

# STUDENT GUIDE



BACHELOR OF BUSINESS  
**(INTERNATIONAL HOTEL  
MANAGEMENT)**

BACHELOR OF BUSINESS  
**(INTERNATIONAL RESTAURANT  
MANAGEMENT)**

BACHELOR OF BUSINESS  
**(FOOD ENTREPRENEURSHIP)**

BACHELOR OF BUSINESS  
**(CULINARY ARTS MANAGEMENT)**

MASTER OF **INTERNATIONAL  
HOSPITALITY MANAGEMENT**



**LE CORDON BLEU**<sup>®</sup>  
AUSTRALIA

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## Disclaimer

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The Le Cordon Bleu Student Guide provides general information regarding program facilities, services and regulations for students studying in the Le Cordon Bleu courses Across Australia.

The information provided is compiled from services provided by these institutions and in compliance with Le Cordon Bleu Australia'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 Australia and the requirements of external agencies, particularly the Department of Home Affairs (DHA) 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 *Le Cordon Bleu Student Guide* 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.

## Copyright

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### Version Control

Version No:	Date	Authorised by	Changes/ Status
1	15/12/2017	Student Services	Updated and merged Student Handbook to Student Guide for all campuses
2	18/12/2018	Academic Services	Reviewed content, updated policies names and program information from unit reviews and assessment moderations
3	27/05/19	Academic Administration Officer	Academic and holiday dates and CRICOS Provider and Course Codes added as per CRICOS requirements
4	24/06/20	Registrar	New programs added (HE Certificates)
4.1	29/6/2020	Registrar	Review, update personnel and contact details, editorial changes
4.1	25/9/2020	Registrar	Update Regency Program Manager telephone

## **WELCOME FROM THE PRESIDENT**

I am proud to offer Le Cordon Bleu's innovative culinary arts and hospitality management courses of study.

Le Cordon Bleu International has a 125-year reputation as a leading culinary arts educator. From preserving traditional techniques to researching cutting-edge molecular cuisine, Le Cordon Bleu upholds a tradition of excellence.

Our Bachelor's and master's degrees provide the finest business management education in hospitality, tourism, events and gastronomy training. Our world-class courses of study address marketplace need with industry-relevant training informed by academic research.

Globally, Le Cordon Bleu continues to create highly skilled and work-ready graduates who are committed to excellence. Our international alumni network of the world's finest practitioners, sets the highest standards in the culinary arts and hospitality industry.

Today, our international network includes more than 35 institutes in 20 countries with over 20,000 students graduating each year.

We look forward to sharing our knowledge, passion and vision for this dynamic industry with you.

***André J. Cointreau***

***Président***

***Le Cordon Bleu***

## **WELCOME FROM THE EXECUTIVE DEAN**

Welcome to Le Cordon Bleu Australia at the beginning of your study journey.

Your education is in excellent hands under the supervision of highly trained academic and industry specialists.

In addition to the practical and theoretical components in your course, you will undertake Work Integrated Learning (WIL) placements. Le Cordon Bleu supports the placement of students in WIL Australia-wide and globally, thereby broadening their job prospects, industry experience and connections.

With the great majority of our graduates employed within six months of completing their studies, you can be confident that your Le Cordon Bleu programme will prepare you for a successful career in hospitality.

When you graduate, you will join our international Alumni network ensuring you will never be far away from a potential employment opportunity or a member of the Le Cordon Bleu alumni family.

I wish you every success in your studies and your future career.

***Professor Alan Bowen-James***

***Executive Dean***

***Le Cordon Bleu Australia***

## **LE CORDON BLEU – 125 YEARS OF CULINARY EXCELLENCE**

### **Tradition of Excellence**

Le Cordon Bleu’s tradition of excellence began in 1895 when its first school opened in Paris. Today, Le Cordon Bleu is a global leader in culinary arts and hospitality education offering world-class vocational, undergraduate and postgraduate studies in culinary, hotel and restaurant management, gastronomy, food entrepreneurship, and tourism and event management.

Globally, Le Cordon Bleu is linked to the world’s most prestigious restaurants, the best hotels and hospitality events. Its reputation is built on delivering superior, industry-relevant courses and creating highly skilled, work-ready graduates.

### **Our Alumni**

Alumni have played a significant role in defining and shaping Le Cordon Bleu. Its global alumni network is instrumental in providing opportunities for alumni to reconnect with fellow graduates and to recognise their contribution to industry and the wider community. Le Cordon Bleu has a presence in 21 countries, growing its alumni network in excess of 22,000 annually.

Le Cordon Bleu alumni represent the finest in their field, offering their commitment to excellence in a diverse range of roles. Many alumni are prominent international achievers in the culinary arts and hospitality industry such as acclaimed personalities Julia Child, J.P. Anglo, Janice Wong, Gastón Acurio, Giada De Laurentis and Rachel Khoo.

### **Contribution to Industry**

Le Cordon Bleu graduates are highly valued in industry and employed worldwide as executive chefs, general managers, restaurant/hotel/resort managers, revenue analysts, food designers, product developers, consultants, event managers, or sommeliers. Many are business owners, and entrepreneurs, innovators and market leaders in the industry.

Le Cordon Bleu has over 20,000 graduating students each year. With each graduate upholding the Le Cordon Bleu commitment to excellence, a significant and lasting contribution to the industry is made.



## Le Cordon Bleu Australia Contact Details

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### LE CORDON BLEU AUSTRALIA STAFF CONTACT DETAILS

Address:	137 Days Road, Regency Park, South Australia 5010
Telephone:	+ 61 8 8348 3000
Facsimile:	+ 61 8 8346 3755
Email:	<a href="mailto:australia@cordobleu.edu">australia@cordobleu.edu</a>
Web: (Australia)	<a href="http://www.lecordobleu.com.au">www.lecordobleu.com.au</a>
Web: (International)	<a href="http://www.cordobleu.edu">www.cordobleu.edu</a>
Reception	08 8348 3000 (General Switch Board) 1800 064 802 (TOLL FREE) Australia Only
Finance Australia	<a href="mailto:Australia-Finance@cordobleu.edu">Australia-Finance@cordobleu.edu</a>
Admissions Australia	<a href="mailto:Australia-Admissions@cordobleu.edu">Australia-Admissions@cordobleu.edu</a> <a href="mailto:australia@cordobleu.edu">australia@cordobleu.edu</a>
Regional Sales	Contact a Representative via web query link <a href="https://www.cordobleu.edu/australia/contact/en">https://www.cordobleu.edu/australia/contact/en</a> ; or Please call or visit reception to make an appointment with an on campus Sales Representative

Industry Engagement	<a href="mailto:Adelaide-IndustryEngagement@cordobleu.edu">Adelaide-IndustryEngagement@cordobleu.edu</a>
	<a href="mailto:Melbourne-IndustryEngagement@cordobleu.edu">Melbourne-IndustryEngagement@cordobleu.edu</a>
	<a href="mailto:Sydney-IndustryEngagement@cordobleu.edu">Sydney-IndustryEngagement@cordobleu.edu</a>
	<a href="mailto:Brisbane-IndustryEngagement@cordobleu.edu">Brisbane-IndustryEngagement@cordobleu.edu</a>
Student Services	<a href="mailto:Adelaide-StudentServices@cordobleu.edu">Adelaide-StudentServices@cordobleu.edu</a>
	<a href="mailto:Melbourne-StudentServices@cordobleu.edu">Melbourne-StudentServices@cordobleu.edu</a>
	<a href="mailto:Sydney-StudentServicesy@cordobleu.edu">Sydney-StudentServicesy@cordobleu.edu</a>
	<a href="mailto:Brisbane-StudentServices@cordobleu.edu">Brisbane-StudentServices@cordobleu.edu</a>

### LE CORDON BLEU AUSTRALIA EMERGENCY CONTACT DETAILS

Student Services Department phone number: **+61 (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 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.

