



# International Student Handbook

A guide to living and studying  
in Australia and at our college.

RTO: 40748

CRICOS: 03793D

Version 3 – Jan 2021

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## WELCOME

We are thrilled that you have decided to study with us at The Institute of Culinary Excellence, or ICE as we are better known around town! We look forward to welcoming you to our school and to Australia. We are sure you will love your time with us at our school and you will love Australia.

## OUR VISION

*'Transforming lives through food'*

## OUR MISSION

Our mission at the award-winning Institute of Culinary Excellence (ICE) is to train, motivate and encourage our students to become the best versions of themselves for the future. We aim to develop and enhance their knowledge and skills necessary to lead them into positions of leadership in the hospitality and cookery industry. We provide quality training and are dedicated to world class standards for culinary education.

Why choose ICE for your culinary training? It's easy, we care about you and your successes.

## IMPORTANT PRE-ENROLMENT INFORMATION

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

The Australian Government has put together a fact-sheet covering important pre-enrolment information for all people who are considering studying in Australia, this fact sheet can be accessed via this link: <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

The factsheet provides information on:

- Choosing and enrolling in a course of study
- Support services available in Australia
- The rights and responsibilities of students on a student visa
- Working in Australia
- Making complaints and getting help.

## STUDENT CODE OF CONDUCT

The Institute of Culinary Excellence encourages all potential students to read and understand all their rights and obligations before starting in any course.

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

- 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.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly and cooperative environment.
- The right to have personal property (including computer files and student work) protected from damage or other misuse.
- The right to have any disputes settled in a fair and rational manner (this is accomplished through the Complaints Procedure)
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously at all times.

## THE INSTITUTE OF CULINARY EXCELLENCE

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

Contact details:  
www.theice.com.au  
admin@theice.com.au  
1300 843 423

The Institute of Culinary Excellence is a private Registered Training Organisation (RTO), RTO registration number 40748. We are also a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider: 03793D.

We are responsible for enrolment administration, training delivery, assessment and issuing of qualifications and statements of attainment. As an RTO we are regulated by the Australian Skills Quality Authority (ASQA) and must abide by the *Standards for Registered Training Organisations 2015* and also the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*. We are also regulated by the Queensland State Government Department of Employment, Small Business and Training especially in regard to Apprenticeships and provision of Government Funding.

## QUALIFICATIONS

The Institute of Culinary Excellence (ICE) offers the following accredited qualifications to international students. All of these qualifications are from current version of the Tourism, Travel and Hospitality Training Package (SIT).

Code	Name
SIT30816	Certificate III in Commercial Cookery
SIT31016	Certificate III in Patisserie
SIT40516	Certificate IV in Commercial Cookery
SIT50416	Diploma of Hospitality Management

More information about our courses and units is available further in the handbook.

## CAMPUS LOCATIONS

The Institute of Culinary Excellence is situated in the suburb of Coorparoo in Brisbane Queensland. We have two venues:

- Administration office – 2/28 Cavendish Road, COORPAROO, QLD, 4151.
- Training kitchens – I Block, 4 Cavendish Road, COORPAROO, QLD, 4151.

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## CAMPUS MAP

The Institute of Culinary Excellence shares campus facilities with the Coorparoo Secondary College and the Brisbane School of Distance Education. The map below shows the specific buildings that we utilise including: Administration offices, classrooms, kitchens and trainer's office.



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## CAMPUS RULES

Students are always expected to conduct themselves in a professional and courteous manner, the following rules apply when on site:

- Smoking is prohibited within the main campus grounds. Students wishing to smoke must exit the campus premises and move 100m from the entrance or boundary fences.
- Don't engage in lengthy conversations with the secondary/ high school students, polite greetings are fine, but we are not allowed to socialise with them.
- Students must wear an identification badge, which you will be issued upon commencement, at all times when attending campus.
- Student's must wear black trousers, white short or long-sleeved shirt and closed in shoes.
- Student's car parking is located at the rear of the campus near the sports oval. Speed limit within the campus grounds is 10km per hour and is very strict.
- Students are only allowed to use the designated student toilets.

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## CAMPUS FACILITIES

Students have access to two full-equipped commercial kitchens, specifically set up as training kitchens. All food, utensils (except for knives, which students purchase after they have accepted their offer and paid the fee), appliances and tableware are supplied as part of the course fees. Classrooms and multi-media equipment are used for theory classes.

