



STUDENT HANDBOOK

Vision

Transforming lives through food

Mission

The Institute of Culinary Excellence is a private, high quality training organisation dedicated to world class standards for culinary education.

We coach and develop our students in the knowledge and skills necessary to develop into positions of leadership in their chosen profession.

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WELCOME

Welcome to the Institute of Culinary Excellence Student Handbook. This handbook provides important information about how we work. Please read all of it and ask any questions if you do not understand.

Contact details:
www.theice.com.au
Administration
1300 THE ICE (843 423)

Introduction

The ICE is a private RTO (Registered Training Organisation) and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.

The ICE is regulated by the Australian Skills Quality Authority.

QUALIFICATIONS

The Institute of Culinary Excellence (ICE) offer the following accredited and nationally recognised qualifications. RTO number 40748.

Code	Name
SIT30816	Certificate III in Commercial Cookery
SIT40516	Certificate IV in Commercial Cookery
SIT20416	Certificate II in Kitchen Operations
SIT12	Food Safety Supervisor
SIT50416	Diploma of Hospitality Management



Training.gov.au

See individual course brochures for more information on content and vocational outcomes.

ADMISSIONS AND ENROLEMENT

APPLICATION PROCESS AND SELECTION CRITERIA

Selection for enrolment in courses will be for approved applicants who meet the selection criteria detailed in the course brochure. Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation. The format of our delivery promotes flexible, equal and easy access for participants. We provide support to participants in establishing the most suitable course and the level of underpinning knowledge and skills required for their chosen career path.

If it is deemed by Institute of Culinary Excellence that we do not have the capacity to adequately train a prospective student due to limited literacy and numeracy skills or other factors impacting their ability to learn, we will refer them to the most appropriate authority, who in our view, can assist.

ENROLMENT PROCEDURE

An enrolment kit may be posted or completed on the premises. A completed enrolment form is to advise all details necessary to start the registration process. All questions should be answered and the student's signature should appear under the certification section.

When the completed enrolment form is received with fees for the course indicated the enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student. The enrolling officer will open and complete a student file form and attach same to the inside of a student confidential file folder.

The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

A copy of the Student Handbook, course information and other required enrolment documents are included in the enrolment kit and the student is advised to thoroughly read all documentation prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original completed enrolment kit is given to the administration officer for filing in alphabetical sequence. The receipt number, date of receipting, total receipted and any further payment arrangements made with the student are noted on the students file.

This Unique Student Identifier will be required for any certificates to be issued on completion of the course subjects.

INDUCTION

By the first day of the course at the latest, students are to receive induction which is appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Flyer;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

FEES, PAYMENTS AND REFUNDS

FEES

Fees are applied according to the fee schedule located within the course information brochure given to you prior to enrolment. This fee schedule details the breakdown of all fees that may be applicable to the individual course or qualification.

The Institute of Culinary Excellence will safeguard any money paid by you in advance of your course by not utilising any funds until your training has commenced. For tuition fees totaling more than \$1,500.00, Institute Of Culinary Excellence elects to accept *no more than* \$1,500.00 per student **prior** to commencement of studies.

PAYMENT OPTIONS

Institute of Culinary Excellence offers flexibility to its student for payment of tuition fees. Payments can be made via cash, cheque, credit card, eftpos, direct deposit or ezidebit payment plan. For payments made by direct deposit, please deposit the funds into the following bank account with your Surname as the reference so that we can track your payment (please either fax or email us your receipt/remittance details).

Bank: NAB
BSB: 084-004
Account: 94-109-1151

If a student requires a payment schedule for payment of tuition fees, it is negotiated with Institute of Culinary Excellence at enrolment. These details are noted on the students enrolment form and a copy is given to the student prior to commencement study.

FEE REFUND POLICY

Fee refund arrangements are also outlined in the Agreement and Contract (located on the enrolment form) that students are required to complete at enrolment.

Refunds are willingly made in accordance with the policy below. Refund applications must be made in writing to the provider when any of the conditions below apply. Any refunds will be returned to the source of payment and will be accompanied by a statement explaining how the refund was calculated.