### EMERGENCY CONTACT DETAILS

Police, Ambulance & Fire: **Call 000**

## **Le Cordon Bleu Australia Facilities and Services**

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### **LE CORDON BLEU *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>

### **LE CORDON BLEU FORMS**

Forms are required for much of the Le Cordon Bleu Australia administration of your studies. Forms can be obtained from your local program administration office from Le Cordon Bleu Australia reception.

### **MENTAL HEALTH AND WELLBEING**

Le Cordon Bleu takes student mental health seriously and is committed to helping you to succeed and achieve your educational goals. If you have good physical, mental and emotional wellbeing it follows that you will have higher energy levels, be able to better deal with life's challenges, and generally be happier . . . not to mention you will do better when studying.

In Australia a range of 24-hour hotlines, resources and referral services are available should you require help. In a crisis you can free call:

- Lifeline 131 114
- Beyond Blue 1300 22 4636
- Family & Domestic Violence 1800 737 732
- Rape Crisis Centre: 1800 424 017 (New South Wales)
- Sexual Assault Resource Centre: 1800 199 888 (Western Australia)
- Sexual Assault Crisis Line: 1800 806 292 (Victoria)
- Yarrow Place Rape & Sexual Assault Service: 1800 817 421 (South Australia)

### **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.

## **WORK-INTEGRATED LEARNING**

Work-integrated learning is an integral part of Le Cordon Bleu's Courses of study. It provides an opportunity for you to apply the knowledge and skills you have gained in classroom contexts to the workplace, and to reflect upon your personal strengths and future career aspirations. Work-integrated learning opportunities also enable you to start building your industry reputation and professional networks.

Le Cordon Bleu has developed strong partnerships with hospitality organisations across Australia and internationally to facilitate students' work-integrated learning. In Australia, this industry network includes destinations such as far North Queensland where the majestic Great Barrier Reef draws tourists from across the globe to regional destinations such as Uluru and Broome and the cosmopolitan cities of Melbourne, Sydney and Perth. Internationally, work-integrated learning opportunities exist for Le Cordon Bleu students in Dubai, Canada, London, Singapore, Thailand, Scotland and the USA to name just a few. (Note: you are required to organise your own visas for overseas destinations, if applicable.)

Le Cordon Bleu courses of study incorporate work-integrated learning:

1. 'Work Integrated Learning 101 and 201' in all Bachelor Degree courses (two blocks of six months)
2. 'Hospitality Industry Experience' in Master of International Hospitality Management course (six months duration)

All work-integrated learning experiences provide exposure to the hospitality and food-related industries by affording you with the opportunity to work in environments such as world class hotels, resorts, kitchens, restaurants, convention centres, and small to medium food and wine businesses. Your particular experience(s) will depend upon your course of study, career goals, passions and preferred work destination.

All work-integrated learning experiences are assessed, and successful completion is necessary in order for you to achieve qualifications.

## **ACADEMIC DATES & HOLIDAYS**

Academic dates specific to each campus can be found online. Please visit the relevant LCBA campus for specific dates. <https://www.cordonbleu.edu/australia/home/en>

Holiday breaks are scheduled for a period from 1 to 6 weeks starting at the conclusion of each Term.

## **TAFE NSW Ryde Campus - Contact Details**

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### **LE CORDON BLEU STAFF – TAFE NSW, RYDE CAMPUS**

**Address:** 250 Blaxland Road, Ryde, NSW, 2112  
**Telephone:** +61 (02) 9448 6212  
**Email:** [NSI.RYLCB.EdSupport@tafensw.edu.au](mailto:NSI.RYLCB.EdSupport@tafensw.edu.au)

### **LE CORDON BLEU HIGHER EDUCATION - ACADEMIC STAFF**

Program Manager	+61 (02) 9448-6159
Head Teacher (Degree Program)	+61 (02) 9448 6159
Educational Support Office	+61 (02) 9448 6162
	+61 (02) 9448 6307

### **PROGRAM MANAGER AND LECTURER AVAILABILITY**

Appointments with the Program Manager via Educational Support Office can be made on **9448 6125** or by contacting the Educational Support staff **9448 6307** or **9448 6162**.

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.

## TAFE NSW Ryde Campus - Facilities and Services

TAFE NSW, Ryde Campus provides an array of support services of which you, as a Le Cordon Bleu student may take full advantage.

### **Accidents**

All accidents (and “near misses”) must be reported to either Le Cordon Bleu Student Services or the Educational Support office and or to a lecturer or chef.

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.

### **Campus Map**

A map of the TAFE NSW, Ryde Campus is available by going to:

<http://www.nsi.tafensw.edu.au/Campus/Ryde/>

### **Cafes**

The cafeteria is located on the Ground Floor, Building H.

**Monday to Friday**      7.00 am – 2.00 pm

Good quality, low-cost food is sold at **Ambassadors Training Restaurant**.

Go to [nsi.edu.au/ambassador](http://nsi.edu.au/ambassador) or call **(02) 9448 6270** to make a booking.

### **Campus Safety and Security**

Your safety is paramount to us here at Le Cordon Bleu, so security plays a very important role.

For assistance with security or lost property matters contact the Security Office (during or after hours); or visit the Security office located in the main entrance on the Ground floor.

Security Telephone:                      (02) 9448 6396

All TAFE NSW, Ryde Campus students can download the free SafeZone App, providing additional security and support when studying on Campus. The app allows you to get help quickly in a personal emergency or if someone else needs first aid or general assistance. You can also check-in when working alone, after hours or in high risk areas, which shares your status with an on-site response team. You can also receive notifications, so you know what to do in an emergency situation.

**Download the App:** [nsi.edu.au/safezone](http://nsi.edu.au/safezone)

### **Campus Medical Clinic**

There is no Medical Clinic at the NSW TAFE, Ryde Campus. Students can visit a local doctor at a Medical Clinic of their choice.

### **Disability Support**

Le Cordon Bleu is committed to providing equal access to study for students with a disability or medical condition and ensuring that reasonable adjustments are made through consultation and negotiation on coordination with your Campus Program Manager.

Please visit the Support Services on the Le Cordon Bleu website

<https://www.cordonbleu.edu/sydney/student-services/en>.

## IT and Digital Services

Within two weeks of your commencement with Le Cordon Bleu you will receive access to a range of our digital services. Please go to the Digital Services page on the Le Cordon Bleu website; <https://www.cordonbleu.edu/sydney/digital-services/en>

## Library Services

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

For all library support services please contact Le Cordon Bleu Australia liaison librarian at the TAFE NSW, Ryde Campus library. Support includes searching library catalogues or e-resources, searching databases and how to reference an academic essay etc.

Library Telephone        9448 6326

For details about the services provided go to: <http://www.nsi.tafensw.edu.au/Services/Libraries.aspx>

### Library Opening Hours

Monday to Thursday    9.00 am – 5.00 pm

Friday                     9.00 am – 4.00 pm

Saturday/ Sunday        Closed

You can also virtually chat with a librarian by visiting <https://tafensw-au.libanswers.com/> 9.00am-5.00pm Monday to Fridays

## Noticeboards

Le Cordon Bleu Australia noticeboards are located at Building A, Level 4 near the Ambassadors Restaurant. TAFE NSW, Ryde Campus also has many noticeboards, so please also make yourself familiar with these noticeboards to ensure information posted is noted.

## 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. Student parking is on the two lower car parking levels closest to Building H. Access is off Parkes Street.