## STUDENT SUPPORT

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### YOUR STUDENT SUPPORT OFFICER

While you are studying with ICE in Australia you may feel alone or feel like you have nobody to talk to. You may need to ask someone for advice about general things such as accommodation, money, entertainment or travel, we are here for you. We can assist you with the following:

- English language support services
- Settling into Brisbane
- Directing you to appropriate services for:
  - Legal matters
  - Medical concerns
  - Workplace issues
  - Finance advice

*NB: No additional fees will be charged for this service*

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## ORIENTATION

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

- Understand the information contained in the Student Handbook;
- Understand the Rules and Regulations of the institute;
- Meet the trainers, assessors, administration staff and the International Student Liaison Officer;
- Are familiar with facilities and resources;
- Have necessary course materials; and know their timetables;
- Know where to access more information.

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## UNIFORMS & EQUIPMENT

Every student will be required to pay a \$1000.00 uniform and equipment fee once they have accepted their offer. On receipt ICE will purchase the uniforms and knives on your behalf, but all students will need to provide their own footwear.

In practical classes, all international students need to wear the following uniform:

<b>Chef's Hat</b>	White (ICE branded) - Flat top
<b>Chef's Jacket</b>	White - Long sleeved, double breasted, buttoned to the neck with white buttons
<b>Chef's Trousers</b>	Black and white checked or black pants
<b>Apron</b>	Blue striped full length, must be clean on entry to class
<b>Protective Shoes</b>	Industrial boots/shoes or school style, black or brown 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.
<b>Socks-black or white</b>	Full socks must be worn for practical sessions as a health and safety requirement.

#### Equipment

- Knife Roll
- 1 x Cooks Knife
- 1 x Filleting Knife
- 1 x Boning Knife
- 1 x Paring Knife
- 1 x Bread Knife
- 1 x Vegetable Peeler

At all times, uniforms must be clean and pressed before participation to practical or theory classes is granted.

No singlets or torn shirts are acceptable to wear while you are on campus. We ask all our students to be dressed in black trousers/skirts and white short/long sleeved white shirts on campus and be smart and professional at all times.

## ICE COURSES AND UNIT INFORMATION

**\*Please note that all ICE courses include work experience organised by ICE. \***

### SIT30816 CERTIFICATE III IN COMMERCIAL COOKERY

This qualification is the traditional trade certificate for commercial cookery. Subjects include a broad range of specialist cookery areas, as well as menu costing and planning and food and workplace safety.

The duration of this qualification is 1 year (40 weeks from February to December), the tuition periods are divided into four terms of 10 weeks each. Attendance during these terms is 20 hours per week (2 ½ days per week). Please refer to our course schedule for more exact dates including holiday breaks.

The following units of competency (subjects) form part of this qualification:

- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR203 Work effectively with others
- SITXFSA001 Use hygienic practices for food safety\*

- SITXWHS001 Participate in safe work practices
- SITHCCC001 Use food preparation equipment
- SITXINV002 Maintain the quality of perishable items
- SITHKOP001 Clean kitchen premises and equipment
- SITHCCC003 Prepare and present sandwiches
- SITHCCC005 Prepare dishes using basic methods of cookery
- SITHCCC006 Prepare appetisers and salads
- SITHCCC007 Prepare stocks, sauces and soups
- SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes
- SITHCCC017 Handle and serve cheese
- SITHCCC012 Prepare poultry dishes
- SITHCCC013 Prepare seafood dishes
- SITHCCC014 Prepare meat dishes
- SITHCCC019 Produce cakes, pastries and breads
- SITHPAT006 Produce desserts
- SITHCCC022 Prepare portion-controlled meat cuts and meat products
- SITHCCC018 Prepare food to meet special dietary requirements
- SITHKOP002 Plan and cost basic menus
- SITHKOP004 Develop menus for special dietary requirements
- SITXFSA002 Participate in safe food handling practices
- SITXHRM001 Coach others in job skills
- SITHCCC020 Work effectively as a cook (Completed on-the-job as a work placement arrangement).

\*This unit is a pre-requisite for all food / kitchen related units.

Please refer to [www.training.gov.au](http://www.training.gov.au) for full information on all subjects listed above.

