

STUDENT GUIDE



CERTIFICATE III IN COMMERCIAL COOKERY

CERTIFICATE III IN PATISSERIE

CERTIFICATE IV IN COMMERCIAL COOKERY

CERTIFICATE IV IN PATISSERIE

ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT



LE CORDON BLEU®
AUSTRALIA

Table of Contents

DISCLAIMER	3
COPYRIGHT	4
WELCOME FROM THE PRESIDENT	5
WELCOME FROM THE EXECUTIVE DEAN	6
LE CORDON BLEU – 125 YEARS OF CULINARY EXCELLENCE.....	7
LE CORDON BLEU AUSTRALIA CONTACT DETAILS	8
LE CORDON BLEU AUSTRALIA STAFF CONTACT DETAILS	8
LE CORDON BLEU AUSTRALIA EMERGENCY CONTACT DETAILS	8
EMERGENCY CONTACT DETAILS.....	8
LE CORDON BLEU AUSTRALIA FACILITIES AND SERVICES	9
LE CORDON BLEU <i>ENGAGE</i> (STUDENT LEARNING MANAGEMENT SYSTEM)	9
LE CORDON BLEU FORMS	9
MENTAL HEALTH AND WELL-BEING.....	9
TAXATION AND WORK PERMISSION	9
WORK-INTEGRATED LEARNING.....	10
ACADEMIC DATES & HOLIDAYS.....	10
TAFE NSW RYDE CAMPUS CONTACT DETAILS	11
LE CORDON BLEU STAFF – TAFE NSW, RYDE CAMPUS.....	11
LE CORDON BLEU CULINARY ART - ACADEMIC STAFF	11
PROGRAM MANAGER AND LECTURER AVAILABILITY	11
TAFE NSW RYDE CAMPUS FACILITIES AND SERVICES	12
REGENCY INTERNATIONAL CENTRE CONTACT DETAILS	16
LE CORDON BLEU STAFF - REGENCY INTERNATIONAL CENTRE	16
LE CORDON BLEU CULINARY ARTS - ACADEMIC STAFF	16
REGENCY INTERNATIONAL CENTRE STAFF	16
PROGRAM MANAGER AND LECTURER AVAILABILITY	16
REGENCY INTERNATIONAL CENTRE FACILITIES AND SERVICES	17
HOLMESGLEN INSTITUTE MOORABBIN CAMPUS CONTACT DETAILS	21
HOLMESGLEN INSTITUTE MOORABBIN CAMPUS FACILITIES AND SERVICES	22
TAFE QLD, BRISBANE (SOUTH BANK CAMPUS) CONTACT DETAILS	25
LE CORDON BLEU STAFF - TAFE QLD, BRISBANE (SOUTH BANK CAMPUS)	25
LE CORDON BLEU CULINARY ART - ACADEMIC STAFF	25
PROGRAM MANAGER AND LECTURER AVAILABILITY	25
TAFE QLD, BRISBANE (SOUTH BANK) FACILITIES AND SERVICES	26
LE CORDON BLEU SERVICE STANDARDS	29
GRADUATE SERVICES	31
ALUMNI	31
CONTINUING STUDY OPTIONS WITH LE CORDON BLEU	31
POLICIES AND PROCEDURES	32
APPLYING FOR CREDIT TRANSFER AND RPL	33
EXPECTATIONS	36

ATTENDANCE.....	36
BEHAVIOUR AND DISCIPLINE.....	36
ENGLISH LANGUAGE	37
PHOTOGRAPHY	37
STUDENT CONDUCT.....	37
ACADEMIC MISCONDUCT.....	38
DRESS CODE AND UNIFORM	39
GENERAL REQUIREMENTS	39
UNIFORM REQUIREMENTS	40
FOOTWEAR REQUIREMENTS	40
THEORY CLASSES.....	41
HYGIENE.....	41
STUDENT FEEDBACK.....	42
COMMUNICATION	42
CLASS TIMETABLES	43
PERSONAL CORRESPONDENCE.....	43
CHANGE OF ADDRESS.....	43
LEGISLATION GOVERNING YOUR STUDIES AT LE CORDON BLEU	45
UNIQUE STUDENT IDENTIFIER (USI).....	45
PROGRAM DELIVERY	46
BASIC/ASSISTANT; INTERMEDIATE/CADET; SUPERIOR/COMMIS	46
INDUSTRY PLACEMENT STAGE	48
CERTIFICATE IV AND ADVANCED DIPLOMA STAGES	48
PROGRAM STRUCTURE	50
CERTIFICATE III IN PATISSERIE	50
CERTIFICATE IV IN PATISSERIE	51
CERTIFICATE III IN COMMERCIAL COOKERY	52
CERTIFICATE IV IN COMMERCIAL COOKERY.....	53
ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT.....	54
UNIT OF COMPETENCY DESCRIPTORS	55
CERTIFICATE III IN COMMERCIAL COOKERY/PATISSERIE.....	55
CERTIFICATE IV IN COMMERCIAL COOKERY/PATISSERIE	61
ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT.....	64
APPENDIX A: ASSESSMENTS AND PRESENTATION.....	67
APPENDIX B: REFERENCING.....	70
REFERENCING.....	70

Disclaimer

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 this institution and in compliance with Le Cordon Bleu's obligations as a provider of educational services.

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

However, it is the student's responsibility to check the currency and accuracy of the information related to policy and practices of Le Cordon Bleu 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.

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Version Control

Version No:	Date	Authorised by	Changes/ Status
1	15/12/2017	Academic Manager VET	Updated and merged Student Handbook to Student Guide for all campuses
1.1	15/12/18	Academic Administration Officer	Minor formatting changes to align whole document
2	26/02/2019	Project Officer, Academic Resources	Review and minor editorial changes
2.1	29/6/2020	Registrar	Review, update personnel and contact details, editorial changes
2.2	25/9/2020	Registrar	Program Manager Regency telephone updated
3.0	27/1/2021	Registrar	Review for 2021. Addition of information on Credit and RPL procedures. Update campus information for Ryde and Holmesglen

WELCOME FROM THE PRESIDENT

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

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 and Masters degrees provide the finest business management education in hospitality, tourism, events and gastronomy training. Our world-class programmes address marketplace needs 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 chefs and industry specialists, recruited from the best hotels and restaurants around the world.

In addition to the practical and theoretical components in your programme, you will undertake a Work Integrated Learning (WIL) placement. 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 programmes 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

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:	australia@cordobleu.edu
Web: (Australia)	www.lecordobleu.com.au
Web: (International)	www.cordobleu.edu
Reception	08 8348 3000 (General Switch Board) 1800 064 802 (TOLL FREE)
Finance Australia	Australia-Finance@cordobleu.edu
Admissions Australia	Australia-Admissions@cordobleu.edu australia@cordobleu.edu
Regional Sales	Contact a Representative via web query link https://www.cordobleu.edu/australia/contact/en ; or Please call or visit reception to make an appointment with an on Campus Sales Representative
Industry Engagement	Adelaide-IndustryEngagement@cordobleu.edu Melbourne-IndustryEngagement@cordobleu.edu Sydney-IndustryEngagement@cordobleu.edu Brisbane-IndustryEngagement@cordobleu.edu
Student Services	Adelaide-StudentServices@cordobleu.edu Melbourne-StudentServices@cordobleu.edu Sydney-StudentServicesy@cordobleu.edu Brisbane-StudentServices@cordobleu.edu

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

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 WELL-BEING

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 happiernot 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)
- Sexual Assault Hotline 1800 010 120 (Queensland)

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 study programmes. 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 programmes. 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, Brisbane, 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 study programmes incorporate work-integrated learning:

- 'Industry Placements' in all Culinary Arts programmes (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 programme 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

LE CORDON BLEU STAFF – TAFE NSW, RYDE CAMPUS

Address: Level 4, Block A
250 Blaxland Road, Ryde, NSW 2112

Telephone: +61 (02) 8878 3100

LE CORDON BLEU CULINARY ART - ACADEMIC STAFF

Program Manager	+61 (02) 9448 6125
Educational Administrative Support Staff	+61 (02) 9448 6307
	+61 (02) 9448 6162
	+61(02) 94486212
Head Teacher (Cuisine)	+61 (02) 9448 6272
Head Teacher (Patisserie)	+61 (02) 9448 6122
Head Teacher (Hospitality Management)	+61 (02) 9448 6410

PROGRAM MANAGER AND LECTURER AVAILABILITY

Appointments with the Program Manager can be made by contacting the Educational Administrative Support staff on the phone numbers listed above.