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 limit.

Join the Ryde Campus Student Association and you'll pay only \$2 a day at Ryde Campus.

Non-Student Association members pay an all-day flat rate of \$4 per entry at Ryde Campus.

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. Ryde Campus 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 Security on **(02) 9448 6396** that will ensure the police are promptly informed.

## Public Transport

Information about public transport services can be found at the New South Wales Transport Hotline website <https://transportnsw.info/#/>. This site will provide details of timetables, the bus and train routes, how to purchase tickets and prices.

## Smoking

It is the policy of TAFE NSW, Ryde Campus that smoking is prohibited within any building and under verandas. Smoking is permitted in designated areas only.

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

You will be in breach of the TAFE NSW student discipline policy if you:

- Smoke in any area of the Campus other than where smoking is permitted
- Sell or supply cigarettes to anyone under the age of 18 in Campus grounds or during Campus activities

## Student ID Card

Your Student ID card enables you to take advantage of the services offered by TAFE NSW, Ryde Campus. It is predominantly used for borrowing items from the Library and Parking. 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.

## Support Services

While you are completing studies on-Campus you will be able to access a range of high-quality learning support services provided by our education partner - TAFE NSW, Ryde Campus.

Services include;

- Career Advice
- Counselling
- Disability
- Learning Support

For more information go to <https://www.cordonbleu.edu/sydney/student-services/en>

## Visitors

Visitors are welcome to attend the general facilities at TAFE NSW, Ryde 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 the Program Manager.

## **Regency International Centre Campus Contact Details**

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### **LE CORDON BLEU STAFF - REGENCY INTERNATIONAL CENTRE**

**Address:** 137 Days Road, Regency Park, South Australia 5010

**Telephone:** + 61 (08) 8348 3000

### **LE CORDON BLEU HIGHER EDUCATION - ACADEMIC STAFF**

Program Manager +61 (08) 8348 2679

Program Support Officer +61 (08) 8348 4459

+61 (08) 8348 4327

### **PROGRAM MANAGER AND LECTURER AVAILABILITY**

Appointments with the Program Manager can be made on **8348 4495** or by contacting the Program Support Officer on **8348 4459**.

Regency lecturers can be contacted on **8348 4444**.

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.



## Regency International Centre Campus Facilities and Services

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The TAFE SA, Regency Campus provides an array of support services of which you, as a Le Cordon Bleu student may take full advantage.

### Accidents

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

At the TAFE SA, 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.

### Campus Map

A map of the TAFE SA, Regency Campus is available by going to: <http://www.TAFE.sa.edu.au/>

### Cafes

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

**Monday to Thursday** 7.30 am – 8.00 pm

**Friday** 7.30 am – 4.00 pm

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

Students are welcome to dine in our restaurants. Reservations are made through the Restaurant Bookings Office on **(08) 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.

### Campus Safety and Security

Your safety is paramount to us here at Le Cordon Bleu, so security plays a very important role.

For assistance with security or lost property matters contact the Customer Service Centre (during or after hours); or visit the Security office located in the main entrance on the ground floor.

Security Telephone: (08) 8348 2648 (when calling from off Campus)

**Security Telephone: 5#** (when calling from phones within TAFE SA, Regency Campus)

## **Campus Medical Clinic**

There is no Medical Clinic at the TAFE SA, Regency Campus. Students can visit a local doctor at a Medical Clinic of their choice.

## **Disability Support**

Le Cordon Bleu is committed to providing equal access to study for students with a disability or medical condition and ensuring that reasonable adjustments are made through consultation and negotiation on coordination with your Campus Program Manager.

Please visit the Support Services page on the Le Cordon Bleu website

<https://www.cordonbleu.edu/adelaide/student-services/en>

## **IT and Digital Services**

Within two weeks of your commencement with Le Cordon Bleu you will receive access to a range of our digital services. Please go to the Digital Services page on the Le Cordon Bleu website:

<https://www.cordonbleu.edu/adelaide/digital-services/en>

## **Library Services**

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

For all library support services please contact Le Cordon Bleu Australia liaison librarian at the I-Central TAFE SA, Regency Campus library. Support includes searching library catalogues or e-resources, searching databases and how to reference an academic essay etc.

**Library Telephone:** 1800 049 492 (free call)

For details about the services provided go to:

<https://www.tafesa.edu.au/Campuses/metro/regency/library-regency-Campus>

### **Library Opening Hours**

Monday to Thursday	8.30 am – 7.00 pm
Friday	8.30 am – 6.00 pm
Saturday	8.30 am – 5.00 pm
Sunday	Closed

## **Noticeboards**

Le Cordon Bleu Australia noticeboards are located near the LCB Academic Administration office in Corridor 5 Regency International Centre 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.

## **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. TAFE SA, Regency Campus 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 **(08) 8348 2648** to ensure the police are promptly informed.

## **Prayer Room**

Le Cordon Bleu embraces the religious and spiritual diversity of our staff and student community. In recognition of this diversity TAFE SA, Regency Campus has a prayer room for staff and students.

The Prayer room is located at **Block C, 1st Floor, Room C110**.

## **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.

## **Smoking**

It is the policy of TAFE SA, 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.

## **Student ID Card**

Your Student ID card enables you to take advantage of the services offered by TAFE SA, 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 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.

## **Support Services**

While you are completing studies on-Campus you will be able to access a range of high-quality learning support services provided by our education partner –TAFE SA, Regency Campus.

Services include;

- Career Advice
- Counselling
- Disability
- Learning Support

For more information go to <https://www.cordonbleu.edu/adelaide/student-services/en>

## **Visitors**

Visitors are welcome to view the general facilities at TAFE SA, 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 the Program Manager.

## University of South Australia Contact Details

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### LE CORDON BLEU STAFF - UNISA CITY WEST CAMPUS

**Address:** City West Campus, North Terrace, Adelaide  
**Telephone:** +61 (08) 8302 0606  
**Email:** [studentservicesadelaide@cordonbleu.edu](mailto:studentservicesadelaide@cordonbleu.edu)

### LE CORDON BLEU HIGHER EDUCATION - ACADEMIC STAFF

Program Manager +61 (08) 8302 0305  
Program Management Officer +61 (08) 8302 0606

### PROGRAM MANAGER AND LECTURER AVAILABILITY

Appointments with the Program Manager can be made on **8302 0305**.

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.

The Le Cordon Bleu Administration office is located in the Elton Mayo Building, Ground Floor, Level 2, Room 2-129.

## University of South Australia Facilities and Services

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The UNISA City West Campus provides an array of support services of which you, as a Le Cordon Bleu student may take full advantage.

You can access the UNISA handbook at <http://www.unisa.edu.au/Study-at-UniSA/Services-for-schools/Career-support-and-resources1/General-information-brochures/>

### Accidents

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

At UniSA 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.

### Campus Map

A map of the UniSA City West Campus is available by going to: <http://www.unisa.edu.au/Campus-Facilities/Maps-Tours/City-West-Campus/City-West-Campus-map/>

### Cafes

A range of affordable cafes are located in and around the UniSA City West Campus.

### Campus Safety and Security

Your safety is paramount to us here at Le Cordon Bleu, so security plays a very important role.

For assistance with security or lost property matters contact the Customer Service Centre (during or after hours); or visit the Security office located in Building A, Level 3.

UniSA Campus Security is available 24 hours a day, seven days a week. Security Officers patrol the Campuses by day and offer even stronger protection at night. They can provide you with first aid or help in an emergency.