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### **SIT31016 CERTIFICATE III IN PATISSERIE**

This qualification reflects the role of a pastry chef who uses a wide range of well-developed patisserie skills and sound knowledge of kitchen operations to produce excellent patisserie products.

The duration of this qualification is 1 year (40 weeks) from February to December), the tuition periods are divided into four terms each. Attendance during these terms is 20 hours per week (2 ½ days per week). Please refer to our course schedule for more exact dates including holiday breaks.

The following units of competency (subjects) form part of this qualification:

- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR203 Work effectively with others
- SITHCCC001 Use food preparation equipment



- SITHCCC005 Prepare dishes using basic methods of cookery
- SITHCCCO11 Use cookery skills effectively
- SITHKOP001 Clean kitchen premises and equipment
- SITPAT001 Produce cakes
- SITHPAT002 Produce gateaux, tarten and cake
- SIPAT003 Produce pastries
- SITHPAT004 Produce yeast-based bakery products
- SITHPAT005 Produce petit fours
- SITHPAT006 Produce desserts
- SITXFSA001 Use hygienic practices for food safety\*
- SITXFSA002 Participate in safe food handling services
- SITXHRM001 Coach others in job skills
- SITXINV002 Maintain the quality of perishables items
- SITXWHS001 Participate in safe work practices
- SITXFAB005 Prepare and serve espresso coffee
- SITHIND002 Source and use information on the hospitality industry
- SITPAT008 Produce chocolate confectionery
- SITXCCS003 Interact with customers
- TLIE1005 Carry out workplace calculations

*\*SITXFSA001 Use hygienic practices for food safety – is a pre-requisite unit for all patisserie units*

Please refer to [www.training.gov.au](http://www.training.gov.au) for full information on all subjects listed above.

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#### **SIT40516 CERTIFICATE IV IN COMMERCIAL COOKERY**

This qualification expands on Certificate III to include a wider range of cookery subjects, as well as leadership and financial management units. Students MUST have completed the SIT30816 Certificate III in Commercial Cookery prior to commencing the SIT40516 Certificate IV in Commercial Cookery.

The duration of this qualification is 1.5 years in total (incorporating the one-year duration of the SIT30816 Certificate III in Commercial Cookery), essentially an additional six months study after the Certificate III has successfully been completed.

Students will receive credits for all applicable SIT30816 Certificate III in Commercial Cookery units, and must only complete additional units of competency required to attain the SIT40516 Certificate IV in Commercial Cookery.

The tuition periods are divided into six terms of 10 weeks each. Attendance during these terms is 20 hours per week (2 ½ days per week). Please refer to our course schedule for more exact dates including holiday breaks.

The following units of competency (subjects) form part of this qualification, some of these units of competency are delivered and assessed online:

- SITXFSA001 Use hygienic practices for food safety\*
- SITXWHS001 Participate in safe work practices
- SITHCCC001 Use food preparation equipment
- SITXINV002 Maintain the quality of perishable items
- SITHKOP001 Clean kitchen premises and equipment
- SITHCCC005 Prepare dishes using basic methods of cookery
- SITHCCC006 Prepare appetisers and salads
- SITHCCC007 Prepare stocks, sauces and soups
- SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes
- SITHCCC017 Handle and serve cheese
- SITHCCC012 Prepare poultry dishes
- SITHCCC013 Prepare seafood dishes
- SITHCCC014 Prepare meat dishes
- SITHCCC019 Produce cakes, pastries and breads
- SITHPAT006 Produce desserts
- SITHCCC022 Prepare portion-controlled meat cuts and meat products
- SITHCCC018 Prepare food to meet special dietary requirements
- SITHKOP002 Plan and cost basic menus
- SITHKOP004 Develop menus for special dietary requirements
- SITXFSA002 Participate in safe food handling practices
- SITXHRM001 Coach others in job skills
- SITHCCC020 Work effectively as a cook (Completed on-the-job as a work placement arrangement)
- BSBDIV501 Manage diversity in the workplace
- BSBSUS401 Implement and monitor environmentally sustainable work practices
- SITHKOP005 Coordinate cooking operations
- SITXCOM005 Manage conflict
- SITXFIN003 Manage finances within a budget
- SITXHRM003 Lead and manage people
- SITXMGT001 Monitor work operations
- SITXWHS003 Implement and monitor work health and safety practices
- SITXINV001 Receive and store stock
- SITXINV003 Purchase goods
- SITXINV004 Control stock

\*This unit is a pre-requisite for all food / kitchen related units.