Refunds are provided on the following basis:

- Cooling off period of ten (10) days applies to all enrolments for training/assessment activities
- If Institute of Culinary Excellence cancels or discontinues the course then we will refund any fees paid for training not delivered.
- If Institute of Culinary Excellence is notified of cancellations within the ten (10) day cooling off period will obtain a full refund of all fees paid.
- Cancellations received after the ten (10) day cooling off period and up to two weeks prior to commencement will receive a full refund minus the administration cost of \$250.
- Cancellations received less than two weeks prior to commencement or after commencement will receive no refund.
- No refunds are provided for training that has been delivered after the cooling off period.
- No refunds are given for RPL applications after the cooling off period
- Should you withdraw from a course due to illness, we will refund any course fees paid (for training not delivered) less an administrative fee of \$150.

All refunds are finalised within 14 days of the written request.

NB: For Government subsidised training, please see the specific Refund Policy which relates to your enrolment. A receipted copy is given to all students at enrolment.

TRAINING GUARANTEE

The Institute of Culinary Excellence will make every effort to complete the training and/or assessment once the student has commences study in their chosen course / qualification.

GOVERNMENT FUNDING

You can only access the Queensland Certificate 3 Guarantee subsidy and the Higher Level Skills program subsidies once, so it is important that you take the time to carefully consider your training options and compare different providers and their fees before committing to a course of study.

LEARNING AND ASSESSMENT

TRAINING AND ASSESSMENT STANDARDS

The ICE has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered.

Assessment will meet the Principles of Assessment including recognition of prior learning and credit transfer. The ICE adheres rigidly to the standards contained in the Code of Conduct for Assessors. Adequate training materials and physical resources are utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

QUALIFICATIONS TO BE ISSUED

Students completing all assessment requirements for a qualification will be awarded a Certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which units of competency they have completed.

The student may obtain a Request to Issue Certification form from the administration office or one may be posted. The form should be completed in full and signed.

Students requiring a re-issue of their Statement of Attainment or Certificate will be charged a fee of \$50.00 upon proof of identity.

COMPETENCIES TO BE ACHIEVED DURING TRAINING

Competencies to be achieved during training are detailed in individual course brochures or the students Training Plan.

Delivered qualifications by ICE are suitable for an Australian Apprenticeship pathway.

Pathways from the qualification: After achieving Certificate II in Kitchen Operations, individuals could progress to Certificate III qualifications in commercial cookery, patisserie and catering operations

After achieving Certificate III in Commercial Cookery, individuals could progress to Certificate IV in Commercial Cookery, Certificate IV in Catering Operations or Certificate IV in Patisserie.

After achieving Certificate IV in Catering Operations, individuals could progress to Diploma of Hospitality Management.

ASSESSMENT PROCEDURES

The ICE applies the principles of fairness, flexibility, validity and reliability in all assessments. The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information or Training Plan**

Students will be advised of the assessment methodology before training commences.

RESUBMISSION OR RE-ASSESSMENT

RESUBMISSION: Further evidence for assessment might be required if the student has partially completed the assessments and some of the work/assignments can be corrected or completed for resubmission. For resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and training/assessor through mutual understanding. Trainers/Assessors may allow up to two resubmission attempts before deciding the next step.

REASSESSMENT: If a student does not qualify for resubmission, or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule.

A reassessment fee of \$50 per assessment task may be applicable if resubmission attempts have not resulted in a Competent "C" outcome. If still NYC after two reassessment attempts, the student will need to repeat (re-sit) the unit.

Students have the right to appeal the assessment outcome using the [appeals process](#).

LANGUAGE, LITERACY AND NUMERACY

Sometimes people have trouble with their language, literacy (reading and writing), and numeracy skills in their training program. These skills are also called 'LLN' and problems may include not being able to read and/or write well enough to complete your study, not understanding enough English to communicate well, or not being able to do any math's that may be needed for your training or job.

We have listed some links for some helpful online information for LLN support:

[Reading Writing Hotline](#) - this organisation has been around for many years, and their website has some great resources to improve reading and writing.