Security Telephone: (08) 8302 0000

All students can download the free SafeZone App, providing additional security and support when studying on Campus. The app allows you to get help quickly in a personal emergency or if someone else needs first aid or general assistance. You can also check-in when working alone, after hours or in high risk areas, which shares your status with an on-site response team. You can also receive notifications, so you know what to do in an emergency situation.

**Download the App:** [UniSA SafeZone App](#)

### Campus Medical Clinic

UniSA operates a number of clinics that are open to the general public, providing professional and cost-effective services (in some cases free) in the areas of health, law and psychology. Visit the community clinic websites to see clinic details: <http://www.UniSA.edu.au/Campus-Facilities/community-clinics/>

## **Disability Support**

Le Cordon Bleu is committed to providing equal access to study for students with a disability or medical condition and ensuring that reasonable adjustments are made through consultation and negotiation on coordination with your Campus Program Manager.

Please visit the Support Services on the Le Cordon Bleu website

<https://www.cordonbleu.edu/adelaide/student-services/en>

## **IT and Digital Services**

Within two weeks of your commencement with Le Cordon Bleu you will receive access to a range of our digital services. Please go to the Digital Services page on the Le Cordon Bleu website

<https://www.cordonbleu.edu/adelaide/digital-services/en>

## **Library Services**

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

For all library support services please contact Le Cordon Bleu Australia liaison librarian at the UniSA City West Campus library. Support includes searching library catalogues or e-resources, searching databases and how to reference an academic essay etc.

Library Telephone: 1300 137 659

For details about the services provided go to: <http://www.library.UniSA.edu.au/>

### **Library Opening Hours**

Monday to Friday 8.30 am – 6.00 pm

Saturday, Sunday Closed

City West, Levels 1-3 Open 24 hours

## **Noticeboards**

UniSA Campus has many noticeboards, so please also make yourself familiar with these noticeboards to ensure information posted is noted.

## **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 limit.

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. UniSA does not 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 on **8302 0000** that will ensure the police are promptly informed.

## Prayer Room

Le Cordon Bleu embraces the religious and spiritual diversity of our staff and student community. In recognition of this diversity, UniSA has many prayer rooms for staff and students.

The UniSA Prayer rooms can be found at the following locations;

- Female washroom: George Kingston Building, Level 2, Room 25
- Female prayer room: George Kingston Building, level 2, Room 18
- Male washroom: George Kingston Building Level 2, Room 26
- Male Prayer room: George Kingston Building, level 2, Room 27

## Public Transport

You'll find bus stops near each Campus and train stations close to the city and Mawson Lakes Campuses. Check your bus, train or tram options on the Adelaide Metro website. You'll also be entitled to student discounts on tickets once you've enrolled.

UniSA provides a free bus service between the Magill and Mawson Lakes Campuses to make life easier for staff and students who make the journey.

For full timetable and route details visit: [www.UniSA.edu.au/Campusconnector](http://www.UniSA.edu.au/Campusconnector)

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.

## Smoking

It is the policy of UniSA 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.**

## Student ID Card

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



## **Support Services**

While you are completing studies on-Campus you will be able to access a range of high-quality learning support services provided by our education partner – UniSA.

Services include;

- Career Advice
- Counselling
- Disability
- Learning Support

For more information go to <https://www.cordonbleu.edu/adelaide/student-services/en>

## **Visitors**

Visitors are welcome to view the general facilities at the UniSA 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 the Program Manager.

## **Le Cordon Bleu Service Standards**

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### **Le Cordon Bleu Australia is committed to:**

- being helpful always
- 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
- 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 badges 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
- When transferring a caller, time will be taken to reassure the caller that the other party can help and that the caller 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 information to a customer 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 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 the Le Cordon Bleu Australia 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

## Le Cordon Bleu Graduate Attributes

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Higher education aims to provide students with knowledge, skills and attributes that enable graduates to flourish as individuals and to make a positive contribution to society. Graduate attributes should be regarded as the hallmarks of a successful tertiary education experience.

Central to LCBA's concept of Graduate Attributes is its commitment to developing abilities and values that will enhance the employability of its graduates.

### **Graduate Attribute 1: Disciplinary knowledge and capability**

Key indicators of this Graduate Attribute are an ability to:

- Demonstrate a systematic and coherent understanding of the field of study in which they have been engaged.
- Apply critical techniques to question and analyse received ideas.
- Work autonomously, take initiative and be self-directed in undertaking tasks in complex and uncertain environments.
- Identify and define problems from different perspectives and evaluate the merits of putative solutions.
- Exhibit an understanding of the methods used to investigate and establish knowledge and its boundaries in a particular discipline.

### **Graduate Attribute 2: Critical and innovative thinking**

Key indicators of this Graduate Attribute are an ability to:

- Be critically aware of, and informed by, current knowledge and its possible applications in a discipline or professional context.
- Analyse information, synthesise views, make connections and, where appropriate, propose creative and entrepreneurial solutions.
- Exhibit flexible and independent thought respectful of relevant theoretical and applied contexts in making decisions and assessing their consequences.
- Identify and pursue personal learning strategies to enhance understanding, skills and problem-solving capacity.
- Conceptualise problems and propose plausible and appropriate solutions, anticipating potential consequences and risks.

### **Graduate Attribute 3: Ethical and social awareness**

Key indicators of this Graduate Attribute are an ability to:

- Exhibit awareness of ethical considerations and consequences for others of one's behaviour, attitudes and decisions.
- Be aware of and show respect for other perspectives and sensitivities, whether local, national or international, and the implications for individual behaviour.
- Learn and benefit from one's own experience, successes and failures and those of others.

- Apply academic learning to professional contexts and to address problems in an effective way, having regard to legal and ethical considerations.
- Reflect on one's values and biases, and those of others, when analysing a problem and proposing solutions, and adopt an objective and balanced perspective.

#### **Graduate Attribute 4: Effective communication and social skills**

Key indicators of this Graduate Attribute are an ability to:

- Show sensitivity to the confidentiality, nuances and implications of certain forms of information at individual, communal and social levels.
- Integrate, present and communicate information in a way which is comprehensible and relevant to the needs of others using a variety of media and technologies.
- Respond sensitively and appropriately to the needs of different stakeholders and circumstances.
- Work and communicate effectively in multicultural and global settings.
- Manage time, tasks, priorities and workloads effectively in a range of practical contexts.

#### **Graduate Attribute 5: Professionalism and inclusiveness**

Key indicators of this Graduate Attribute are an ability to:

- Work with others towards the achievement of shared goals in team contexts.
- Take responsibility for one's own academic and professional development and learning.
- Recognise and undertake due diligence with respect to issues of justice, legal compliance and social responsibility in professional contexts.
- Practice honesty and openness in one's dealings with others.
- Show awareness and understanding of business, commercial and/or social issues and opportunities and the expectations of prospective employers.

## Graduate Services

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### 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 achieve and 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 Graduate & Alumni Development Manager on **(08) 8348 3028** or email [Australia-alumni@cordonbleu.edu](mailto:Australia-alumni@cordonbleu.edu) 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 by telephone

Free Call (Australia only): 1800 064 802.

Students are encouraged to research the extensive variety of options by viewing the Le Cordon Bleu website [www.cordonbleu.edu/australia](http://www.cordonbleu.edu/australia) and its associated hyperlinks. All Le Cordon Bleu Australia programs provide for direct recognition and credit transfer.

## Policies and Procedures

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

- Bachelor of Business (International Hotel Management)
- Bachelor of Business (International Restaurant Management)
- Bachelor of Business (Food Entrepreneurship)
- Bachelor of Business (Convention and Event Management)
- Bachelor of Business (Tourism Management)
- Master of International Hospitality Management

You **must** make yourself familiar with the following policies and procedures. Le Cordon Bleu Australia staff and students are expected to refer to them when needed and to act in accordance with them.