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 NSW, TAFE 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**.

Call **(02) 9448 6270** to make a booking or email SydneyTAFE.Ambassadors@tafensw.edu.au

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

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 (02) 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. NSW TAFE, 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 limits.

- 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.

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 Contact Details

LE CORDON BLEU STAFF - REGENCY INTERNATIONAL CENTRE

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

Telephone: + 61 (08) 8348 3000

LE CORDON BLEU CULINARY ARTS - ACADEMIC STAFF

Program Manager + 61 (08) 8348 2679

REGENCY INTERNATIONAL CENTRE STAFF

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

Academic Administration Officer: (08) 8348 4327

Academic Administration Officer: (08) 8348 4459

PROGRAM MANAGER AND LECTURER AVAILABILITY

Appointments with the Educational Manager can be made calling **8348 4495** or by contacting the Administrative Officer on **8348 4459**.

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 unit/s of competency 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 Facilities and Services

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.

Holmesglen Institute Moorabbin Campus Contact Details

LE CORDON BLEU STAFF - HOLMESGLEN INSTITUTE

Address: Building 4, 488-490 South Road Moorabbin, Victoria 3189

Telephone: +61 (03) 9209 5938

Email: Melbourne-StudentServices@cordobleu.edu

Web: <http://www.holmesglen.edu.au>

The Academic Administration office for Le Cordon Bleu is located in Building 4.

HOLMESGLEN INSTITUTE OF CULINARY ARTS STAFF

Program Manager	(03) 9209 5632
Student Wellbeing (Holmesglen Student Services)	(03) 9209 5680
Education Manager	(03) 9209 5543
Program Support Officer	(03) 9209 5638

EDUCATION MANAGER AND LECTURER AVAILABILITY

Appointments with the Education Manager can be made calling **9209 5543** or by contacting the Program Support Officer on **9209 5638**

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 unit/s of competency 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.

Holmesglen Institute Moorabbin Campus Facilities and Services

Holmesglen TAFE, Moorabbin 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 the LCB Reception and or to a lecturer or chef.

First Aid kits are located in all teaching areas

Campus Security are all first aiders and can be contacted if needed on **9209 5555**.

Campus Map

A map of the Holmesglen TAFE, Moorabbin Campus will be given to you on orientation day. Alternatively you can access the map by going to:

https://www.holmesglen.edu.au/about_us/campuses/moorabbin

Cafes

A range of affordable eateries are located in and around the Holmesglen TAFE, Moorabbin Campus.

The student **cafeteria** is located on the ground floor of **Building 4**

Opening Hours Monday to Friday 7.30am – 4.00pm

Cilantro

Students are welcome to dine in Cilantro our **Student Training Restaurants**. Reservations are made through the Restaurant Bookings Office on **(03) 9209 5599**. It should be noted that students attending class after dining should not consume alcohol when dining.

https://www.holmesglen.edu.au/about_us/retail_services/cilantro

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, first aid or lost property matters contact the Security Office (during or after hours); or visit the Security Office located in the Main Entrance, Building 4 on the Ground Floor, opposite the library.

Security Telephone: (03) 9209 5555

Campus Medical Centre

The Medical Centre at the TAFE Moorabbin campus is open to students by appointment on (03) 9209 5680. In case of an emergency students can also visit the Holmesglen Private Hospital at the campus. However; you will require your private healthcare number.

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.

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/melbourne/digital-services/en>

IT and Digital Services Holmesglen

Within your first week of classes, you will have a digital session that will explain to you how the Digital Services work at the campus. You will be given at this time your Student ID card and Holmesglen passwords to access the on-campus facilities.

Library Services

For all library support services please contact the Moorabbin liaison librarian. Support includes searching library catalogues or e-resources, searching databases and how to reference an academic essay etc.

Library Telephone (03) 9209 5725

For details about the services provided go to: <https://holmesglen.edu.au/Students/Library/About-the-library/>

Library Opening Hours

Monday to Thursday 8.30 am – 5.00 pm

Saturday/ Sunday Closed

(Note: Opening times may vary during holidays)

Noticeboards

Le Cordon Bleu Australia noticeboards are located on Level 1 near the LCB Reception. There are also many noticeboards throughout the campus, so please also make sure you are familiar with these noticeboards to ensure information is not missed.

Parking

Located between Nepean Highway and East Boundary Road, you can easily reach Moorabbin campus by car. Paid Parking is available on site and payment is made via a ticketless system. Payment is made by entering your registration number at the meter or by using the Easypark application via your mobile device. Signage, prices and further information is available on the ticketless machines near each parking lot. Discount parking is available to students, please see the LCB Receptionist for further information.

Safe bicycle parking is available on campus. Cyclists are urged to ensure their bicycles are secured to the racks with a quality lock and chain.

Public Transport

Information about public transport services around Melbourne can be found via the Metro Trains Website <https://metrotrains.com.au> Here you can find a journey planner which includes Bus and Train timetables. The fastest way to travel on Metro Trains network is to use a Myki card, you can find out more here; <https://www.metrotrains.com.au/tickets-2/>

Smoking

Moorabbin TAFE is committed to ensuring the health and wellbeing of its staff and students and therefore there is a smoke free policy across all campuses. Smoking is not permitted anywhere on campus, this includes the use of e-cigarettes and similar devices.

Student ID Card

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

Students will be issued with a Student ID card at the commencement 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 – Moorabbin TAFE.

Services include;

- Career Advice
- Counselling
- Disability
- Learning Support

For more information go to; <https://holmesglen.edu.au/Students/Learning-Skills-Centre/>

Visitors

Visitors are welcome to attend the general areas on 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.

TAFE QLD, Brisbane (South Bank Campus) Contact Details

LE CORDON BLEU STAFF - TAFE QLD, BRISBANE (SOUTH BANK CAMPUS)

Address: Building D, TAFE Queensland, Colchester Street, South Bank, QLD 4101

Telephone: +61 (07) 3244 5708

LE CORDON BLEU CULINARY ART - ACADEMIC STAFF

Program Manager +61 (07) 3244 5398

Educational Support Staff +61 (07) 3244 5708 or +61 (07) 3244 5972

Lead Teacher (Cuisine & Patisserie) +61 (07) 3244 5838

PROGRAM MANAGER AND LECTURER AVAILABILITY

Appointments with the Program Manager can be made on +61 (07) 3244 5398 or by contacting +61 (07) 3244 5708.

