Academic Director - Development	Roger Haden	08 8348 3069
Chief Financial Officer	Michael Beviss	08 8348 3044
Quality and Compliance Manager	Karen McMurray	02 8878 3112
National Manager Career Services	Ben Mayne	08 8348 3023
Career Services Manager	Kerri Watton	08 8348 3026
Career Services Officer	Ana Clarke	08 8348 3021

Le Cordon Bleu Staff – NMTAFE

Address: 25 Aberdeen Street, Northbridge, WA, 6003

Telephone: +61 08 9427 1346

Email: l.bindonbonney@mycordonbleu.net

Higher Education - Academic Staff

Program Manager **Liz Bindon-Bonney** **(08) 9427 1346**

LECTURER AVAILABILITY

Appointments with the Program Manager can be made by contacting Liz Bindon-Bonney 9427 1346.

Perth lecturers can be contacted via the Program Manager on 9427 1346.

Lecturers are generally available between 9.00 am and 5.00 pm. Contact details for individual lecturers will be provided at the commencement of the units 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.

Facilities and Services – NMTAFE

Map

A map of the NMTAFE Perth campus is available by going to:

<https://www.North Metropolitan TAFE, Perth.wa.edu.au>

LCB Engage (Student Learning Management System)

LCB Engage is your online portal to access learning resources for the units you are enrolled in. You can access this portal at <https://engage.cordonbleu.edu>

Communications

Email is the main communication medium. Please ensure you check your student email account daily. Emails may be accessed via the internet at <http://outlook.com> or via the LCB Student Learning Management System (see above).

Student ID Card

Your Student ID card enables you to take advantage of the services offered by NMTAFE Perth Campus. It is predominantly used for borrowing items from the Library. 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 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.

Perth Library Support

Perth campus has a modern well equipped library, providing a range of resources including internet access, photocopying facilities and quiet study spaces.

For all library support services please contact the Librarian at the NMTAFE Perth campus. Support includes searching library catalogues or e-resources, searching databases, how to reference including general learning and study guides and Unit Information Booklets etc.

Monday to Thursday 8.00 am – 7:00 pm

Friday 8.00 am – 5.00 pm

Saturday & Sunday Closed

For details about the services provided go to:

<http://guides.dtwd.wa.gov.au/nmtafe-library>

Student Services

A range of student services are provided by campus staff. Please contact your Program Manager Liz Bindon-Bonney on 9427 1346.

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 Program Manager on 9427 1346.

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

Wireless Internet Access

Students can access the internet at all buildings within the Perth campus on their wireless device using our free wireless connection.

Prayer Room

We embrace the religious and spiritual diversity of our staff and student community. In recognition of this diversity, the Perth campus has a prayer room for staff and students.

Cafeteria

You can enjoy breakfast, lunch or a wholesome snack at the Perth campus canteen. A variety of foods and drinks are available. There is also a selection of food for vegetarians.

Opening hours (term time only)

Monday – Thursday 8:00 am – 8:00 pm

Friday 8:00 am – 4:00 pm

Saturday 9:00 am – 1:00 pm

The cafeteria is closed during the holidays, but vending machines are available

Aroma Café – 30 Aberdeen Street

Offers a large, tasty variety of fresh, hot and cold food and drinks including coffee.

Parking

Student parking is not available on the Perth campus grounds although there is ample parking in parking garages and parking bays around the campus.

The Perth campus is within 200m of the Roe Street Bus Station and the Perth Central Train Station.

The closest car parks to the Perth Campus include the State Library and Northbridge Central Car Park.

Bicycle racks are provided on the campus, but please make sure you lock your bike. We do not accept liability for stolen or damaged bikes and / or accessories.

Public Transport

Information about public transport services can be found at the TransPerth website <http://www.transperth.wa.gov.au/timetables> . This site will provide details of timetables, the bus and train routes, how to purchase tickets and prices. Services available to NMTAFE Perth campus can be found at the following link; <http://www.transperth.wa.gov.au/Timetables/Uni-TAFE-Services>

Accommodation

For accommodation information and support please contact the Le Cordon Bleu Australia office on (08) 8348 3000.