### **Academic Policies (Bachelor) can be found at:**

<https://www.cordonbleu.edu/adelaide/academic-policies/en>

- Academic Integrity Policy
- Academic Progress Policy
- Advanced Standing Policy
- Assessment Policy
- Conferral of Qualifications, Awards and Graduation Policy
- Learning Support Policy
- Work Integrated Learning Policy
- Results and Grades Policy
- Student Attendance Policy

### **Academic Policies (Master) can be found at:**

<https://www.cordonbleu.edu/adelaide/academic-policies/en>

- Advanced Standing Policy
- Assessment Policy and Procedures manual (Postgraduate)
  - Assessment Moderation
  - Final Grades and Notations
  - Academic Integrity
  - Academic Review (Academic Progress)
  - Academic Appeals
- Conferral of Awards and graduation
- Learning Support Policy
- Student Attendance Policy
- Student Selection and Admissions Policy
- Work Integrated Learning

**General Polices (apply to both Bachelor and Master courses) can be found at:**

<http://www.cordonbleu.edu/australia/general-policies/en>

- Access & Equity Policy
- Enrolment Policy
- Fees and Refunds Policy
  - Domestic Students
  - International Students
- FEE-HELP Policies and Other Resources
- Critical Incident Policy
- Complaints and Appeals Policy
- Privacy and Personal information Policy
- Student Code of Conduct
- Student Contact Details Policy
- Student Critical Incident Policy
  - Student Critical Incident Protocols
- Student Dress Code Policy
- Student Welfare Policy
- Student Social Media Policy
- Overseas Student Transfer Between Registered Providers Policy



## ACADEMIC INTEGRITY

(See Academic Integrity Policy)

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

Academic misconduct includes the following:

- plagiarism (see definition below)
- breaches of the examination procedures
- presenting data that has been copied, falsified or in any way obtained improperly
- including material in individual work that has involved significant assistance from another person, unless this is specifically allowed in the unit outline
- aiding a student in the presentation of individual work, unless this is specifically allowed in the unit outline
- falsifying or misrepresenting academic records, or any other documents,
- providing your assessments to other current or future students
- using a writing service or individual to write your assessments (irrespective if payment is made or not), and any other actions that contravene the principles of academic integrity.
- falsification or misrepresentation of academic records.

**Plagiarism** is a specific form of academic misconduct. Plagiarism includes the following:

- directly copying any material from electronic or print resources without acknowledging the source
- closely paraphrasing sentences or whole passages without referencing the original work
- submitting another student's work in whole or in part, unless this is specifically allowed in the unit outline
- using another person's ideas, work or research data without acknowledgment
- appropriating or imitating another's ideas unless this is specifically allowed in the unit outline
- submitting a piece of work that has previously been submitted for another assessment at LCB or another education provider in whole or in part.

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.

## ATTENDANCE

It is compulsory for all students to attend 100% of scheduled classes and activities. If you are unable to attend classes due to illness, injury or another emergency, you must provide a medical certificate from a registered health practitioner 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 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.

Continued poor attendance by holders of student visas must be reported to the Department of Home Affairs (DHA).

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 for any reason will be asked to supply documents to justify their late arrival or early departure from class. Absences will be recorded in the class role book.

Attendance will be calculated based on students being present and participating in all scheduled class hours and other program related activities where attendance is compulsory. 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.

(See Attendance policy)

## **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.

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.

(See Student Code of Conduct)

## **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 polishes

**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 Higher Education 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 in the Policy 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 Australia staff 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 Code of Conduct.

## **ENGLISH LANGUAGE**

Le Cordon Bleu Australia courses are delivered on English speaking campuses. The language of instruction for all Le Cordon Bleu Australia courses is English.

For many of Le Cordon Bleu Australia's students, studying in Australia is a way to practise and improve their English language skills. Le Cordon Bleu Australia sets minimum English language proficiency levels required to enrol in all Le Cordon Bleu Australia courses 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 Australia expects all students to speak in English at all times when on campus, whether in class, on excursions, or socially.

## **PHOTOGRAPHY**

Students may take photographs on the campus only with the prior approval of the appropriate member of Le Cordon Bleu Australia 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 Australia 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 Australia 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 Australia 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.

## **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 swearing in classrooms and other learning areas
  - not smoking on campus, except in designated areas.

## Student Feedback

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### 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.

1. **At the end of each unit:** Students will be asked to complete a *Unit Survey* to provide valuable feedback about the content of unit taught and the teaching approach.
2. **Commencing year and final year.** Students will have the opportunity to participate in the national Quality Indicators for Teaching and Learning *Student Experience Survey*.
3. **Upon graduation.** Students will have the opportunity to participate in the national Quality Indicators for Teaching and Learning *Graduate Outcomes Survey*.

### 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.

### CORRESPONDENCE WITH STUDENTS

Email correspondence between students and Le Cordon Bleu Australia (LCBA) staff will be considered formal and official; notifications sent electronically will include matters of Unsatisfactory Academic Progress, Unsatisfactory Attendance and/or 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.

## **PERSONAL CORRESPONDENCE**

Students are requested not to use the Campus address as their personal address. Le Cordon Bleu Australia will not be held responsible for student correspondence and cannot forward mail to students after their departure from the program.

## **CHANGE OF ADDRESS**

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.cordonbleu.edu/australia](http://www.cordonbleu.edu/australia). If you have trouble logging in, please contact the relevant campus Student Services office.

Note to Student Visa Holders:

Under the National Code 2018, the education provider, Le Cordon Bleu Australia, must be kept informed at all times of the student visa holder's residential address.

Each student shall ensure that they inform Le Cordon Bleu Australia of their current address, telephone number, email address and any other relevant contact details within 7 days of arriving in Australia (see online Student Contact Details policy).

## Higher Education Course Structure and Pre-Requisites

### BACHELOR OF BUSINESS: INTERNATIONAL HOTEL MANAGEMENT

(CRICOS Code: 075350B)

	Points	Units	Pre-requisite <sup>1</sup>
<b>Stage 1</b>	3	Communication	No Pre-requisite
	3	Accounting Principles and Practices	
	3	Management Concepts	
	3	Wine Fundamentals	
	3	Food and Beverage Management	
	4.5	Kitchen Operations Management	
	4.5	Food and Beverage Service	
	2	Housekeeping	
<b>Stage 2</b>	4.5	Work Integrated Learning 101	No Pre-requisite
<b>Stage 3</b>	4.5	Hospitality Financial Management	Accounting Principles and Practices
	4.5	Human Resource Management	
	3	Introduction to Marketing	No Pre-requisite
	3	The Hospitality Experience	
	4.5	Management Information Systems	
	4.5	Rooms Division Management	
4.5	International Hotels and Events		
<b>Stage 4</b>	4.5	Work Integrated Learning 201	WIL101
<b>Stage 5</b>	4.5	Strategic Management	No Pre-requisite
	4.5	Advanced Marketing	Introduction to Marketing
	4.5	Leadership and Management in Action	No Pre-requisite
	4.5	Decision Making for Managers	
	4.5	Entrepreneurship & Business Management	
	4.5	Hospitality Business Law	
	4.5	Quality Service Management	
4.5	Research Capstone: Trends and Innovation in Contemporary Hospitality		

<sup>1</sup> Students must complete all required pre-requisites before enrolling in a unit or course. Pre-requisite requirements may be waived at the discretion of the Program Manager, with the approval of the Academic Committee or Exam Board, in special cases. Such cases may include compassionate or compelling circumstances or a delay in finalising a student's result. Please refer to the Enrolment Policy for more information.