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 QLD, Brisbane (South Bank) Facilities and Services

LCBA & TAFE QLD provide 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 QLD, Brisbane, South Bank campus is included at the bottom of this document.

Cafes

A range of cafeterias, cafes and bistros can be found on campus. Opening Times vary between the venues and may also be restricted during outside of term times.

Good quality, affordable meals are served at the **First Course Bistro**

Go to <https://www.facebook.com/tafefirstcourse> or call **(07) 3244 5988** 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 matters contact the Security Office (during or after hours); or visit the Security office located in C Block, opposite the Library.

For any lost property matters please visit the friendly staff at the student services office in C block

Security Telephone: 1300 307 121

Campus Medical Clinic

There is no Medical Clinic at the TAFE QLD, Brisbane, South Bank campus. Students can visit a local doctor at a Medical Clinic of their choice. The Mater Hospital is minutes away from Southbank and has a 24/7 Emergency department.

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/brisbane/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/brisbane/digital-services/en>

Library Services

There are plenty of computers available for student use in the Library and bookings are not required.

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

Library Telephone (07) 3244 5636

For details about the services provided go to: <https://library.tafeqld.edu.au/quickfind>

Library Opening Hours

Monday to Thursday 8.00 am – 5.00 pm

Saturday/ Sunday Closed

(Note: Opening times may vary during holidays)

Noticeboards

Le Cordon Bleu Australia noticeboards are located at D block level 4. There are also many noticeboards throughout the campus, so please also make sure you are familiar with these noticeboards to ensure information is not missed.

Parking

There is no student parking at TAFE QLD, Brisbane, South Bank Campus. Nearby parking facilities include the [Brisbane Convention and Exhibition Centre](#), [South Bank underground car park](#), and [Queensland Performing Arts Centre](#).

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 QLD, Brisbane, South Bank 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 **1300 307 121** that will ensure the police are promptly informed.

There is a CityCycle stop at our South Bank campus with the campus also connected to a number of bikeways and cycleways.

Public Transport

Information about public transport services around Brisbane can be found via the Translink Website <https://translink.com.au/>. Here you can find a journey planner which includes Bus, Ferry and Train timetables. The fastest way to travel on the Translink transport network is to use a Go Card, you can find out more here; <https://translink.com.au/tickets-and-fares/go-card/about-go-card>

Smoking

TAFE QLD is committed to ensuring the health and wellbeing of its staff and students and therefore there is a smoke free policy across all campuses. Smoking is not permitted anywhere on campus, this includes the use of e-cigarettes and similar devices.

Student ID Card

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

Students will be issued with a Student ID card voucher at the commencement of their studies. This voucher can be used to obtain a student ID card from Student services during Student ID sessions.

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 QLD, Brisbane, South Bank Campus.

Services include;

- Career Advice
- Counselling
- Disability
- Learning Support

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

Visitors

Visitors are welcome to attend the general areas on 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

Le Cordon Bleu Australia is committed to:

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

Le Cordon Bleu Australia aims to:

- 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 plates or name tags will be displayed as appropriate.
- Staff will identify themselves and Le Cordon Bleu Australia every time they are contacted by a prospective, current or former student.
- All correspondence and telephone calls will be directed to the correct party where appropriate.
- When transferring a 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 and relevant information to students on the first call or letter
- ensure that all queries are addressed and resolved where reasonably possible
- write in clear English, avoiding jargon or slang
- follow-up regularly to ensure that quality products are provided
- advise students and staff in writing when new policies or changes to policies are implemented
- consider the needs of students when developing products, policies and procedures
- include a contact name, organisation, telephone number and effective date on all correspondence
- always ensure that up-to-date brochures and pamphlets are used to promote Le Cordon Bleu Australia, its products and services
- promote the Le Cordon Bleu Australia web site

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

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

Graduate Services

ALUMNI

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

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

Le Cordon Bleu takes great pride in the achievements of our Alumni community and we work with all graduates to help you 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@cordobleu.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.lecordobleu.com.au and its associated hyperlinks. All Le Cordon Bleu Australia programs provide for direct recognition and credit transfer.

Policies and Procedures

Full copies of the Le Cordon Bleu Australia policies and procedures which govern your studies are available on the Le Cordon Bleu website.

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.

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

- Academic Appeals Policy
- Academic Integrity Policy
- Academic Progress Policy
- Assessment Policy
- Student Attendance Policy
- Credit Transfer and Recognition of Prior Learning (RPL)
- Learning Support Policy
- Results & Conferral of Awards Policy
- Culinary Student Guide Policy
- Work Integrated Learning Policy

Applying for Credit Transfer and RPL

This information should be read in conjunction with the [Credit Transfer and Recognition of Prior Learning \(RPL\) Policy](#).

Credit Transfer is the process of awarding credit for a unit or units of competency previously attained from another Registered Training Organisation (RTO) which are the same (or deemed as equivalent on the National Training Register) as the unit/s of competency in a Le Cordon Bleu program.

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and workplace experience) to determine if they meet the requirements of a unit/s of competency in a Le Cordon Bleu Program. It can be used instead of undertaking training and assessment and a student must be able to demonstrate this through evidence.

Credit Transfer application process

- Students may request to discuss Credit Transfer and the application process with the relevant Program or Academic Manager prior to program application.
- LCBA requires students to consider and indicate whether they wish to apply for Credit Transfer at the point of program application by ticking the 'I want to apply for Credit Transfer' check box on the program application form.
- Applications for Credit Transfer prior to commencement of a LCBA program will typically be accepted via the LCBA Program Admission process and the outcome provided through the 'Letter of Offer' with any adjusted program duration and tuition fees resulting from approved credit.
- For Credit Transfer applications after program commencement, students are required to contact Le Cordon Bleu Australia Student Services to request the Academic Credit application form and evidence guide.
- The applicant is to complete the Academic Credit application form and submit with the required supporting evidence to LCBA Student Services. Please note - complete and valid applications must be received no later than 5 working days from commencement of the qualification in which the unit/s is delivered.
- Supporting evidence provided by students such as AQF qualification documentation and/or Statements of Attainment from Registered Training Organisations (RTO's) other than Le Cordon Bleu, must be certified as original by a LCBA staff member or Justice of the Peace and clearly identify the following:
 - Nationally Recognised Training and AQF logo.
 - Name of RTO issuing the AQF qualification or Statement of Attainment.
 - National provider number of RTO.
 - Full surname and first name of the recipient.
 - The qualification code and title.
 - Record of results identifying the Units of Competency attained as part of the qualification and a grade key.

- Applicants will be notified of the outcome via email from LCBA Student Services including any adjusted program duration and tuition fees and must continue to attend all scheduled classes and activities until formal notification has been received.
- There is no fee for Credit Transfer applications.