[Adult Reading and Writing Apps](#) - apps are small programs, such as games, for your smart phone or tablet. This site provides information about free or paid apps that support literacy. Some apps read text out loud for people who have trouble reading, and some apps help with taking notes.

[Using Microsoft Word to translate text into another language](#) - this link shows how you can use Word to translate documents into other languages.

It may be necessary to undertake a short course before or during your training to help build up your literacy, language and/or numeracy skills you need to be able to complete your qualification. The Reading Writing Hotline has a [provider search](#) page you can use to find an organisation in your area who can offer support for you to build these skills.

The Institute of Culinary Excellence will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

RPL

Definition Recognition of Prior Learning is the formal acknowledgement of skills, knowledge and attitudes held as a result of education and training, work experience and/or life experience.

Recognition of Prior Learning is structured to minimize the cost and time to applicants whilst retaining the integrity required by the VET Quality Framework to recognize competencies in accordance with the requirements of Training Packages.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the Institute of Culinary Excellence RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes.

What you need to do?

RPL applications are made using the application form. The form should be completed and forwarded to the Training Manager together with the required fee. A copy of the application form will be placed on your file.

The ICE will provide RPL applicants access to the relevant Units prior to the application being completed.

For advice on how to complete the RPL Application form and gathering reliable evidence, contact the Training Manager.

The ICE staff will assess completed RPL applications and students will be advised promptly of the decision. Further information or an interview with the student may be required before evaluation of the application is completed.

The completed RPL record must be signed by the student, assessor and Training Manager. RPL application documentation, assessment processes and outcomes will be placed in your student file.

Granting of RPL will be recorded as a module outcome in your students file. After RPL is granted your student's training plan will be reviewed and modified to ensure consistency of outcomes against the qualification.

Students have the right to appeal an RPL decision using the [appeals process](#).

CREDIT TRANSFER

Definition exempting a student from enrolling in and being assessed in a unit or units because they have been granted recognition for having completed the identical unit or units at another RTO.

The qualifications and Statements of Attainment issued by any other RTO must be recognised. Recognition means that students will be granted exemptions in a course as a consequence of having completed the same equivalent unit(s) with another RTO. Credit Transfer is different from Recognition of Prior Learning.

Applicants for credit transfer must complete the credit transfer application form, attach a copy of a Statement of Attainment or Transcript and submit the application to the Training Manager.

The Training Manager will check the Statement of Attainment or Transcript and grant credit transfers for equivalent units that have been identified as being completed at another RTO. Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfers must be kept on the student files. Granting of credit transfer must be recorded as a module outcome in the students file.

Limits on credit: Credit may be given for all units for which equivalence of learning is established up to a maximum credit of 50% for any given award. At the discretion of the RTO Manager this credit may be reviewed with the appropriate evidence supplied.

STUDENT CODE OF BEHAVIOUR

The Student Code of Behaviour requires the following rights to be respected and adhered to at all times by students.

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
2. The right to be free from all forms of intimidation.
3. The right to work in a safe, clean, orderly and cooperative environment.
4. The right to have personal property (including computer files and student work) and I.T.C.D. property protected from damage or other misuse.
5. The right to have any disputes settled in a fair and rational manner (this is accomplished through the Complaints Procedure)
6. The right to work and learn in a supportive environment without interference from others.
7. The right to express and share ideas and to ask questions.
8. The right to be treated with politeness and courteously at all times.

The Student Code of Behaviour also incorporates *Classroom Policies* and *Guidelines for participation in Social Media at the Institute of Culinary Excellence* as detailed below.

Classroom Policies

- Learners will sign in on entering or exiting the training room.
- Appropriate cookery attire is expected to be worn at all times.
- Mobile phones must be turned off prior to entering training room.
- A designated morning and afternoon break of 10 minutes will be provided daily. No other breaks are permitted unless approved by your trainer.
- Smokers please be aware that cigarettes breaks are only in the designated morning, afternoon and lunch breaks.
- Water bottles are encouraged in the training room. No other drinks or food are permitted.
- Please show respect to all students by keeping your noise to an absolute minimum.