Please refer to [www.training.gov.au](http://www.training.gov.au) for full information on all subjects listed above.

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## SIT50416 DIPLOMA OF HOSPITALITY MANAGEMENT

This qualification is for students who are interested in becoming Executive Chefs or a front of house hospitality manager. It includes a broad range of management subjects as well as cookery units and food safety. Students MUST have completed SIT30816 Certificate III in Commercial Cookery and SIT40516 Certificate IV in Commercial Cookery prior to commencing the SIT50416 Diploma of Hospitality Management.

The duration of this qualification is 2 years in total (incorporating the 1.5 years duration of the SIT30816 Certificate III in Commercial Cookery & SIT40516 Certificate IV in Commercial Cookery), essentially an additional six months study after the Certificate IV has successfully been completed.

Students will receive credits for all applicable SIT30816 Certificate III in Commercial Cookery and SIT40516 Certificate IV in Commercial Cookery units and only must complete additional units of competency required to attain the SIT50416 Diploma of Hospitality Management.

The tuition periods are divided into eight terms of 10 weeks each. Attendance during these terms is 20 hours per week (2 ½ days per week). Please refer to our course schedule for more exact dates including holiday breaks.

The following units of competency (subjects) form part of this qualification, some of these units of competency are delivered and assessed online:

- BSBDIV501 Manage diversity in the workplace
- BSBMGT517 Manage operational plan
- SITXCCCS007 Enhance customer service experiences
- SITXCCS008 Develop and manage quality customer service practices
- SITXCOM005 Manage conflict
- SITXFIN003 Manage finances within a budget
- SITXFIN004 Prepare and monitor budgets
- SITXGLC001 Research and comply with regulatory requirements
- SITXHRM002 Roster staff
- SITXHRM003 Lead and manage people
- SITXMGT001 Monitor work operations
- SITXMGT002 Establish and conduct business relationships
- SITXWHS003 Implement and monitor work health and safety practices
- SITXFSA001 Use hygienic practices for food safety\*
- SITXFSA002 Participate in safe food handling practices
- SITXHRM001 Coach others in job skills
- SITHKOP002 Plan and cost basic menus
- SITHKOP004 Develop menus for special dietary requirements
- SITHPAT006 Produce desserts

- SITHCCC001 Use food preparation equipment
- SITHCCC005 Prepare dishes using basic methods of cookery
- SITHCCC007 Prepare stocks, sauces and soups
- SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes
- SITHCCC012 Prepare poultry dishes
- SITHCCC013 Prepare seafood dishes
- SITHCCC014 Prepare meat dishes
- SITHCCC018 Prepare food to meet special dietary requirements
- SITHCCC020 Work effectively as a cook (Completed on-the-job as a work placement arrangement)

\*This unit is a pre-requisite for all food / kitchen related units.

Please refer to [www.training.gov.au](http://www.training.gov.au) for full information on all subjects listed above.

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### **MODE OF DELIVERY**

Students will attend campus for a minimum of 20 hours per week, between the hours of 12 noon and 9pm on Wednesday, Thursdays and Fridays. Delivery will be conducted in a face-to-face manner; classes will be a combination of theory and practical sessions. Theory classes will be held in our classrooms and practical sessions in our purpose-built commercial training kitchens.

Students undertaking the SIT40516 Certificate IV in Commercial Cookery and the SIT50416 Diploma of Hospitality Management will also have some online theory components and assessment tasks in addition to the classroom / kitchen work.

All students will be required to undertake an Industry Work Placement component with one of our partner restaurants. This involves working in an operational restaurant / café, assisting to prepare a variety of dishes for their customers. This work placement is generally un-paid work as it forms part of the course requirements, however if you have secured independent employment (in-line with the rules allowable under your Student VISA) that covers the requirements of work placement (i.e. The establishment has a commercial kitchen, and you are working under the supervision of a qualified chef) then you may use your paid employment as your work placement venue.

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### **ATTENDANCE AND PROGRESSION**

The Institute of Culinary Excellence monitors student progress and attendance through its internal student management system: Wisenet and is recorded electronically, in accordance with course requirements and student visa regulations. Timetables are generated to ensure that course duration fits into the CRICOS registered durations for each program. Students who are identified, as being at risk of not achieving the qualification requirements will be counselled and if necessary additional tuition or coaching will be provided.