RPL assessment application process

- RPL assessment applications can only be made by a student who is enrolled in a Le Cordon Bleu program.
- Students may request to discuss RPL and the application process with the relevant Program or Academic Manager prior to program application.
- Students are to contact Le Cordon Bleu Australia Student Services to request the Academic Credit application form and evidence guide.
- The applicant is to complete the LCBA Academic Credit application form and submit with the required supporting evidence to LCBA Student Services. Please note - complete and valid applications must be received no later than 5 working days from commencement of the qualification in which the unit/s is delivered.
- The applicant is responsible for collating a portfolio of evidence to support the RPL assessment. The following are examples of supporting evidence that would be required for a RPL assessment:
 - For previous study at a RTO
 - AQF certification documentation such as a parchment, statement of attainment or record of results
 - For previous study at a provider other than a RTO -
 - certified copy of a parchment and academic transcript/statement with the list of units/ subjects, grade key and providers logo
 - subject information ie course outline/ syllabus, learning outcomes, contact hours, subject/topic content, credit points.
 - For workplace experience -
 - a signed, dated testimonial letter from the employer with organisational letterhead stating description of duties, position held and level of responsibility
 - rosters or pay slips to evidence the hours worked
 - any other evidence of relevant skills and/or knowledge
- A suitably qualified assessor will be in contact with the applicant to discuss the RPL assessment process and requirements. This may include:
 - Confirmation of personal details and information in supporting evidence
 - Contacting referees or third parties to confirm and authenticate evidence that has been provided by the applicant
 - Demonstration of skills and or knowledge through practical or theoretical tests
 - Interviews or conversations with the applicant relating to their skills and or knowledge
 - Additional assessments to cover any skills or knowledge gaps
- The assessor will undertake the assessment and a record result of S (Satisfactory), NS (Not Satisfactory) or WD (non-attempt or withdrawn) against the assessment tasks in LCBA's

learning management system and applicants will be notified via automated message once the assessment result has been entered. Please note - this result is provisional until ratified at the next scheduled Academic Committee meeting.

- Students receiving a result of NS or WD are required to undertake the unit/s using the typical delivery method (e.g. training pathway). Additional fees may apply.
- Applicants will be notified of the outcome via email from LCBA Student services including any adjusted program duration and tuition fees and must continue to attend all scheduled classes and activities until formal notification has been received.
- A fee of 50% of the tuition cost for each unit of competency for which students are seeking a RPL assessment will be payable.

Appealing academic credit decisions

Students may informally challenge an academic credit (CT or RPL) outcome by making an appointment to see the Assessor, Program or Academic Manager to discuss the result. If you are unsatisfied with the outcome of the informal process, a formal appeal can be lodged according to the [LCBA Student Complaints and Appeals policy](#) and using the [Complaints and Appeals portal](#).

Expectations

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 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 two ways in which students can show respect and consideration for their colleagues and lecturers.

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

(See Student Code of Conduct)

ENGLISH LANGUAGE

The language of instruction for all Le Cordon Bleu Australia programs is English.

For many of Le Cordon Bleu's students, studying in Australia is a way to practise and improve their English language skills.

Le Cordon Bleu sets minimum English language proficiency levels required to enrol in all Le Cordon Bleu Australia programs and expects all students to perform at least to the prescribed level in all aspects of their studies – speaking, reading, writing, and listening.

For all of these reasons Le Cordon Bleu expects all students to speak in English at all times when on Campus, whether in class, on excursions, or socially.

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.
- Complete 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 in Campus except in designated areas.

ACADEMIC MISCONDUCT

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

Academic misconduct includes the following:

- Presentation of information or data that has been copied falsified or in other ways obtained improperly.
- Inclusion of material in individual work that includes significant assistance from another person in a manner unacceptable according to the assessment guidelines for the unit.
- Providing assistance to a student in the presentation of individual work, in a manner unacceptable according to the assessment guidelines for the unit.
- Falsification or misrepresentation of academic records.

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

- Word-for-word copying of sentences or whole paragraphs from one or more sources (the work or data of other persons), or presenting of substantial extracts from books, articles, theses, other unpublished work such as working papers, seminar and conference papers, internal reports, lecture notes or tapes, without clearly indicating their origin.
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work.
- Use of other persons' ideas, work or research data in part or whole, without acknowledgement.
- Submitting work which has been written by someone else on the student's behalf.
- A student who willingly and/or knowingly assists another student to commit plagiarism will be subject to the same penalties as the student who committed the plagiarism.
- To avoid academic misconduct, students must become familiar with expectations for academic research and writing, especially the requirements for referencing.

Dress Code and Uniform

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

All Le Cordon Bleu Australia students are required to wear a uniform (details following) while on Campus.

On Campus includes all classrooms, Campus grounds and the 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.

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

All Le Cordon Bleu staff has the right and obligation to enforce the dress code policy and report any non-compliance. Action may be taken under the disciplinary policy for repeated breaches of the dress code. (See online Student Behaviour Policy).

GENERAL REQUIREMENTS

Hair:

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

Hands:

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

Face:

- Clean shaven or well-trimmed beard/ moustache (Males).
- Discreet make-up (Females).

Uniform:

- Neatly pressed.
- Clean and well presented.

Jewellery:

- No exposed jewellery with the exception of a plain wedding band.
- No facial jewellery, including piercing.

Fragrance:

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

UNIFORM REQUIREMENTS

Practical Classes: Basic, Intermediate, Superior and Certificate IV

Chef's jackets and name badges must be worn in the practical kitchens and demonstration room. Baseball caps and other headwear are not allowed during classes.

Students in the practical classes must be dressed in a complete chef's uniform, including the cap. The uniform must be clean, neatly pressed and well presented. Please note and abide by all the general requirements listed previously.

Students who are not properly dressed or presented will not be admitted to class and will be marked as absent.

The following items are mandatory for all practical classes:

- Le Cordon Bleu chef's jacket, double row white buttons
- Le Cordon Bleu chef's cap
- Hair net
- Chef's trousers, fine black and white check
- Chef's neckerchief, royal blue
- Chef's waist apron
- Chef's shoes (see Footwear Requirements below).

A clean uniform is required each day. Uniforms must be laundered **regularly** by the students. It is strongly recommended to mark all uniforms, books and equipment with your name.

Chef uniforms must not be worn at any time other than in the kitchen. Students must not wear their chef uniform when they are travelling to or from school or in any classes that are not held in the kitchen.

FOOTWEAR REQUIREMENTS

To meet Occupational Health and Safety standards, shoes worn in the kitchen must meet the following criteria:

- be fully made of leather
- be enclosed and with a "tongue" that is attached to the sides to stop liquids from entering the shoe. Boots are recommended
- have a non-slip sole that is salt and acid resistant
- the colour must be black or dark brown

THEORY CLASSES

Basic, Intermediate and Superior

Students must wear the following uniform for theory classes and whenever they are not in a practical class:

- Le Cordon Bleu slacks/skirt
- Le Cordon Bleu polo t-shirt
- Black or navy blue shoes (no sneakers, joggers or running shoes).

Appropriate black or navy blue shoes:

- **Male:** leather, closed toe and heel, dress shoe
- **Female:** closed toe, court shoe, flat or low heel.

Certificate IV and Advanced Diploma of Hospitality

Students are required to wear corporate uniform to theory classes.

A clean uniform is required each day. Uniforms must be laundered regularly by the students. It is strongly recommended to mark all uniforms, books and equipment with your name.

- Long sleeve white shirt with firm collar.
- Trousers (not casual) and black belt (males)/ skirt or trousers (not casual) (females).
- Le Cordon Bleu blazer.
- Le Cordon Bleu tie.
- Black socks with trousers or nude/beige coloured tights with skirt.
- Black or navy blue shoes (no sneakers, joggers or running shoes).
- Appropriate black or navy blue shoes;
- **Male:** leather, closed toe and heel, dress shoe
- **Female:** closed toe, court shoe, flat or low heel.

Uniforms must be worn for interviews in preparation for Industry Placement.

During Industry Placement students must abide by the dress code and uniform requirements of the workplace in which they are employed. (See online Dress Code policy)

HYGIENE

For hygiene and safety reasons students are asked to leave bathrooms clean at all times. Students must always wash their hands after visiting the toilet, smoking and before handling food.