**BACHELOR OF BUSINESS: INTERNATIONAL RESTAURANT MANAGEMENT**  
 (CRICOS Code: 072295F)

	Points	Units	Pre-requisite
<b>Stage 1</b>	3	Communication	No Pre-requisite
	3	Accounting Principles and Practices	
	3	Management Concepts	
	3	Wine Fundamentals	
	3	Food and Beverage Management	
	4.5	Kitchen Operations Management	
	4.5	Food and Beverage Service	
	1.5	Stage 1 Industry Workshop	
<b>Stage 2</b>	4.5	Work Integrated Learning 101	No Pre-requisite
<b>Stage 3</b>	4.5	Culinary Practice	Kitchen Operations Management
	4.5	Hospitality Financial Management	Accounting Principles and Practices
	4.5	Human Resource Management	No Pre-requisite
	4.5	Food Quality Management	
	3	Introduction to Marketing	
	4.5	Restaurant Concepts	
	3	The Hospitality Experience	
<b>Stage 4</b>	4.5	Work Integrated Learning 201	WIL101
<b>Stage 5</b>	4.5	Strategic Management	No Pre-requisite
	4.5	Decision Making for Managers	
	4.5	Advanced Marketing	Introduction to Marketing
	4.5	Leadership and Management in Action	No Pre-requisite
	4.5	Food and Wine Philosophy	Kitchen Operations Management/ Culinary Practice
	4.5	Entrepreneurship & Business Management	No Pre-requisite
	4.5	Hospitality Business Law	
	4.5	Quality Service Management	



**BACHELOR OF BUSINESS: FOOD ENTREPRENEURSHIP**  
 (CRICOS Code: 088609F)

	Points	Units	Pre-requisite
<b>Stage 1</b>	3	Communication	No Pre-requisite
	3	Accounting Principles and Practices	
	3	Management Concepts	
	1.5	Stage 1 Industry Workshop	
	4.5	Fundamentals of Gastronomic Practice	
	4.5	Food Production	
	3	Food and Beverage Management	
	3	Wine Fundamentals	
<b>Stage 2</b>	4.5	Work Integrated Learning 101	No Pre-requisite
<b>Stage 3</b>	4.5	Hospitality Financial Management	Accounting Principles and Practices
	4.5	Human Resource Management	No Pre-requisite
	4.5	Food Quality Management	No Pre-requisite
	3	Professional Gastronomic Practice	Fundamentals of Gastronomic Practice
	3	Introduction to Marketing	No Pre-requisite
	4.5	Food Merchandising	
	4.5	Food Production - Product Development	
<b>Stage 4</b>	4.5	Work Integrated Learning 201	WIL101
<b>Stage 5</b>	4.5	Food and Wine Philosophy	Fundamentals of Gastronomic Practice/ Professional Gastronomic Practice
	4.5	Strategic Management	No Pre-requisite
	4.5	Advanced Marketing	Introduction to Marketing
	4.5	Leadership and Management in Action	No Pre-requisite
	4.5	Hospitality Business Law	
	4.5	Quality Service Management	
	4.5	Entrepreneurship & Business Management	

**BACHELOR OF BUSINESS: TOURISM MANAGEMENT**  
 (CRICOS Code: 089883B)

	Points	Units	Pre-requisite
<b>Stage 1</b>	3	Communication	No Pre-requisite
	3	Accounting Principles and Practices	
	3	Management Concepts	
	3	Introduction to Tourism	
	3	Tourism Management & Information Technology	
	3	Tourism Planning & Development	
	3	Sustainable, Cultural and Eco Tourism	
	3	The Gastronomic Tourism Experience	
<b>Stage 2</b>	4.5	Work Integrated Learning 101	No Pre-requisite
<b>Stage 3</b>	4.5	Hospitality Financial Management	Accounting Principles and Practices
	4.5	Human Resource Management	Management Concepts
	3	Introduction to Marketing	No Pre-requisite
	4.5	Media Management, Sponsorship & Evaluation	
	4.5	Service Industry Theory and Practice	
	4.5	Tourism Business Planning	
<b>Stage 4</b>	4.5	Work Integrated Learning 201	WIL101
<b>Stage 5</b>	4.5	Strategic Management	No Pre-requisite
	4.5	Destination Branding and Advanced Marketing	Introduction to Marketing
	4.5	Major Events and Tourism	No Pre-requisite
	4.5	Risk Management	
	4.5	Entrepreneurship & Business Management	
	4.5	Business Law for Tourism and Events	
	4.5	Ethical Tourism for Tourism and Events	
	4.5	Creative Thinking and Innovation	

**BACHELOR OF BUSINESS: CONVENTION & EVENT MANAGEMENT**  
 (CRICOS Code: 089885M)

	Points	Units	Pre-requisite
<b>Stage 1</b>	3	Communication	No Pre-requisite
	3	Accounting Principles and Practices	
	3	Management Concepts	
	3	Introduction to Tourism, Convention & Event Management	
	4.5	Convention & Event Planning & Operations	
	3	The Event Experience	
	3	Event Concepts, Scope & Objectives	
<b>Stage 2</b>	4.5	Work Integrated Learning 101	No Pre-requisite
<b>Stage 3</b>	4.5	Hospitality Financial Management	Accounting Principles and Practices
	4.5	Human Resource Management	No Pre-requisite
	3	Introduction to Marketing	
	4.5	Exhibitions	
	4.5	Media Management, Sponsorship & Evaluation	
	4.5	Convention & Event Design	
<b>Stage 4</b>	4.5	Work Integrated Learning 201	WIL101
<b>Stage 5</b>	4.5	Strategic Management	No Pre-requisite
	4.5	Destination Branding and Advanced Marketing	Introduction to Marketing
	4.5	Major Events and Tourism	No Pre-requisite
	4.5	Risk Management	
	4.5	Entrepreneurship & Business Management	
	4.5	Business Law for Tourism and Events	
	4.5	Ethical Tourism for Tourism and Events	
	4.5	Creative Thinking and Innovation	

**UNDERGRADUATE HIGHER EDUCATION CERTIFICATES**

Undergraduate Certificates	Units	Pre-requisites
Undergraduate Certificate in Hospitality Management	International Hotels and Events	None
	Leadership and Management in Action	
	Quality Service Management	
	Hospitality Business Law	
Undergraduate Certificate in Food and Beverage Management	Entrepreneurship and Business Management	None
	Food and Beverage Cost Control	
	Food Quality Management	
	Restaurant Concepts	
Undergraduate Certificate in Gastronomy	Fundamentals of Gastronomic Practice	None
	Food and Wine Philosophy	
	The Hospitality Experience	
	Gastronomic Tourism Experience	
Undergraduate Certificate in Food Merchandising	Introduction to Marketing	None
	Restaurant Concepts	
	Food Merchandising	
	Food Production-Product Development	
Undergraduate Certificate in Tourism Management	Introduction to Tourism, Convention and Event Management	None
	Gastronomic Tourism Experience	
	Tourism Business Planning	
	Major Events and Tourism	
Undergraduate Certificate in Event Management	Introduction to Tourism, Convention and Event Management	None
	Business Law for Tourism and Events	
	Event Concepts, Scope and Objectives	
	Convention and Event Planning and Operations	
Undergraduate Certificate in Business	Accounting Principles and Practice	None
	Human Resource Management	
	Management Concepts	
	Introduction to Marketing	
Undergraduate Certificate in Hospitality Financial Management	Accounting Principles and Practice	None
	Hospitality Financial Management	
	Hospitality Business Law	
	Economics Principles	

<b>Undergraduate Certificate in Hospitality Marketing</b>	Introduction to Marketing	None
	Destination Branding and Marketing	
	Media Management, Sponsorship and Evaluation	
	Sustainable, Cultural and Eco-Tourism	

## MASTER OF INTERNATIONAL HOSPITALITY MANAGEMENT

(CRICOS Code: 088614J)

### Pre-requisites

Students must complete all required pre-requisites before enrolling in a unit or course.