In cases of ongoing poor performance, non-attendance or lack of academic progression will potentially result in cancellation of enrolment, in which case The Institute of Culinary Excellence will inform all required parties and agencies.

### **Classroom Policies**

- Learners will sign in on entering or exiting the training room.
- An identification lanyard must be worn, to identify you as a student of ICE.
- Appropriate cookery attire is expected to be worn at all times within the ICE training kitchens
- Black trousers or skirt and a white shirt (long or short sleeved) is to be worn during theory classes and when on campus and not in the kitchens.
- Mobile phones must be turned off prior to entering training room.
- Designated breaks 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 rooms. No other drinks or food are permitted.
- Please show respect to all students by keeping your noise to an absolute minimum.

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### **TRAINING AND ASSESSMENT STANDARDS**

The Institute of Culinary Excellence has personnel with appropriate and relevant qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered.

Assessments will meet the 'Principles of Assessment' including recognition of prior learning and credit transfer. The Institute of Culinary Excellence 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.

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### **ASSESSMENT PROCEDURES**

The Institute of Culinary Excellence 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. Assessments can be corrected or completed for resubmission. For initial submission, 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 Competent’ 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.

Students have the right to appeal the assessment outcome using the Institute’s appeals process outlined on page 26 of this book. The appeals are also outlined in the ‘instructions to students’ at the beginning of each subject assessment.

### RECOGNITION OF PRIOR LEARNING (RPL)

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

Evidence for recognition of prior learning may include:

- Evidence of current competence;
- Performance, demonstration, or tests;
- 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.

***What you need to do...***

RPL applications will be sent to you with the initial enrolment forms. You will then need to apply using the application form, which will be forwarded to you prior to course commencement. The form should be completed and returned along with any required evidence. A copy of the application form will be placed on your file.

The Institute of Culinary Excellence staff will assess completed RPL applications, then arrange a video interview with you at a mutually convenient time using facetime, skype or zoo. They will complete a competency conversation and then assess your application for RPL. You may be required to supply additional evidence and / or undertake a practical skills demonstration as part of this process. The ICE assessors will explain what you need to do at each stage of this process.

Granting of RPL will be recorded as a unit of competency outcome in your students record. After RPL is granted your training schedule will be reviewed and modified to ensure consistency of outcomes against the qualification and to satisfy student study visa requirements.

**Please note:** There is no difference to the course fees if you choose to pursue assessment via Recognition of Prior Learning. It is simply an alternative method of gaining competency in a particular subject area.

Students have the right to appeal an RPL decision by following the appeals process outlined on page 26 of this book.

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## **TRAINING GUARANTEE**

The Institute of Culinary Excellence will go above and beyond to make your training at ICE a motivational, valuable and rewarding experience. All staff at ICE, will make every effort to complete your training and assessments successfully, with a positive outcome for everyone who wishes to qualify and receive their certificate for their chosen qualification. It is our responsibility to support and assist you to achieve the expected learning outcomes while you are studying with us at ICE.

Your responsibility as an ICE student is to attend a minimum of 80% of your classes and work hard to complete each assessment. We will work hard, if you do...

While you are studying with us you will have access to:

1. Student support office: Ada Chow
2. Industry mentors to assist you in the industry in Australia
3. International Course Manager/Trainer
4. Workplace Support Officer for the work placement component of the course.

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## **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.

Replacement copies of Certificates and Statements of Attainment are available upon request

## FEES, PAYMENTS AND REFUNDS

### FEES

Fees are applied according to the fee schedule; this is available on our website ([www.theice.com.au](http://www.theice.com.au)) or via our authorised agents. Basic fee structure includes the following breakdown:

- Application fee (payable with submission of the application – Enrolment Step 1) (non-refundable)
- Enrolment fee (payable with submission of enrolment forms – Enrolment Step 3)
- Equipment & uniform fee (payable with submission of enrolment forms – Enrolment Step 3)
- Tuition fees (first installment payable prior to commencement of training – Enrolment Step 3. Remaining tuition fees paid in equal installments at the start of each term.

An invoice will be generated detailing your fees. Periodical tuition invoices will be issued prior to the commencement of each term.

The Institute of Culinary Excellence will safeguard any money paid by you in advance of your course by not utilising any tuition fees until your training has commenced.

Upon payment being received a receipt (tax invoice) will be issued to you via email.