Accidents

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

At NMTAFE Perth 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.

Lost Property and Security

Security officers are available at the Perth campus. Please check with Student Services to find out what hours they are available.

Postage Facilities

A small post office is located within 200m of the Perth Campus.

Public Telephones

Public telephones are located on the ground floor of the Perth campus, 25 Aberdeen Street, Northbridge.

Smoking

It is the policy of NMTAFE Perth 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 in the Le Cordon Bleu Institute.

Visitors

Visitors are welcome to view the general facilities at NMTAFE Perth campus. However, practical areas such as classrooms are restricted to properly attired students and staff only, unless by prior arrangement with individual lecturers or your Program Manager.

Emergency Contacts

GENERAL EMERGENCY CONTACT NUMBERS

Police:	000
Fire:	000
Ambulance:	000
Royal Perth Hospital:	9224 2244

LE CORDON BLEU AUSTRALIA EMERGENCY CONTACT DETAILS

Student Services Department phone number: 08 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 the Program Manager as soon as practicable after an emergency event to ensure that arrangements are made as necessary to minimise any impact on your studies.

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. Policies apply to the following programs:

- Bachelor of Business (Convention and Events Management)
- Bachelor of Business (Tourism Management)

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. Le Cordon Bleu Australia staff must also act in accordance with the following Policies and Procedures.

Academic Policies can be found at: <https://www.cordonbleu.edu/perth/academic-policies/en>

- Academic Progress
- Learning Support
- Credit
- Professional Experience
- Assessment
- Results and Grades
- Academic Misconduct
- Academic Grievance and Appeals Procedure
- Conferral Of Awards Policy

General Policies can be found at: <https://www.cordonbleu.edu/perth/general-policies/en>

- Access & Equity Policy
- Education Services for Overseas Students (ESOS) Legislative Framework
- Enrolment Policy
- Fees, Refunds and Conditions Policy
 - Fees, Refunds and Conditions Policy Domestic Students
 - Fees, Refunds and Conditions Policy_Overseas Students
- FEE-HELP Policies and Other Resources
- General Complaints and Appeals Process
- Privacy and Personal information Policy
- Student Services Amenities Fee (SSAF)
- Student Behaviour and Termination Policy
- Student Contact Details Policy
- Student Dress Code Policy
- Student Selection and Admissions Policy
- Statement of Tuition Assurance
 - Statement of Tuition Assurance Higher Education Policy
 - Statement of Tuition Assurance Vocational Education Policy
- Student Social Media Policy
- Transfer between Registered Providers - Student Visa holders
- Career Services Policy

COMMUNICATION AND DISTRIBUTION OF POLICIES

- All Le Cordon Bleu Australia staff are informed of Le Cordon Bleu Australia policies during their induction process.
- All Le Cordon Bleu Australia staff are expected to familiarise themselves with policies and refer to them as required in the performance of their duties.
- 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.
- Periodically, elements of policies are highlighted and discussed as part of the ongoing professional development of Le Cordon Bleu Australia staff.
- Copies of policies are also provided to relevant Le Cordon Bleu Australia delivery partner staff, i.e. Program Managers, Program Administrators and lecturing staff.
- Le Cordon Bleu Australia delivery partners are informed that they are expected to conform to the requirements of policies in all aspects of their operations which relate to the delivery of Le Cordon Bleu Australia programs.
- Students are directed to policies on the website during 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 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 Orientation 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.

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. (See Attendance Policy, Deferral, Withdrawal, Suspension and Cancellation Policy, and Academic Progress Policy.)

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.