Student Feedback

STUDENT FEEDBACK

There are three ways 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 form an important part of the planning and continuous improvement processes of Le Cordon Bleu Australia.

SURVEYS

Students are surveyed on a regular basis.

- **At the end of a stage of study:** Students will be asked to complete a survey at the end of each major stage of study e.g. end of superior level etc. These surveys are designed to provide information from students on how LCB can continually improve its courses.
- **Upon graduation.** Students will have the opportunity to participate in the *VET Graduate Outcomes Survey*.
- Students may also be required to do a survey on their return from Industry Placement.

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 a minimum of 2 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.

COMMUNICATION

Le Cordon Bleu Australia noticeboards are located near the LCB Administration Office adjoining the cafeteria. Students are requested to make themselves familiar with these noticeboards. You will be advised what has been posted and how to access it when this occurs.

Email is the main communication medium used to contact students however you may also be contacted via SMS from time to time.

Please ensure you check your email account daily.

CLASS TIMETABLES

Timetables indicating dates, days, commencement times, class duration, location, and unit of competency will be given to students in advance of classes and are also available from program administrators. If changes to current schedules occur, an amended timetable will be made accessible to students.

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.lecordonbleu.com.au. 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).

Legislation Governing your Studies at Le Cordon Bleu

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

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

- Education Services for Overseas Students (ESOS) Act (2000) - Federal
- Australian Human Rights Commission Act 1986 – Federal
- Sex and Age Discrimination Legislation Amendment Act 2011 - Federal
- Australian Industrial Relations Commission Rules 2007 – Federal
- Fair Work (registered Organisations) Act 2009 – Federal
- Racial Discrimination Regulations 1987 – Federal
- Disability Discrimination Act (1992) - Federal
- National Occupational Health and Safety Commission Act (2005) – Federal
- Equal Opportunity Act 2010 - Victoria
- The Workplace Injury Rehabilitation and Compensation Act 2013 - Victoria
- Occupational Health and Safety Act 2004 – Victoria
- Occupational Health and Safety Act 2011 – Queensland
- Equal Opportunity Act 1991 – Queensland
- Equal Opportunity Act 1984 – South Australia
- Work Health and safety Act 2012 – South Australia

Information is available at the following websites:

- <http://www.lawlex.com.au> all above legislation available from this site
- <http://www.comlaw.gov.au> all Federal legislation documents are available from this site
- <http://www.worksafe.vic.gov.au/> legislation section
- <http://www.humanrightscommission.vic.gov.au/> specific links to EO legislation

UNIQUE STUDENT IDENTIFIER (USI)

During Orientation all students will be guided through the process of creating a USI. New and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses will need to create a USI in order to receive any academic documentation including transcripts and French Qualifications.

Please refer to the USI Guide at <https://www.usi.gov.au/students> for more information on how to complete this process or contact Le Cordon Bleu *Student Services* if you require further assistance.

Program Delivery

BASIC/ASSISTANT; INTERMEDIATE/CADET; SUPERIOR/COMMIS

Teaching Method and Class times

Le Cordon Bleu's success is based on its unique teaching method: Cuisine or Pâtisserie *demonstration classes* followed by a *practical workshop* under the Chef's supervision. The ultimate aim of the classes is to assist you in developing excellence in culinary techniques together with an understanding and appreciation of gastronomy.

Classes typical run on consecutive days Monday to Saturday between the hours of 8am to 9.30 pm (campus specific). There are scheduled breaks between theory, demonstration and practical classes. See below for information and requirements for each component of this stage of study.

Your training may include:

- Classroom-based training – Lecture or tutorial style facilitated delivery, using audio, visual, role play, presentations, class discussion or case study analysis. During theory classes you will undertake face to face (tutorial style) learning with a lecturer. These lessons will incorporate management studies that will build in complexity through each stage of study. It will be primarily focused on the learning of theoretical components of the hospitality industry
- Face to face demonstration classes - A step-by-step demonstration by the chef/lecturer in a fully equipped demonstration kitchen with audio visual capabilities. The Chef will fully explain the techniques, skills and underpinning theoretical knowledge of the dishes being demonstrated. You will also learn about the history and origins of classical dishes, modern interpretations and presentation techniques. The Chef then leads you through a structured tasting and evaluation of the dishes, including the appropriate language used to describe the taste. Developing and educating the palate to fully appreciate the pleasure of food is an integral part of Le Cordon Bleu's philosophy.

No items other than student notes and tool boxes will be allowed inside the demonstration classrooms or kitchens. This includes shopping bags, briefcases, purses, knapsacks and gym bags. Students are required arrive at demonstrations on time and in correct uniform. Lecturers are to be addressed as 'Chef' (unless another title is preferred by the lecturer). Out of courtesy to the Chefs and fellow students, you are asked to remain seated and keep personal discussions to a minimum during the demonstration and tasting. Eating (except for the tasting and evaluation), drinking and chewing gum are not allowed in the demonstration or practical classes. All personal rubbish should be disposed of responsibly and in the appropriate receptacle. Students are not allowed into the demonstration and preparation areas outside of lesson time unless they are assisting the Chef.

- Kitchen practical workshops - Each face to face demonstration is followed by practical work in a fully equipped commercial kitchen. Practical 'hands-on' workshop classes enable you to recreate recipes produced by the Chef in the demonstration classes. Each workshop accommodates up to 16 students under the direction of the Chef. You are able to practise and perfect techniques using seasonal ingredients. You are then able to evaluate your dishes under the guidance of the Chef. Practical workshops are held in commercial kitchens designed and equipped similarly to high quality restaurant and hotel kitchens. You will become familiar with using commercial equipment which will prepare you for working in the industry. Students are

required arrive at practical classes on time and in correct uniform. Lecturers are to be addressed as 'Chef' (unless another title is preferred by the lecturer).

- Out-of-class study – You will be required to undertake some out-of-class study throughout the duration of this stage. This may include reading, research or working in a group with fellow students. Please refer to the specific information in the unit guide for each unit of competency.

Cleaning

During all practical classes, students must maintain a clean work area including equipment, utensils and work surfaces. Cleanliness and organisation is assessed daily and contributes to your overall grade.

Your assessment will be affected by tardiness, dirty and/or incomplete uniform, poor personal grooming, disorganisation, poor cooperation, general demeanour. Students will be held responsible for all equipment they have used during their classes. This should always be returned to the storage area, clean and in good condition.

Kitchens must be left in a clean state appropriate to industry standards.

Prepared Dishes

Once they have been graded by the Chefs, students may take their individually prepared dishes home in airtight containers. Students are required to provide their own containers. For hygienic reasons, bags and other items are not allowed inside the classrooms. No ingredients are to be removed. No personal food may be stored in the refrigerators located in the teaching kitchens. Students are not allowed to have their lunch in the preparation kitchen.

Items other than notes, tools and plastic containers will not be allowed inside the classrooms during the practical classes. This includes bags or rucksacks.

INDUSTRY PLACEMENT STAGE

Industry Placement is the practical learning component of your course which enables you to apply the skills and knowledge acquired at Le Cordon Bleu to a working environment, further developing your understanding of the Hospitality Industry.

During your placement you will experience first-hand the many challenges faced by the industry, locally, nationally and globally along with being provided the opportunity to travel to a destination that you may have never experienced before allowing you to grow professionally and personally.

This exciting and challenging process is facilitated by the Career Services department who work with each student to ensure they maximise the opportunities presented and assists students to secure suitable industry positions.