UNIFORMS

Every student will be required to wear full chef uniform at every class. The uniform is:

Chef's Hat - White	Flat top or traditional tall chef hat
Jacket – White	Long sleeved, double breasted, buttoned to the neck, white buttons
Chefs Trousers	Black fine checked or black pants
Apron – Blue Striped	Full length, must be clean on entry to class
Protective Shoes	Industrial boots/shoes or school style, black lace up, leather upper, non-slip sole (kept clean at all times). No joggers, thongs, sandals, clogs, sneakers, trainers or desert boots are permitted in either practical or theory classes
Socks-black or white	Full socks must be worn for practical sessions as a health and safety requirement

Uniforms must be clean and pressed before participation to practical or theory classes is granted. Students who do not present for practical class in Workplace Health and Safety standards will not be admitted to class.

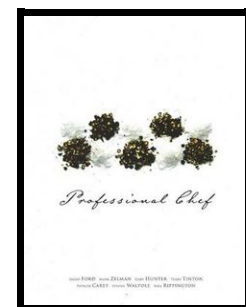
PLEASE NOTE THAT APPROPRIATE CLOTHING MUST BE WORN TO SCHOOL AND FOR THEORY CLASSES AND WHEN ON CAMPUS AT ICE AT ALL TIMES. THIS INCLUDES CLOSED IN SHOES (no thongs or open shoes), NO SINGLETS OR TORN SHIRTS. WE ASK ALL OUR STUDENTS TO BE SMART AND PROFESSIONAL AT ALL TIMES.

BOOKS AND EQUIPMENT

All students will have access to the Professional Chef text book.

All students are required to purchase the following before commencing classes:

1. Lockable tool box
2. 1 x 25cm Cooks Knife
3. 1 x 15cm Filleting Knife
4. 1 x 15cm Boning Knife
5. 1 x 10cm Paring Knife
6. 1 x 7cm Curved Turning Knife
7. 1 x 30cm Sharpening Tool
8. 1 x 30cm Palette Knife
9. 1x Pastry Brush (Natural Bristle)
10. 1x Vegetable Peeler
11. ½ Moon Plastic Scraper
12. 1 x 15cm Palette Knife



GUIDELINES FOR PARTICIPATION IN SOCIAL MEDIA

These guidelines apply to The Institute of Culinary Excellence students who create or contribute to blogs, wikis, social networks, virtual worlds, or any other kind of Social Media. Whether you log into Twitter, Yelp, Wikipedia, MySpace or Facebook pages, or comment on online media stories — these guidelines are for you.

While all The ICE students are welcome to participate in Social Media, we expect everyone who participates in online commentary to understand and to follow these simple but important guidelines. These rules might sound strict and contain a bit of legal-sounding jargon but please keep

in mind that our overall goal is simple: to participate online in a respectful, relevant way that protects our reputation and of course follows the letter and spirit of the law.

9. Be transparent and state that you are a student of Institute of Culinary Excellence. Your honesty will be noted in the Social Media environment. If you are writing about Institute of Culinary Excellence use your real name, identify that you are a student of Institute, and be clear about your role. If you have a vested interest in what you are discussing, be the first to say so.
10. Never represent yourself or Institute of Culinary Excellence in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated.
11. Post meaningful, respectful comments — in other words, please no spam and no remarks that are off-topic or offensive.
12. Use common sense and common courtesy: for example, it's best to ask permission to publish or report on conversations that are meant to be private or internal to Institute of Culinary Excellence. Make sure your efforts to be transparent don't violate Institute of Culinary Excellence 's privacy, confidentiality, and legal guidelines for external commercial speech.
13. Stick to your area of expertise and do feel free to provide unique, individual perspectives on non-confidential activities at Institute of Culinary Excellence.
14. When disagreeing with others' opinions, keep it appropriate and polite. If you find yourself in a situation online that looks as if it's becoming antagonistic, do not get overly defensive and do not disengage from the conversation abruptly: feel free to ask the Managing Director for advice and/or to disengage from the dialogue in a polite manner that reflects well on Institute of Culinary Excellence.
15. Never participate in Social Media when the topic being discussed may be considered a crisis situation. Even anonymous comments may be traced back to your or Institute of Culinary Excellence's IP address. Refer all Social Media activity around crisis topics to Managing Director or Training Manager.
16. Be smart about protecting yourself, your privacy, and Institute of Culinary Excellence's confidential information. What you publish is widely accessible and will be around for a long time, so consider the content carefully. Google has a long memory.