As attendance is strongly linked to academic performance, your attendance will be monitored, recorded and reviewed regularly. Students with a pattern of poor attendance will be required to meet with staff to be reminded of the obligation to attend all classes and to discuss any issues that may be contributing to the poor attendance. If a pattern of poor attendance continues, your enrolment with Le Cordon Bleu may be terminated under the Academic Progress Policy. If this happens it will be reported to DIBP who may decide to cancel your visa and require you to leave the country.

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

Students who arrive late for a class or leave early because they have a meeting or other business with an authorised staff member, must make the lecturer aware of where they have been and with whom they met.

Attendance will be calculated based on students being present and participating in all scheduled hours. Being on campus but not attending part or all of the scheduled classes/sessions/activities, or not returning to a class/session/activity after a break will result in an absence being recorded.

BEHAVIOUR AND DISCIPLINE

(See Student Behaviour and Termination Policy)

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.

Attendance and punctuality are part of the way in which students can show respect and consideration for their colleagues and lecturers.

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.

ACADEMIC MISCONDUCT

(See Academic Misconduct Policy)

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 the following:

- presentation of information or data that has been copied, falsified or in other ways obtained improperly
- inclusion of material in individual work that includes significant assistance from another person in a manner unacceptable according to the assessment guidelines for the unit
- providing assistance to a student in the presentation of individual work, in a manner unacceptable according to the assessment guidelines for the unit
- falsification or misrepresentation of academic records.
- Plagiarism is a specific form of academic misconduct. 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), or presenting of 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 in the form of reference to the original work
 - use of other persons' ideas, work or research data in part or whole, 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.

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

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 unit
- make a complaint to any staff member without fear of victimisation
- receive feedback on your progress.
- You have a responsibility to:
 - 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, e.g. 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 swear in classrooms and other learning areas
 - no smoke on campus, except in designated areas.

DRESS CODE AND UNIFORM POLICY

(See Student Dress Code policy)

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. In particular, the following requirements are to be met at all times.

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 or facial jewellery
- No visible piercings.

Fragrance:

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

All Le Cordon Bleu Australia Bachelor of Business students are required to wear a uniform (details following) while on 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 have the right and obligation to enforce this policy and report any non-compliance directly to the Program Manager at NMTAFE, Perth. Students who are asked for the second time to comply with this requirement will be dealt with under the Student Behaviour and Termination Policy.

Graduate Services

ALUMNI

A student's association with Le Cordon Bleu does not cease on graduation. Many choose to remain in close touch with their school and each other via the Alumni.

Membership is maintained in regional chapters and updated information regarding Le Cordon Bleu, job listings, classmates, industry and social events, etc. is available online at the Le Cordon Bleu website at www.lecordonbleu.com.au.

The Alumni also make an active academic contribution to Le Cordon Bleu.

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, Adelaide office on telephone **8348 3000**.

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

Legislation Governing Your Study at Le Cordon Bleu

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

Federal:

- Racial Discrimination Act (1975)
- Sex and Age Discrimination Legislation Amendment Act 2011
- Racial Discrimination Act 1975
- Disability Discrimination Act (1992)
- Higher Education Support Act (HESA) 2003
- Education Services for Overseas Students (ESOS) Act (2000)
- Australian Human Rights Commission Act 1986
- Equal Opportunity Act 1984 – South Australia
- National Occupational Health and Safety Commission Act 2005 – Federal
- Australian Industrial Relations Commission Rules 2007– Federal

Western Australia:

- Competition Policy Reform Act 1996 (Western Australia)
- Occupational Health, Safety and Welfare Act 1984 (Western Australia)
- Workers Compensation and Injury Management Act (1981) (Western Australia)
- Fair Trading Act 2010 (Western Australia)
- Disability Services Act 1993 (Western Australia)

Copies of legislation documents are available at the following websites:

- www.lawlex.com.au..all above legislation available from this site
- <https://www.legislation.gov.au/> all Federal legislation documents
- <https://www.commerce.wa.gov.au/worksafe> – 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
- 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 Orientation and from time to time throughout their program.