Eligibility - Students are required to successfully complete the unit of competency SITXFSA101 Use hygienic practices for food safety in order to be eligible to undertake Industry Placement. The LCBA academic committee may decide on a student's eligibility for Industry Placement based on academic progress. (See Industry Placement Policy)

Teaching Method - During your Industry Placement you will undertake 'Work Integrated Learning'. Delivery of the academic requirements for Industry Placement is conducted 'off Campus' using work based tasks and activities. Students will undertake theory studies prior to commencing their placement in order to prepare for work and academic requirements.

CERTIFICATE IV AND ADVANCED DIPLOMA STAGES

Class Times

Classes may typically run from Monday to Friday between the hours of 8am to 9.30 pm.

During the Certificate IV stage you will be required to attend approximately 17 x 6 hour practical workshops (full chef uniform required). Lecture/ tutorials (corporate uniform required) will typically run for 2- 3 hours each (subject to change).

Teaching Method

The majority of the Certificate IV and Advanced Diploma unit/s of competency will be delivered in lecture/tutorial style. Students will be expected to participate in discussions, contribute and share ideas, research findings and experiences as they relate to the topics. Cert IV practical elements includes producing and presenting a final buffet (cuisine), buffet centre/ showpieces (patisserie).

Certificate IV theory elements focus on general operational principles of kitchen management as they apply to supervisory level activities and responsibilities. Advanced Diploma elements focuses on application of theory for management where students will be exposed to case studies and real life scenarios to provide a context for discussions.

Assessment Overview

You may be assessed as follows:

- Practical assessments – You will be required to be observed demonstrating skills and knowledge against criteria in observation check lists and/or asked to respond to oral questions relating to applying knowledge in a specific situation or set of circumstances. Criteria will differ so always refer to specific assessment tasks for each unit of competency provided by your lecturer.
- Knowledge assessments – You may be required to answer questions in relation to specific knowledge. These may be short answer responses and could be open book. Please refer to specific assessment tasks for each unit of competency provided by your lecturer.
- Portfolio / research / project assessment - You may be required to provide answers to questions or responses to case studies / scenarios by constructing a portfolio, undertaking research or completing a project in relation to specific knowledge. Please refer to specific assessment tasks for each unit of competency provided by your lecturer.
- Le Cordon Bleu Final Practical exams – you will undertake a Le Cordon Bleu practical cookery exam at the end of Basic, Intermediate and Superior stages of your program. These will provide the assessment for the traditional Le Cordon Bleu Certificates and Diplomes. Le Cordon Bleu lecturers and industry representatives will be assessing your preparation, cooking and presentation of the dishes/items produced.

Your lecturer will provide detailed information on each assessment and how to access assistance or support in achieving a successful outcome during your studies.

Reassessment/Resit

LCBA assessment policy provides students with the opportunity to re-sit a practical observation/knowledge assessment or re-submit a project/ portfolio/ report task if not successful on the first attempt.

If you receive a result of not satisfactory for an assessment task please discuss with the relevant lecturer or head teacher as soon as possible. Where a student receives an unsatisfactory result for an assessment, on written request the student may be reassessed via a resit of that assessment. There may be a fee for each resit (see Fees Refunds and Conditions policy for resit fees).

A reassessment (resit) fee may be applied:

- Where a student fails to attend a scheduled assessment and does not have any reasonable and valid excuse for missing that assessment.
- Where a student does attend the scheduled assessment and does not to achieve a satisfactory result.

Consideration will be given to waiving the fee in the following circumstances:

- Submission of a valid Medical certificate.
- Compassionate or compelling circumstances where there is valid supporting evidence provided (e.g. police report/hospital report).
- Determination by the Program Manager and the Academic Manager of LCBA or delegate that student has made a conscientious effort throughout their studies, including exemplary attendance.
- Refer to the LCBA Assessment policy LCBA's website for further details.

Program Structure

CERTIFICATE III IN PATISSERIE

Stage	Units of Competency
Basic/ Assistant	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHPAT003 Produce pastries SITHKOP001 Clean kitchen premises and equipment SITXINV002 Maintain the quality of perishable items SITXFSA001 Use hygienic practices for food safety SITXWHS001 Participate in safe work practices SITHIND002 Source and use information on the hospitality industry BSBWOR203 Work effectively with others
Intermediate/ Cadet	SITHPAT001 Produce cakes SITHPAT004 Produce yeast-based bakery products SITHPAT006 Produce desserts SITXFSA002 Participate in safe food handling practices SITXCOM002 Show social and cultural sensitivity BSBSUS201 Participate in environmentally sustainable work practices
Superior/ Commis	SITHPAT002 Produce gateaux, torten and cakes SITHPAT005 Produce petits fours SITHPAT007 Prepare and model marzipan SITHCCC018 Prepare food to meet special dietary requirements SITXCOM005 Manage conflict SITXHRM001 Coach others in job skills SITHKOP002 Plan and cost basic menus
Industry Placement	SITHCCC011 Use cookery skills effectively

*Subject to change

Detailed information in relation to these units of competency can be found at <http://training.gov.au/>

CERTIFICATE IV IN PATISSERIE

Please note - The Certificate IV Patisserie contains units of competency from the Certificate III in Patisserie which must be completed prior to its commencement.

Stage	Units of Competency
ADH 1	SITHPAT008 Produce chocolate confectionery SITHPAT009 Model sugar-based decorations SITHPAT010 Design and produce sweet buffet showpieces SITHKOP005 Coordinate cooking operations BSBSUS401 Implement and monitor environmentally sustainable work practices SITXFIN004 Prepare and monitor budgets SITXFIN003 Manage finances within a budget BSBDIV501 Manage diversity in the workplace SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXWHS003 Implement and monitor work health and safety practices

*Subject to change

Detailed information in relation to these units of competency can be found at <http://training.gov.au/>

CERTIFICATE III IN COMMERCIAL COOKERY

Stage	Units of Competency
Basic/ Assistant	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHCCC007 Prepare stocks, sauces and soups SITHKOP001 Clean kitchen premises and equipment SITXINV002 Maintain the quality of perishable items SITXFSA001 Use hygienic practices for food safety SITXWHS001 Participate in safe work practices SITHIND002 Source and use information on the hospitality industry BSBWOR203 Work effectively with others
Intermediate/ Cadet	SITHCCC006 Prepare appetisers and salads SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC019 Produce cakes, pastries and breads SITHCCC012 Prepare poultry dishes SITXFSA002 Participate in safe food handling practices SITXCOM002 Show social and cultural sensitivity BSBSUS201 Participate in environmentally sustainable work practices
Superior/ Commis	SITHCCC017 Handle and serve cheese SITHCCC014 Prepare meat dishes SITHCCC013 Prepare seafood dishes SITHPAT006 Produce desserts SITHCCC018 Prepare food to meet special dietary requirements SITXCOM005 Manage conflict SITXHRM001 Coach others in job skills SITHKOP002 Plan and cost basic menus
Industry Placement	SITHCCC020 Work effectively as a cook

*Subject to change

Detailed information in relation to these units of competency can be found at <http://training.gov.au/>

CERTIFICATE IV IN COMMERCIAL COOKERY

Please note – The Certificate IV in Commercial Cookery contains units of competency from the Certificate III in Commercial Cookery which must be completed prior to its commencement.