RELEVANT LEGISLATION

The ICE identifies and complies with relevant State or Territory laws including Commonwealth or State legislation. A summary of legislation:

COMMONWEALTH LEGISLATION

Standards for Registered Training Organisations (2015)

Copyright Act (1968)

Privacy Act (1988) and Australian Privacy Principles (2014)

Competition and Consumer Act (2010)

Work Health and Safety Act (2011)

Racial Discrimination Act (1975)

Disability Discrimination Act (1992)

Sex Discrimination Act (1984)

Age Discrimination Act (2004)

Vocational Education and Training (Commonwealth Powers) Act (2012)

Fair work Austral Act (2009)

Equal Opportunity Employment Act (1992)

QUEENSLAND LEGISLATION

Work Health and Safety Act (2011)

Furth Education and Training Act (2014)

Anti-Discrimination Act (1991)

Information Privacy Act (2009)

Fair Trading Act 1989

Disability Service Act (2006)

The various Acts can be accessed through www.legislation.qld.gov.au/OQPChome.htm

ACCESS AND EQUITY POLICY

ACCESS AND EQUITY PRINCIPLES

The Institute of Culinary Excellence supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

The ICE increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. The ICE prohibits discrimination towards any group or individuals in any form, including:

- Gender;
- Pregnancy;
- Race, colour, nationality, ethnic or ethno-religious background;
- Marital status;
- Homosexuality (male or female, actual or presumed); and
- Age (in relation to compulsory retirement)

UNIQUE STUDENT IDENTIFIER

ICE 's Admission Department is responsible for the management of the student identifier validation process to ensure only students who have a valid USI are issued qualifications and/or Statements of Attainment.

Before you start work, ensure you have the following reference material:

Other References

A comprehensive list of fact sheets, videos, policy and guidelines are available at:

<http://www.industry.gov.au/skills/RegulationReformsAndInitiatives/UniqueStudentIdentifierForVET/Pages/InformationForTrainingProviders.aspx>

GENERAL PROCEDURES

The USI applies to new students, pre-enrolled students, continuing students and school students participating in nationally recognised accredited training. The USI scheme will require Admissions Department to:

Collect a USI from each student;

- Verify a USI supplied by a student;
- Ensure a student has a valid USI before conferring a qualification or Statement of Attainment on that student;
- Ensure the security of USIs and related documentation.
- Destroy any personal information which is collected solely for the purpose of applying for a USI on behalf of a student.

For New Students

ICE Administration (with the student's permission documented), can apply for a USI on behalf of the students.

Where ICE has applied for the USI on behalf of the student and has received the number directly from the Student Identifiers system that USI is taken to have been verified.

If ICE has been given the USI by the individual, Administration will verify that USI through our student management system or through the USI Registration system.

Applying for a USI requires a Form of Identification

When a student (or ICE on their behalf) applies for a USI, they will be required to supply information from a form of Identification (ID). The *Document Verification Service* used by the USI System, accepts any one of the following valid Australian forms of ID:

- Driver's Licence;
- Medicare Card;
- Australian Passport;
- Visa (with Non-Australian Passport)
- Birth Certificate (Australian);
- Certificate Of Registration By Descent;
- Citizenship Certificate.

In instances where a student does not have access to one of the above forms of ID, or where information from that ID document is not accepted by the *Document Verification Service*; you are required to contact the USI Registrar.

Managing the USI Account

Changes to the details of the account with the exception of a change of address, need a form of identification and the student's permission.

A *Forgotten* function allows searches for existing USI's.

Students with existing USI's or who have applied for a USI themselves must present the USI for verification.

Storage, disclosure, use and security of the USI must adhere to the rules relating to the USI:

<http://www.usi.gov.au/Training-Organisations/Pages/organisation-privacy.aspx>

Examples include:

The USI must not appear on a legal document.