Le Cordon Bleu Australia also complies with Federal 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 Federal legislation can be found at:

- www.comlaw.gov.au

Le Cordon Bleu Australia ensures that:

- Staff are provided information about legislation that significantly affects their duties; and
- Students are provided information about legislation that significantly affects their participation in their study program.
- All staff and students of Le Cordon Bleu Australia are provided information and are required to be aware of their rights and responsibilities under the following Commonwealth 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 Orientation in the Student Handbook, and via the website.

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 unit: Students will be asked to complete a Unit Survey.

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.

Each semester you will be invited to attend a focus group with other members of your stream (e.g. stage 1 Hotel, or stage 5 Restaurant). At these sessions you will be asked to raise any matters of concern relating to your program of study. These sessions will be included in your timetable.

Additionally, ad-hoc course focus groups or special interest focus groups will be convened which will give invitees an opportunity to raise concerns about the specified topic.

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.

General Administrative Matters

Forms

Forms are required for much of the Le Cordon Bleu administration of your studies. Forms can be obtained from your Program Manager.

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.

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 Western Australia.

Le Cordon Bleu Australia Pty Ltd's CRICOS Registration number is:

- Perth: 02380M

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

LE CORDON BLEU AUSTRALIA ACCREDITATION STATEMENT

BACHELOR PROGRAMS

Le Cordon Bleu Australia Pty Ltd is registered by the Tertiary Education Quality and Standards Agency (TEQSA) to deliver and award the following qualifications:

- Bachelor of Business (Convention and Event Management)
- Bachelor of Business (Tourism Management)

TEQSA is the legal authority under the Federal government permitted to accredit all Higher Education programs to private Higher Education providers.

Accreditation by the TEQSA is equivalent to accreditation undertaken by a Regional Accreditation body in the United States and the self-accrediting status of Royal Chartered Universities or Universities enacted via an Act of Parliament.

Bachelor of Business Programs are listed on the South Australian AQF Register at Level 7 of the Australian Qualifications Framework.

ENGLISH LANGUAGE PROGRAMS

- Le Cordon Bleu Introduction to General English
- Le Cordon Bleu General English
- Le Cordon Bleu General English for Tourism and Hospitality
- Le Cordon Bleu Academic English for Tourism and Hospitality

Le Cordon Bleu's English language programs are accredited by the Australian National English Language Accreditation Scheme (NEAS). NEAS is the only nationally recognised body in Australia that accredits institutions wishing to provide English Language Intensive Courses for Overseas Students (ELICOS).

Le Cordon Bleu Australia Pty Ltd is the education provider for these programs.

Mutual Recognition and AQF Qualifications Issued

MUTUAL RECOGNITION

Le Cordon Bleu Australia recognises the principle of mutual recognition as critical to the operation of a nationally consistent vocational education and training system and a key principle underlying the Australian Quality Training Framework.

Under mutual recognition, each State and Territory of Australia has agreed to recognize the decisions of all other States and Territories in registering training organizations (including the imposition of any conditions or sanctions with respect to registration) and in accrediting programs. This means that Le Cordon Bleu Australia can operate in all States and Territories without a further recognition process or the payment of additional registration fees (except where international students are involved).

Nationally endorsed Training Packages and Australian Qualifications Framework (AQF) accredited programs are also subject to mutual recognition. All States and Territories have agreed to recognize Training Packages and accredited programs.

Le Cordon Bleu Australia understands that it is a requirement for registration that it agrees to recognize the AQF qualifications issued by other RTOs. This ensures the mutual acceptance throughout Australia of AQF qualifications and Statements of Attainment.

Le Cordon Bleu Australia undertakes to recognise all qualifications issued by other Australian RTOs approved to issue qualifications recognised under the Australian Qualifications Framework. The Academic Director verifies this process when Course Credit is approved.

QUALIFICATIONS ISSUED

Le Cordon Bleu Australia issues Qualifications, Academic Transcripts to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines.