Stage	Units of Competency
ADH 1	SITHCCC015 Produce and serve food for buffets SITHCCC021 Prepare specialised food items SITHKOP005 Coordinate cooking operations BSBSUS401 Implement and monitor environmentally sustainable work practices SITHKOP004 Develop menus for special dietary requirements SITXFIN004 Prepare and monitor budgets SITXFIN003 Manage finances within a budget BSBDIV501 Manage diversity in the workplace SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXWHS003 Implement and monitor work health and safety practices

*Subject to change

Detailed information in relation to these units of competency can be found at <http://training.gov.au/>

ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

Please note - The Adv. Dip of Hospitality contains units of competency which must be completed prior to its commencement, from either of the following programs;

- Certificate III and Certificate IV in Commercial Cookery
- Certificate III and Certificate IV in Patisserie

Stage	Units of Competency
ADH 2	SITHFAB007 Serve food and beverage SITXCCS008 Develop and manage quality customer service practices BSBMGT617 Develop and implement a business plan BSBMGT517 Manage operational plan SITXFIN005 Manage physical assets SITXMPR007 Develop and implement marketing strategies SITXMGT002 Establish and conduct business relationships SITXGLC001 Research and comply with regulatory requirements SITXHRM004 Recruit, select and induct staff SITXHRM006 Monitor staff performance BSBFIM601 Manage finances SITXWHS004 Establish and maintain a work health and safety system

*Subject to change

Detailed information in relation to these units of competency can be found at <http://training.gov.au/>

Unit of Competency Descriptors

CERTIFICATE III IN COMMERCIAL COOKERY/PÂTISSERIE

[C = Commercial Cookery, P = Patisserie]

SITHCCC001 Use food preparation equipment [C, P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to safely use commercial kitchen equipment to prepare a range of different food types.

SITHCCC005 Prepare dishes using basic methods of cookery [C, P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use a range of basic cookery methods to prepare dishes.

SITHCCC007 Prepare stocks, sauces and soups [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare various stocks, sauces and soups following standard recipes. It requires the ability to select and prepare ingredients, and to use relevant equipment and cookery and food storage methods.

SITHKOP001 Clean kitchen premises and equipment [C, P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to clean food preparation areas, storage areas, and equipment in commercial kitchens to ensure the safety of food. It requires the ability to work safely and to use resources efficiently to reduce negative environmental impacts.

SITXINV002 Maintain the quality of perishable items [C, P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to maintain the quality of perishable supplies for food and beverage, commercial cookery or catering operations. It requires the ability to store perishable supplies in optimum conditions to minimise wastage and avoid food contamination.

SITXFSA001 Use hygienic practices for food safety [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

SITXWHS001 Participate in safe work practices [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.

SITHIND002 Source and use information on the hospitality industry [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

BSBWOR203 Work effectively with others [C, P]

Pre-requisite: NIL

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

SITHCCC006 Prepare appetisers and salads [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare appetisers and salads following standard recipes. It requires the ability to select and prepare ingredients, and to use relevant equipment and cookery and food storage methods.

SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare and cook various vegetable, fruit, egg and farinaceous dishes following standard recipes. It requires the ability to select and prepare ingredients, and to use relevant equipment, cookery and food storage methods.

SITHCCC019 Produce cakes, pastries and breads [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to produce cakes, pastries and breads in a commercial kitchen following standard recipes. It requires the ability to select, prepare and portion ingredients; and to use relevant equipment a range of cookery methods to make and decorate cakes, pastries and breads, and food storage methods.

SITHCCC012 Prepare poultry dishes [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare and cook a range of poultry dishes following standard recipes. It requires the ability to select, prepare and portion poultry, and to use relevant equipment, cookery and food storage methods.

SITXFSA002 Participate in safe food handling practices [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.

SITXCOM002 Show social and cultural sensitivity [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.

BSBSUS201 Participate in environmentally sustainable work practices [C, P]

Pre-requisite: NIL

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

SITHCCC017 Handle and serve cheese [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare and present cheese. This requires a comprehensive knowledge of cheese varieties.

SITHCCC014 Prepare meat dishes [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare and cook a range of meat dishes following standard recipes. It requires the ability to select, prepare and portion meat, and to use relevant equipment, cookery and food storage methods.

SITHCCC013 Prepare seafood dishes [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare and cook a range of fish and shellfish dishes following standard recipes. It requires the ability to select, prepare and portion seafood, and to use relevant equipment, cookery and food storage methods.

SITHPAT006 Produce desserts [C, P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to produce hot, cold and frozen desserts following standard and special dietary recipes. It requires the ability to select, prepare and portion ingredients and to use equipment and a range of cookery methods to make and present desserts.

SITHCCC018 Prepare food to meet special dietary requirements [C, P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare dishes for people who have special dietary needs for health, lifestyle or cultural reasons. It requires the ability to confirm the dietary requirements of customers, use special recipes, select special ingredients and produce food to satisfy special requirements.

SITXCOM005 Manage conflict [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to resolve complex or escalated complaints and disputes with internal and external customers and colleagues. It requires the ability to use effective conflict resolution techniques and communication skills to manage conflict and develop solutions. It does not cover formal negotiation, counselling or mediation.

SITXHRM001 Coach others in job skills [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.

SITHKOP002 Plan and cost basic menus [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to plan and cost basic menus for dishes or food product ranges for any type of cuisine or food service style. It requires the ability to identify customer preferences, plan menus to meet customer and business needs, cost menus and evaluate their success.

SITHCCC020 Work effectively as a cook [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to work as a cook. It incorporates all aspects of organising, preparing and cooking a variety of food items across different service periods and menu types; using a range of cooking methods and team coordination skills. The unit integrates key technical and organisational skills required by a qualified commercial cook. It brings together the skills and knowledge covered in individual units and focuses on the way they must be applied in a commercial kitchen.

SITHPAT003 Produce pastries [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to produce pastries and pastry products following standard recipes. It requires the ability to select, prepare and portion ingredients and to use equipment and a range of cookery methods to make, fill and decorate pastries.

SITHPAT001 Produce cakes [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to produce cakes and sponges following standard recipes. It requires the ability to select, prepare and portion ingredients and to use equipment and a range of cookery methods to make and decorate cakes and sponges.

SITHPAT004 Produce yeast-based bakery products [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to produce yeast-based bakery products following standard recipes. It requires the ability to select, prepare and portion ingredients and to use equipment and a range of cookery methods to make and decorate sweet and savoury breads, rolls, buns and yeast raised pastries.

SITHPAT002 Produce gateaux, torten and cakes [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use standard recipes to produce specialised cakes that require finish, decoration and presentation of a high order. It requires the ability to select, prepare and portion ingredients, and to use equipment and a range of cookery methods to make, fill, assemble and decorate specialised cakes.

SITHPAT005 Produce petit fours [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to produce, using standard recipes, specialised petits fours which require finishing, decoration and presentation of a high order. It requires the ability to select, prepare and portion ingredients and to use equipment and a range of cookery methods to make, fill, assemble and decorate specialised petits fours.

SITHPAT007 Prepare and model marzipan [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare marzipan from manufactured marzipan paste; produce and decorate a variety of modelled figures, shapes and flowers, and to ice specialised cakes with marzipan.

SITHCCC011 Use cookery skills effectively [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use a range of cookery skills during service and production periods. The unit integrates key technical and organisational skills covered in individual units and focuses on the way these must be applied in a commercial kitchen.

CERTIFICATE IV IN COMMERCIAL COOKERY/PÂTISSERIE

[C = Commercial Cookery, P = Patisserie]

SITHKOP005 Coordinate cooking operations [C, P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to coordinate the production of food in commercial kitchens. It requires the ability to plan the production of food, organise required food supplies for food production period, supervise food production processes and monitor the quality of kitchen outputs.