Pre-requisite requirements may be waived at the discretion of the Program Manager, with the approval of the Academic Committee or Exam Board, in special cases. Such cases may include compassionate or compelling circumstances or a delay in finalising a student's result.

	Units	Pre-requisites
<b>Graduate Certificate</b>	Service Quality Management	No Pre-requisite
	People, Leadership and Performance	
	Global Business Environment	
	Accounting for Management	
	Service Quality Management	
<b>Graduate Diploma</b>	Marketing Management	
	Managing Hospitality in the International Context	
	Research for Business Decision-Making	
	Risk and Contingency Management	
<b>Masters</b>	Strategic Principles	
	Successful Hospitality Project Design	
	Applied Hospitality Management	All Courses from the Graduate Certificate and the Graduate Diploma levels (eight Courses)
	Hospitality Industry Experience	All other Courses (11 Courses)

**POSTGRADUATE HIGHER EDUCATION CERTIFICATES**

Postgraduate Certificates	Units	Pre-requisites
Graduate Certificate in Hospitality Management	Service Quality Management	None
	Managing Hospitality in the International Context	
	Applied Hospitality Management (double unit)	
Graduate Certificate in Business Administration	Accounting for Management	None
	Risk and Contingency Management	
	Service Quality Management	
	Marketing Management	
Graduate Certificate in Hospitality Decision Making	Research for Business Decision Making	None
	Risk and Contingency Management	
	Service Quality Management	
	Successful Hospitality Project Design	
Graduate Certificate in Hospitality Leadership	People, Leadership and Performance	None
	Global Business Environment	
	Managing Hospitality in the International Context	
	Strategic Principles	

## **Undergraduate Unit Descriptors**

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### **Accounting Principles and Practice**

The purpose of this unit is to introduce accounting concepts and skills to enable students to interpret financial reports and apply budgeting processes.

### **Communication**

To develop effective communication skills as an independent learner and reflective practitioner.

### **Convention and Event Planning and Operations**

This unit will introduce students to the role of the event manager in planning conventions and events and managing the operations of conventions and events.

### **Event, Concepts, Scope and Objectives**

The purpose of this unit is to explore the concepts and reasons for conducting events.

### **Food and Beverage Cost Control**

This unit will introduce students to food and beverage operations in an international hospitality context with an emphasis on cost control.

### **Food and Beverage Service**

The purpose of this unit is to develop in students an understanding of the knowledge and skills required by food and beverage service operations personnel within the international hospitality industry.

### **Fundamentals of Gastronomic Practice**

The purpose of this unit is to introduce 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 flavour, sense-perception, gastronomy and their application in professional contexts.

### **Housekeeping**

The purpose of this unit is to provide the practical skills and knowledge required to be able to function effectively within a housekeeping department.

### **Industry Workshop**

The purpose of this unit is to provide a pre-placement opportunity for students to engage with industry professionals in a variety of industry settings to gain insights into innovative business operations, management styles and applications.



### **Introduction to Tourism**

The purpose of this unit is to introduce basic concepts and definitions of tourism in the context of the convention and major event industry.

### **Introduction to Tourism, Convention and Event Management**

The purpose of this unit is to introduce basic concepts and definitions of tourism in the context of the convention and major event industry.

### **Kitchen Operations Management**

The purpose of this unit is for students to be able to interpret the daily activities and operations of a commercial kitchen; and acquire basic culinary skills and techniques in the French classical tradition.

### **Management Concepts**

The purpose of this unit is to introduce and contextualise management concepts and theories using practical examples drawn from hospitality sectors.

### **Sustainable, Cultural and Eco Tourism**

This unit introduces the fundamental principles of sustainable, cultural and eco-tourism and with particular emphasis on visitor management and carrying capacity.

### **The Event Experience**

The purpose of this unit is to introduce the concepts and elements that define and contribute to the overall event experience.

### **The Gastronomic Tourism Experience**

The purpose of this unit is to introduce students to food and drink-centred tourism and provide the foundation for understanding the cultural, economic, social and material factors related to the production and consumption of food and drink in the tourism context. It also considers the social and environmental impacts of the industry for tourists, providers of tourism products and services, local communities and cultures more broadly.

Overall, it seeks to develop a positive sense of how experiences of food and wine tourism create identity, nurture relationships, foster community well-being and secure ecological and cultural diversity.

### **Tourism Business Planning**

This unit provides students with the opportunity to understand and practice the process of business planning.

### **Wine Fundamentals**

To provide students with a holistic understanding of wine, from grape growing and production to wine tasting, in the context of food and beverage service.

### **Work Integrated Learning 201**

Work-integrated learning (WIL) 101 is a foundation unit focused on career development and lifelong learning. It gives students a valuable introduction to professional practice in the tourism and

hospitality context, by identifying the capabilities and competencies required for a variety of careers within this industry sector. By reflecting on the skills, knowledge and capabilities they have thus far attained in their wider course of study, students' self-awareness and career-focused capabilities and competencies are strengthened.

### **Convention and Event Design**

The purpose of this unit is to introduce design principles and elements in the context of conventions and events.

### **Culinary Practice**

The purpose of this unit is to build on the introductory skills and knowledge that students gained in Kitchen Operations Management by developing intermediate and advanced culinary and management skills and knowledge.

### **Economic Principles**

The purpose of this unit is to introduce students to the fundamentals of economics theory and to the application of specific models in varied business settings. The unit provides a management interpretation that places emphasis on sustainability, economies of scale, and global economic conditions, in order to underpin strategic decision-making in the professional context.

### **Exhibitions**

The purpose of this course is to provide an overview of the role exhibitions play in the Conventions and Events industry.

### **Food Merchandising**

The purpose of this unit is to provide a broad introduction to food merchandising in local, national and international contexts. Elements of product management and selection; 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 – Product Development**

The purpose of this 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**

The purpose of this unit is to develop students' skills and knowledge to ensure safe commercial kitchen food handling, preparation and storage, consistent with HACCP.

### **Hospitality Financial Management**

The purpose of this unit is to provide students with the opportunity to develop their understanding of financial management techniques relating to the international hospitality industry.

### **Human Resources Management**

The purpose of this unit is to introduce students to the key principles, concepts, knowledge and skills required to manage human resources within a hospitality context.

### **International Hotels and Events**

The purpose of this unit is to provide an overview of the international hotel sector, the role of hotel departments, including their interrelationships; event management; and various types and uses of hotel business information systems.

### **Introduction to Marketing**

The purpose of this unit is to introduce students to socially responsible approaches to customer-centred marketing operations within the international hospitality industry.

### **Management Information Systems**

To provide students with relevant knowledge of contemporary hospitality management information systems that will enhance skills acquisition and applications in the workplace.

### **Media Management Sponsorship and Evaluation**

To provide students with the requisite skills and knowledge to enable them to promote destinations through application of their learning in specific media management, sponsorship and events contexts.

### **Professional Gastronomic Practice**

This unit is designed to instil 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 gastronomic concepts that form the basis of sound management decision-making.

### **Service Industry Theory and Practice**

This unit aims for students to gain an appreciation of the character of the services sector of the economy in a tourism context.

### **Sustainable, Cultural and Eco Tourism**

This unit introduces the fundamental principles of sustainable, cultural and eco-tourism and with particular emphasis on visitor management and carrying capacity.