Le Cordon Bleu Australia:

- Issues qualifications it is registered to deliver which are listed on the Tertiary Education Quality and Standards Agency's (TEQSA) National Register
- Complies with the nomenclature required by the Australian Qualifications Framework (AQF)
- Lists all courses/units of competency completed on Academic Transcripts
- Ensures that all required identification stipulated by the relevant State and commonwealth legislation, including Provider Codes and Course Codes, are displayed in the required form.

Qualifications are only issued after successful completion of all course requirements and on recommendation of the relevant Academic Committee/ Board.

Student Services and Academic Services ensure that all qualifications, Academic Transcripts are verified as per the required standards.

The Academic Board verifies and confirms the eligibility of students to receive the required awards.

Compliance with Legislation

Le Cordon Bleu Australia ensures compliance with all Commonwealth legislation and regulatory requirements relevant to its operations and ensures this is integrated into its policies and procedures.

In particular it complies with the requirements under TEQSA for Higher Education standards and the Australian Quality Training Framework.

Le Cordon Bleu Australia complies with Federal 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 Federal legislation can be found at:

- <http://www.comlaw.gov.au/>

Le Cordon Bleu Australia will ensure:

- Staff are provided with information about legislation that significantly affects their duties
- 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 Commonwealth legislation.
- Staff 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 and in the Student Handbook.

Useful sites for key legislation include:

- <http://www.dtwd.sa.gov.au/>
- **Department of Education and Training** <http://www.education.gov.au>
- **International Education** <http://www.education.gov.au/international-education>
- **Higher Education** <http://www.education.gov.au/higher-education-0>
- **Skills and Training** <http://www.education.gov.au/skills-and-training>
- **Qualifications Recognition, ESOS framework, Tuition Protection**
 - <http://www.education.gov.au/qualifications-recognition-esos-framework-tuition-protection-service>
 - <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

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

- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations (2001)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007)
- Australian Quality Training Framework (AQTF 2013)
- National Protocols for Higher Education Approval Processes

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.

Department of Immigration & Border Protection Contact

Le Cordon Bleu Australia will inform overseas students of the following:

- Changes to student visa conditions as advised by the Department of Immigration and Border Protection (DIBP)
- Changes to the student's enrolment
- Breaches by students of student visa conditions relating to satisfactory program progress.

The PRISMS Administrator (Student Services Manager, Le Cordon Bleu Australia) has access to the functions in order to report student variances. Student Program variations include:

1. Student failed to meet program requirements, including those outlined in Le Cordon Bleu Australia's Attendance policy and Academic Progress policy
2. Student completed program early
3. Student did not commence program
4. Student program cancelled, but provider is still operating
5. Student left provider (transferred to a program at another provider)
6. Student unable to start program (program suspended)
7. Student enrolled in another program (at the same provider)
8. Student Deferring/Postponing Studies
9. Student Notified Cessation of Studies.

Changes to a student's program or breaches of visa conditions will be reported to the DIBP, via the PRISMS system located online at: <https://prisms.education.gov.au/Logon/Logon.aspx>

If a student breaches their visa conditions in relation to program requirements, including attendance and academic performance, actions will be taken in accordance with Le Cordon Bleu Australia's Attendance policy and Program Progress policy, and as required under the DEEWR - DIBP - Course Progress Policy and Procedures for CRICOS Providers.

If a student makes any other change to their program/enrolment as per points '2.-9.' listed above, the following procedure applies:

- Once formally advised of changes by the student and confirmed by the Program Manager, the Student Services Manager reports this through the PRISMS system.
- If a student changes his or her program or enrolls for another program with Le Cordon Bleu Australia then a new COE is issued.
- The student is advised to submit the new COE to DIBP to advise them of the change of program. A new visa may need to be issued.

PARTICULARS TO THE RELEVANT LEGISLATION

Le Cordon Bleu Australia acknowledges its legal obligations under Federal legislation to ensure that all promotional, marketing, enrolment, student support, administrative, management, teaching and assessment practices are fair, equitable and non-discriminatory.