BSBSUS401 Implement and monitor environmentally sustainable work practices [C, P]

Pre-requisite: NIL

This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

SITHKOP004 Develop menus for special dietary requirements [C]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to develop menus and meal plans for people who have special dietary needs for health, lifestyle and cultural reasons. It requires the ability to identify the dietary requirements of customers, develop special menus and meal plans to meet those requirements, cost menus and to monitor and evaluate the success of menu performance.

SITXFIN004 Prepare and monitor budgets [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to analyse financial and other business information to prepare and monitor budgets. It requires the ability to draft and negotiate budgets, identify deviations, and manage the delivery of successful budgetary performance.

SITXFIN003 Manage finances within a budget [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to take responsibility for budget management where others may have developed the budget. It requires the ability to interpret budgetary requirements, allocate resources, monitor actual income and expenditure, and report on budgetary deviations.

BSBDIV501 Manage diversity in the workplace [C, P]

Pre-requisite: NIL

This unit describes the skills and knowledge required to manage diversity in the workplace. It covers implementing the organisation's diversity policy, fostering diversity within the work team and promoting the benefits of a diverse workplace.

SITXHRM003 Lead and manage people [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to lead and manage people including in teams and support and encourage their commitment to the organisation. It requires the ability to lead by example and manage performance through effective leadership.

SITXMGT001 Monitor work operations [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work. It requires the ability to communicate effectively with team members, plan and organise operational functions, and solve problems.

SITXWHS003 Implement and monitor work health and safety practices [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to implement predetermined work health and safety practices designed, at management level, to ensure a safe workplace. It requires the ability to monitor safe work practices and coordinate consultative arrangements, risk assessments, work health and safety training, and the maintenance of records.

SITHCCC015 Produce and serve food for buffets [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to produce and present foods for buffets. It requires the ability to cook buffet foods and to present, serve and replenish them throughout the service period.

SITHCCC021 Prepare specialised food items [C]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare and cook food items that are more unusual in nature than those in standard recipes. It requires the ability to select and prepare ingredients, use relevant equipment, specialised cookery and food storage methods.

SITHPAT008 Produce chocolate confectionery [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to temper couverture (pure coating chocolate) to produce individual chocolates. It requires the ability to select, prepare and portion ingredients and to use equipment and a range of cookery methods to mould and fill individual chocolates with hard or soft fillings and centres.

SITHPAT009 Model sugar-based decorations [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to prepare liquid sugar and to model sugar-based decorations for cakes and desserts. It requires the ability to design decorations and to pull, cast and blow sugar.

SITHPAT010 Design and produce sweet buffet showpieces [P]

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to design and produce showpieces for display with sweet buffets. It requires the ability to make all individual decorative components from individual or combined sugar, chocolate, pastillage and marzipan materials and to assemble the complete showpiece for display.

ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

SITXWHS004 Establish and maintain a work health and safety system [C, P]

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to develop, implement and sustain effective, professional and contemporary work health and safety (WHS) management practices. It requires the ability to establish and review systems, policies and procedures designed to ensure a safe workplace.

SITHFAB007 Serve food and beverage

Pre-requisite: SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to serve food and beverages to customers in a casual dining setting. It covers the fundamental technical skills required to prepare the outlet for the service period, interact with customers to take orders, serve and clear food and beverage, and complete end of service tasks.

SITXCCS008 Develop and manage quality customer service practices

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to develop, monitor and adjust customer service practices. It requires the ability to consult with colleagues and customers, develop policies and procedures for quality service provision, and manage the delivery of customer service.

BSBMGT617 Develop and implement a business plan

Pre-requisite: NIL

This unit describes the skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan.

BSBMGT517 Manage operational plan

Pre-requisite: NIL

This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

SITXFIN005 Manage physical assets

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to manage the physical assets of an organisation. It requires the ability to establish systems and practices for asset monitoring, maintenance and acquisition.

SITXMPR007 Develop and implement marketing strategies

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to analyse internal and external business environments, and develop and evaluate marketing strategies and plans for products and services.

SITXMGT002 Establish and conduct business relationships

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to establish and manage positive business relationships. It requires the ability to use high-level communication and relationship building skills to conduct formal negotiations and make commercially significant business-to-business agreements.

SITXGLC001 Conduct research and comply with regulatory requirements

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to comply with laws and licensing requirements for specific business operations. It requires the ability to access and interpret regulatory information, determine scope of compliance, and develop, implement and continuously review and update policies and practices for business compliance.

SITXHRM004 Recruit, select and induct staff

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to coordinate the recruitment, selection and induction of new staff members within the framework of existing human resource policies and procedures. It requires the ability to identify recruitment needs, develop selection criteria, process and evaluate applications, select people according to their attitude, aptitude and fit to the position and coordinate induction programs.

SITXHRM006 Monitor staff performance

Pre-requisite: NIL

This unit describes the performance outcomes, skills and knowledge required to monitor staff performance within the framework of established performance management systems. It requires the ability to monitor the day-to-day effectiveness of staff and conduct structured performance appraisals and formal counselling sessions.

BSBFIM601 Manage finances

Pre-requisite: NIL

This unit describes the skills and knowledge required to undertake budgeting, financial forecasting and reporting and to allocate and manage resources to achieve the required outputs for the business unit. It includes contributing to financial bids and estimates, allocating funds, managing budgets and reporting on financial activity.

Appendix A: Assessments and Presentation

Assessment Requirements

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. Please read all assessment tasks carefully and ask your lecturer before the assessment is due if you have any questions.

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.

Assessment Feedback

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.

Appropriate Presentation Includes:

- Contents page
- Standard paper size (A4)
- Single sided printing
- 1.5 or double spacing between lines
- Double spacing between paragraphs
- Numbered pages
- Headings / sub headings
- Times New Roman font 12 point size or Arial font 11 point size
- Use bold for headings, if required
- Straight margin

- Proofread by at least yourself and preferably someone else with good English language skills
- Ensuring a copy of the assignment retained
- Stapling in the left corner unless otherwise specified
- Your name and ID number in the header of all pages except the coversheet

Structure and Organisation

Apart from the content of the assignment/presentation an introduction and conclusion should be included. If appropriate, a recommendation section should be added.

Reports and essays should have an introduction, body and conclusion.

An Introduction should:

- Be concise
- Be interesting
- Outline the 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 deals with one aspect of the topic
- All sentences within each paragraph are related
- All serve some purpose/help answer the question

Content/Discussion

Ensure that:

- All aspects of the topic are covered
- The assignment is balanced (each aspect adequately discussed)
- Definitions are given (where required)
- The argument is developed logically
- The argument is convincing / makes sense
- Generalisations are supported with specific examples (evidence)
- The content draws on a number of sources

Graphics, Tables and Figures must be:

- Appropriate and relevant
- Referred to in text

Quotations must be:

- Functional
- Used appropriately
- Generally short and succinct
- Set out correctly
- Referenced appropriately

Appendices must be:

- Identified clearly
- In text order
- Included in the Table of Contents

Include a contents page if the final document is more than 2 or 3 pages and if specified by the lecturer.

References/ Bibliography

Use 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

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 communications.



Regency International Centre	137 Days Rd, Regency Park SA 5010
TAFE NSW Ryde Campus	250 Blaxland Road, Ryde NSW 2112
Holmesglen Institute, Moorabbin Campus	488 South Road, Moorabbin VIC 3189
TAFE Queensland	66 Ernest St, South Brisbane QLD 4101



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