Student Admissions Department is to destroy copies of a students' evidence of identity documentation (for example, a copy of a Drivers Licence, Medicare Card or Birth Certificate) that is collected solely for the purposes of creating a USI. If the information is collected for another purpose as well, then this requirement doesn't apply.

PRIVACY

ICE maintains compliance with the national Competition and Consumer Act 2010 (Cth) and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in the Fair Trading Act 1989 (QLD).

ICE maintains compliance with the Information Privacy Act 2009. Information collected on clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the RTO Manager.

RECEIVING MARKETING INFORMATION

With students' consent, The ICE may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify IVET that they do not wish to receive this information. You may do this by advising the CEO that you do not wish to receive marketing information.

SECURITY OF PERSONAL INFORMATION

In line with new technology, The ICE continually improves the security of personal information collected. The ICE takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

RIGHTS TO ACCESS STUDENT RECORDS

Under the Information Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require The ICE to amend the information.

You will have access to your own records whenever necessary. If you wish to access any hard copy records you must first contact the office administrator to obtain instructions for accessing records. You may be required to attend the offices of ICE and provide suitable identification (preferably a driver's licence or passport) prior to access being granted. You will then be able to view all records privately. No other parties will have access to your records without your prior written permission.

Should you permit a third party access to your records, this will need to be clearly communicated to the office administrator. Third parties having authority to access student records must provide suitable identification (preferably a driver's licence or passport) to the office administrator before access will be granted.

COMPLAINTS AND APPEALS

COMPLAINT

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the counsellor for assistance;
- consult the Training Manager;
- seek arbitration by a third party acceptable to all parties to the complaint.

Lodging a Complaint

We recognise that most people do not like complaining, or understand the process, at the Institute of Culinary Excellence you can choose to lodge a complaint verbally or in writing, we have developed a three stage process for lodging a complaint.

1. Select your method of complaint
 - a. verbally to your instructor, and/or RTO Manager
 - b. In writing using the Complaint Form (these can be obtained through the RTO Manager)
2. Lodge your complaint
 - a. If lodging verbally please be polite and clearly state your complaint, and what action you want taken
 - b. If lodging the complaint in writing address it to: RTO Manager
 - c. If by email please address these to: RTO Manager
3. Responding to your complaint
 - a. Upon receipt of your complaint we will acknowledge your complaint within 24 hours of receiving it, by the method you used to lodge it, (mail / email etc)
 - b. You will be informed of the complaint process , and that the complaint will be investigated fully, and hopefully resolved within 5 business days.
 - c. If your complaint cannot be resolved within 5 business days, due to us needing to investigate further, you will be notified accordingly.

If your complaint cannot be resolved you have the right to complain to our registering authority, the details are as follows:

Australian Skills Quality Authority
GPO Box 9928,
Melbourne, VIC, 3001

Phone: 1300 701 801
<http://www.asqa.gov.au>

APPEALS

The ICE seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students. Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the RTO Manager, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or manager provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. Consumer Affairs or relevant Government Departments that may be able to assist.

EXTERNAL COMPLAINTS AND APPEALS

There is an external complaint process available to students if they have exhausted the above procedures and still feel unsatisfied. This service is offered by the Australian Council for Private Education and Training.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

STUDENT DISCIPLINE

For non-compliance with the Student Code of Behaviour the following three-step procedure for discipline will be followed:

1. A member of The Institute of Culinary Excellence staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
2. Where the issue or behaviour continues, students will be invited for a personal interview with the Training Manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
3. Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.

After the three steps in the discipline procedure have been followed, should the issue or behaviour

still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been terminated. At any stage of this procedure students are able to access the Complaints Procedure to settle any disputes that may arise.

FINAL ACKNOWLEDGEMENT

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions as a student of Institute of Culinary Excellence.

If you have any further questions during your enrolment please do not hesitate to contact the Institute of Culinary Excellence on 1300 THE ICE (834 423) or email info@theice.com.au.

Date:.....

Name:.....

Signature:.....