Discrimination and harassment in the provision of education, employment and the provision of goods and services is unlawful. It is unlawful for anyone to be treated unfairly or discriminated against on the grounds of sex, sexuality, race, physical or intellectual impairment, or age. The establishment of special processes, measures or schemes, for the benefit of employees or students from equity targeted groups, which are designed to redress past disadvantages is lawful.

Le Cordon Bleu Australia, in accordance with all relevant federal legislation, promotes the development of a diverse and non-discriminatory work environment and requires that employees treat the public, students and other employees with respect and courtesy, and conduct themselves in public in a manner that will not reflect adversely on the public sector or other employees.

Le Cordon Bleu Australia requires that, in accordance with all relevant state and federal legislation, employees and students conduct themselves appropriately.

Le Cordon Bleu Australia ensures that, in accordance with all relevant federal legislation, all employees and students are provided with a safe and healthy working and learning environment. This includes ensuring the working and learning environment free from discrimination and/or harassment.

Service Standards

Le Cordon Bleu Australia is committed to:

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

Le Cordon Bleu Australia aims to:

- acknowledge receipt of all student applications within 5 working days
- 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.

Clients deserve respect

- Every customer is entitled to courteous treatment.
- Every employee represents Le Cordon Bleu Australia.
- Name badges will be displayed as appropriate.
- Staff will identify themselves and Le Cordon Bleu Australia every time they are contacted by a customer.
- All correspondence and telephone calls will be directed to the correct party.
- 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 customer, 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 information to a customer on the first call or letter
- ensure that all questions are answered
- write in clear English, avoiding jargon or slang

- follow-up regularly to ensure that quality products are provided
- advise customers in writing when new policies or changes to policies are implemented
- consider the needs of customers when developing products and procedures and 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
- respond to written correspondence within 10 working days after receipt
- respond to all emails within 3 working days after receipt.

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 unit.

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 to 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.

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 (e.g. 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).

Appendix B: Referencing

The University of South Australia Learning and Teaching 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: <https://lo.unisa.edu.au/course/view.php?id=3839>

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.

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In the business world this is the Harvard (Author-Date) system.

THE HARVARD SYSTEM

In the Harvard Referencing System, the **author's name** followed by the **publication date** must be provided in the text 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/website, the type of medium (e.g. CD-ROM, Online, etc.), pages or length, 'Available' statement (e.g. website 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 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 in 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 a major argument needs to be presented as evidence.

- When the original words are particularly concise, convincing or forceful and 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...

Reference List or Bibliography?

A **References List** 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 require only a reference list. Others may require in addition a bibliography.

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.

Details to Include when Referencing

Books

Bibliographic details are arranged in the following sequence:

1. Author/s surname, followed by initials
2. Year of publication
3. Edition
4. Title of book (use italics)
5. Publisher
6. Place of publication

Examples:

Book with a single author

Smith, P, 1978, *The ANZACS*, Thomas Nelson, Melbourne, Australia.

Book with 2 authors

Butler, JD & Walbert, DF, 1986, 3rd. edition, *Medicine and the Law*, Facts on File Publications, New York, USA.

Book with 3 or more authors

Leeder, SR, Dobson, AJ, Gibberd, RW & Patel, NK, 1996, *The Australian Film Industry*, Dominion Press, Adelaide, Australia.

Book with no author (note edition)

The Australian Concise Oxford Dictionary, 1992, 2nd edition, Oxford University Press, Melbourne, Australia.

GOVERNMENT AND PARLIAMENTARY PUBLICATIONS

Examples:

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:

1. Author of journal article
2. Year of publication
3. Article title 'enclose in single quotation marks'
4. Title of journal - *use italics*
5. Volume of journal
6. Issue number of journal
7. Article pages

Examples:**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.

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ELECTRONIC REFERENCES

This includes articles and information retrieved using the internet.