### **Restaurant Concepts**

The purpose of this unit is to research and apply concepts in the planning and design of restaurants.

### **Rooms Division Management**

The purpose of this unit is to build student skills in analysing the operations and procedures involved in managing the guest services and rooms division operations of international hotels.

### **The Hospitality Experience**

The purpose of this unit is to reflect on the concept of hospitality, considering historical and cultural perspectives and the idea of hospitality as an experience.

### **Tourism Management and Information Technology**

This unit examines the role of emerging information technologies in tourism business practice and customer experiences.

### **Tourism Planning and Development**

The Purpose of this unit is to introduce students to the major factors considered in tourism destination planning and visitor management to achieve sustainable outcomes.

### **Work Integrated Learning 201**

To facilitate academic and work experiences during which students focus on career development and engage in lifelong learning activities. Consolidating and reflecting on their current skills, knowledge and capabilities, the second industry placement period provides further opportunities to engage with typical challenges faced by managers and hospitality employees around the world. In addition, the unit develops problem-solving and critical thinking skills through active involvement in research analysis and review of relevant literature.

### **Advanced Marketing**

The purpose of this unit is to explore strategic marketing within an international context.

### **Business Law for Tourism and Events**

The purpose of this unit is to provide an overview of the legal system as a framework for the comprehension of legal obligations and responsibilities, tenders and service contracts, and common business situations that involve legal issues.

### **Creative Thinking and Innovation**

The purpose of this unit is for students to build their capacity for creation and innovation in a business setting.

### **Decision Making for Managers**

The purpose of this unit is to apply knowledge and decision-making skills in various simulated (virtual and role-play) business management scenarios.

### **Destination Branding and Marketing**

The purpose of this unit is to explore the intersection of strategic marketing and destination branding for tourism, convention and events businesses.

### **Entrepreneurship and Business Management**

To develop a sound understanding of entrepreneurship and the entrepreneurial process and to provide students with the opportunity to conceptualise and plan the development of either a hotel, restaurant, food, wine, tourism, hospitality or event related business from an entrepreneurial perspective.

### **Ethical Food and Wine Business**

The purpose of this unit is to analyse the relationship between ethical responsibility and economics in business.

### **Ethical Management for Tourism and Events**

The purpose of this unit is to provide students with the skills and knowledge they need to become ethical practitioners in the tourism and events industry.

### **Food and Wine Philosophy**

The purpose of the unit is to synthesise all design and planning aspects of a bespoke dining experience. Based on group work the unit covers menu and recipe design, costing and service, using an applied gastronomic approach.

### **Hospitality Business Law**

The purpose of this unit is to provide an overview of the legal system as a framework for the comprehension of legal obligations and responsibilities, tenders and service contracts, and common business situations that involve legal issues.

### **Leadership and Management in Action**

The purpose of this unit is to enable students to be flexible and adaptable in their leadership style according to the needs of employees, the business and the situation at hand.

### **Major Events and Tourism**

To provide students with the opportunity to understand and analyse the character of and key issues/ concepts relating to major events and the intersection of major events and the tourism sector.

### **Risk Management**

To provide students with the tools they need as future managers to be able to analyse and manage risk in a tourism, convention and events context.

### **Quality Service Management**

The purpose of this unit is to develop in students an appreciation of quality and service excellence as a fundamental strategic orientation that delivers customer value and ensures superior performance and sustainable competitive advantage.

### **Strategic Management**

To provide students with the opportunity to research and evaluate contemporary approaches to strategic management and their application to international hospitality businesses.

### **Strategies for Globalised Hospitality**

The purpose of the unit is to develop an innovative entrepreneurial approach to hospitality design and management, within the context of globalised hospitality.

## Postgraduate Course Descriptors

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### **Service Quality Management**

The purpose of this course is to enable students to understand how to strategically manage a service orientated organisation to ensure effective quality management and the delivery of service excellence. The course examines methodologies to meet the wishes and requirements of guests whilst simultaneously meeting organisational objectives. It further examines the change process and instruments for measuring and adapting the effectiveness of the service process.

### **People, Leadership and Performance**

The unifying theme of the course is to identify many of the factors that influence performance at work. Performance occurs at 3 levels - individual, team and organizational. All of the topics introduced in this course are selected because they influence performance at one or more of these levels. And while many of the concepts we address in this course may seem obvious to you, even common sense to some, none is common practice. We therefore will explore discrepancies between what you think you know, what you do, and what actually works. Our goal is to close these gaps by identifying what to do, how to do it, and why.

### **Global Business Environment**

This course provides students with theoretical and practical knowledge of the role and impact of the global business environment on management decision making, business strategy, and business conduct in the international business context. The course examines how the global business environment is shaped, how it influences business activity in the international arena, and considers the corporate capabilities needed to participate in international business.

### **Accounting for Management**

This course provides students with broad understanding of the principles of financial and management accounting and enable them to confidently understand financial and management accounting reports from a user perspective.

### **Marketing Management**

This course prepares students with skills and knowledge for advanced marketing studies and develop students' analytical capacity to tackle marketing problems in business practice.

### **Managing Hospitality in the International Context**

The aim of this course is to provide an overview of the hospitality sector in the context of international markets and operations, and to explore some of the key factors and trends that influence hospitality managers' decision-making and methods.

### **Research for Business Decision-Making**

Business research skills play a key role in providing the information business managers need to ensure that their businesses can develop, compete, expand and remain sustainable. The course aims to introduce students to the advanced business research skills necessary to acquire, process and analyse information that will support quality business decision making.

### **Risk and Contingency Management**

This course examines the definitions, contexts, and theoretical frameworks that assist in better understanding the aspects related to crisis and risk management. It emphasises the significance of strategic planning including proactive anticipation, effective response, and post-crisis evaluation and feedback all of which increase greater resilience of businesses and destinations in the long-term.

### **Strategic Principles**

The course structure, contents and assessments have been developed with a view to provide you with an overview of the core concepts, theories and practice of strategic management in the contemporary hospitality industry.

### **Successful Hospitality Project Design**

As part of this course you will have the opportunity to develop an understanding of these concepts further. You will learn basic project management principles and methodology with special focus on planning, controlling, and coordinating individual and group effort. Throughout this course, you will also master tools and techniques to help you deliver solutions on time and within budget.

### **Applied Hospitality Management**

The purpose of this subject is to provide students with the opportunity to integrate and apply their knowledge and skills from previous Master of International Hospitality Management LCB courses to a simulation-based hospitality environment.

### **Hospitality Industry Experience**

The aim of this course is to provide a learning experience that integrates theory and practice learned in the Master of International Hospitality Management course of study, to enable participants to contribute to ongoing industry and organisational leadership discourse.

## Appendix A: Assessments and Presentation

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### Assessment Policy

You should ensure you clearly understand the requirements of the assessment(s). The lecturer will provide due dates and clarify other expectations for all assessments.

### Copy of Assessments

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 assessments.

### 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 Assessments

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 assessments must be presented in a word-processed form unless otherwise specified.

All assessments must have an *Assessment Coversheet* attached.

The declaration on the *Assessment Coversheet* must be read and signed before handing up your assignment.

### Appropriate Presentation Includes:

- *Assessment 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 / subheadings
- 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 problem(s), theme(s) and /or argument(s)

#### **Conclusion:**

- Identifies main points
- Summarises argument (briefly)
- Recommendations if required

### **Paragraphs**

Check that:

- All paragraphs are in logical order and linked together
- Each deal 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 several academic 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 the Harvard Author-date referencing system:

- 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) that is 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

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### REFERENCING

Le Cordon Bleu Australia follows the University of South Australia's Harvard referencing style. The UniSA 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 or other assignment types, **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 communication.



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