Electronic bibliographical information and the order of presentation:

1. Author/ editor
2. Year of publication/ full date of last update
3. Article title/ web page 'in single quotation marks'
4. Journal title/ website - *use italics*
5. The type of medium (e.g. CD-ROM, online, etc.)
6. Pages or length

7. 'Available' statement (e.g. website address, supplier and name of electronic database, email address, etc.)
8. Access date

Examples:

Journal article - full-text database

Gul, FA, 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].

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Corliss, B, 1999, *News from Seattle*, E-mail to X.Li, [Online], 13 Jan., Available: E-mail: xli@uvmvm.uvm.edu [1999, January 15].

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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*

Examples

Worldwide 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].

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].

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Prizker, TJ, n.d., *An early fragment from North Metropolitan TAFE, Perth Nepal*, [Online], Available: <http://www.ingress.com/~astanart/pritker/pritzker.html> [1996, December 12].

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Appendix C: Program Structure Summary

PROGRAM AIMS AND OBJECTIVES

The Bachelor of Business (Tourism Management) and (Convention and Event Management) programs focus on the preparation of students for management careers in the international hospitality industry, specifically, tourism, resorts, 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 mind-set 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.

BACHELOR OF BUSINESS – TOURISM MANAGEMENT

Stage 1
Accounting Principles and Practice (3 Credit Points) Communication (3 Credit Points) Introduction to Tourism (3 Credit Points) Sustainable, Cultural and Eco Tourism (3 Credit Points) The Gastronomic Tourism Experience (3 Credit Points) Tourism Management and Information Technology (3 Credit Points) Tourism Planning and Development (3 Credit Points) Food and Beverage Service (4.5 Credit Points)
Stage 2
Work Integrated Learning 101 (4.5 Credit Points)
Stage 3
Hospitality Financial Management (4.5 Credit Points) Human Resource Management (3 Credit Points) Introduction to Marketing (3 Credit Points) Media Management, Sponsorship and Evaluation Tourism Business Planning Service Industry Theory and Practice Economic Principles
Stage 4
Work Integrated Learning 201 (4.5 Credit Points)
Stage 5
Strategic Management (4.5 Credit Points) Entrepreneurship and Business Management (4.5 Credit Points) Destination Branding and Marketing (4.5 Credit Points) Risk Management (4.5 Credit Points) Business Law for Tourism & Events (4.5 Credit Points) Major Events and Tourism (4.5 Credit Points) Ethical Management for Tourism and Events (4.5 Credit Points) Creative Thinking and Innovation (4.5 Credit Points)

BACHELOR OF BUSINESS – CONVENTION AND EVENT MANAGEMENT

Stage 1
Accounting Principles and Practice (3 Credit Points) Communication (3 Credit Points) Introduction to Tourism, Convention and Event Management (3 Credit Points) The Event Experience (3 Credit Points) Event Concepts, Scope and Objectives (3 Credit Points) Convention and Event Planning and Operations (4.5 Credit Points) Food and Beverage Service (4.5 Credit Points)
Stage 2
Work Integrated Learning 101 (4.5 Credit Points)
Stage 3
Introduction to Marketing (3 Credit Points) Exhibitions (4.5 Credit Points) Media Management, Sponsorship and Evaluation (4.5 Credit Points) Convention and Event Design (4.5 Credit Points) Economic Principles (4.5 Credit Points) Hospitality Financial Management (4.5 Credit Points) Human Resource Management (4.5 Credit Points)
Stage 4
Work Integrated Learning 201 (4.5 Credit Points)
Stage 5
Entrepreneurship and Business Management (4.5 Credit Points) Strategic Management (4.5 Credit Points) Destination Branding and Marketing (4.5 Credit Points) Risk Management (4.5 Credit Points) Business Law for Tourism and Events (4.5 Credit Points) Major Events and Tourism (4.5 Credit Points) Ethical Management for Tourism and Events (4.5 Credit Points) Creative Thinking and Innovation (4.5 Credit Points)

Appendix D: Unit Descriptors

UNIT DESCRIPTORS (STAGE 1)

Communication

The unit 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

Entrepreneurship and Business Management

The unit 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 units to apply to the business planning process

Accounting Principles and Practice

This unit 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

Hospitality Financial Management

Pre-Requisites: Accounting Principles and Practice

The unit aims to:

- develop financial decision-making tools to enable students to make more informed decisions about managing hospitality businesses

Food and Beverage Service

The unit 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

Human Resources Management

Pre-Requisites: Management Concepts

The unit 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

Introduction to Marketing

The unit 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

Professional Experience 1

Pre-Requisites: Successful completion of Stage 1 of the Program as outlined in policy.

The unit 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 unit 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

Introduction to Tourism, Convention and Event Management

The unit aims to:

- introduce basic concepts and definitions of tourism in the context of the convention and major event industry

Convention and Event Planning and Operations

The unit aims to:

- introduce the concepts and underpinning knowledge regarding the planning and operation of conventions and events

The Event Experience

The unit aims to:

- introduce the concepts and elements that define and contribute to the overall event experience

Appendix E: 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 courses and academic 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 curriculum including meeting national educational standards, and the 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 (for which there is a Terms of Reference document describing function and composition). These committees review marks/grades term to term and report, via the Learning and Teaching Committee, to Academic Board on the academic performance of students and lecturing staff. The committees may be known by other titles within their own institutions, such as Board of Examiners or Exam Board.

Course Credit

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

Academic Director

The Academic Director's duties include, but are not limited to, maintaining and overseeing the implementation of Le Cordon Bleu Australia's academic policies and procedures, content development and review and the development of new curriculum. When appropriate, the Academic Director may delegate execution of particular operational responsibilities to appropriately qualified Le Cordon Bleu Australia staff.

Learning Outcomes

Learning Outcomes are described in individual curriculum statements aligned with every course. Le Cordon Bleu Australia students are provided with learning outcomes for each unit at the commencement (within the first two (2) weeks) of classes for that course.

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's CRICOS Provider number is 02380M.

Delivery Partner

Le Cordon Bleu Australia engages under contract the services of a number of delivery partners to provide facilities, resources, teaching, teaching staff and support services to enable the delivery of Le Cordon Bleu Australia programs.

Le Cordon Bleu Australia delivery partners include

- North Sydney Institute (Ryde Campus) part of TAFE NSW
- The Regency International Centre (Regency campus) part of TAFESA
- North Metropolitan (Perth campus) part of TAFE WA
- Holmesglen Institute of Technology (Holmesglen campus) part of TAFE VIC

DET

The Commonwealth of Australia's Department of Education and Training (DET) provides national leadership and works in collaboration with the states and territories, industry, other agencies and the community in support of the federal government's objectives. It develops and implements policies to ensure the continuing relevance of education, science and training to contemporary needs and the growing requirement for lifelong learning.

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.

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 scheduled for amendment in 2007.

Chief Operations Officer (COO), Le Cordon Bleu Australia

The responsibilities of Le Cordon Bleu Australia's COO include, but are not limited to, management of Le Cordon Bleu Australia's day to day operations including financial management, marketing, recruitment and brand promotion.

Work-Integrated Learning

Work-Integrated Learning designates all student learning linked to industry, workplace and employment and includes the off-campus work experience component of a student's course of study and any associated academic coursework and assessment.

Course

Course is the term used throughout this document to refer to a single unit (subject) or a collection of units 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 Course may also be referred to as an Award, a Qualification, or a Program.

Program Manager

A term designating 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 is not be limited to, Educational Manager, Manager, or Program Director.

Term

A Term is part of the academic year, normally 3 months in length.

Semester

A semester usually refers to a period of 6 months.

Advanced Standing

Advanced Standing is the grade granted for a course 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.

The National Code

The National Code (National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students) 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 four (4) semesters. A student's Year can start in January or July.



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