The Institute of Culinary Excellence will not change or increase your fee amounts after your enrolment.

### PAYMENT OPTIONS

The Institute of Culinary Excellence offers flexibility to its students for payment of tuition fees. Payments can be made via cash, cheque, credit card, EFTPOS, direct deposit or Esidebit payment plan. For payments made by direct deposit, please deposit the funds into the bank account with your surname and/or invoice number as the reference so that we can track your payment.

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

### FEE REFUND POLICY

Refunds are willingly made in accordance with our policy outlined on the following page. Refund applications must be made in writing to [admin@theice.com.au](mailto:admin@theice.com.au) when any of the conditions below apply. Any refunds will be returned to the source of payment. Full refunds will be given to all students if the Institute of Culinary Excellence cancels the course for any reason.

Refunds are only granted on the Enrolment Fee and the Tuition Fees; the initial Application fee is non-refundable as it covers costs associated with initial student file setup and data entry.

Refunds will be made via direct debit to the nominated bank of the student's choice and will be made within 28 business working days from cancellation approval. You may nominate a person to either collect or receive the refunded fees on your behalf.

The following rules apply to the refund policy:



- Cancellation **greater** than seven (7) days prior to commencement = refund of 50% of Enrolment fee and 100% of any Tuition fees paid to date.
- Cancellation **less** than seven (7) days prior to commencement = no refund of Enrolment fee however refund of 100% of any Tuition fees paid to date will be made.
- Cancellation due to ill health\* or other serious personal issue (ie. death in the family) at any stage **prior** to commencement = refund of 100% of the Enrolment fee and 100% of any Tuition fees paid to date.
- Cancellation **after** the commencement of training = no refund, unless the circumstances are due to ill-health or other serious personal nature (in which case the refund will be assessed and approved on a case-by-case basis).
- If the Institute of Culinary Excellence cancels the course for any reason, students will receive a full refund of refund of 100% of the Enrolment fee and 100% of any Tuition fees paid to date. Where possible students will be allocated a priority place in the next available course.

\*Ill-health cancellations must be accompanied by a medical certificate or death certificate.

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#### **DEFERRING, SUSPENDING OR CANCELLING ENROLMENT**

Students wishing to defer, suspend or cancel their enrolment must notify The Institute of Culinary Excellence in writing at least seven (7) days prior to the intended date of withdrawal. Exceptions to this rule will be made if the reason for withdrawal is urgent in nature or if the student is incapacitated due to illness or injury.

Upon receipt of written advice from the student, the Director or an authorised staff member will determine if the request is authentic and warranted and process the deferment, suspension or cancellation. Warranted reasons for students seeking to defer, suspend or cancel their enrolment include but may not be limited to:

- Illness or injury that prevents adequate attendance / academic progress.
- Urgent family circumstances that require the student to travel back to their home country.
- Change in financial circumstances that will prevent the student from finalising fee payments.
- Student visa implications that will prevent the student from obtaining or maintaining a visa.

The Institute of Culinary Excellence may initiate a deferment, suspension or cancellation of a student enrolment for the following reasons:

- Misbehavior
- Failure to pay fees
- Breach of attendance (less than 80%) or failure to progress as required by student visa conditions.

In these circumstances, The Institute of Culinary Excellence will notify the student in writing outlining the specific reasons for the action. As part of this notification process the student will be informed of their right to appeal the decision within 21 working days of the action being made, as per ICE's

formal complaints and appeals policy / procedure. If an appeal is lodged, then the cancellation process will not be finalised until the appeal process is completed.

The Institute of Culinary Excellence will always inform overseas students of any implications and notification requirements that a deferment, suspension or cancellation may have on their student visa and guide them to seek appropriate independent immigration advice.

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### **WORKING WHILST ON A STUDENT VISA**

Check the individual conditions of your student visa, however as a rule you are able to work 20 hours per week whilst studying and more, during your holiday periods. Please note that you cannot start working in Australia until after your course has commenced.

You must have a Tax File Number (TFN) prior to working in Australia. The Australian Taxation Office (ATO) issues these numbers to individuals. Upon gaining a job your employer will ask you to complete a TFN declaration form, this involves you supplying your TFN and other information, if you don't complete and submit this form you will be taxed at the highest tax rate. You must also have a Superannuation account, your employer will ask you for details of this account so they can pay 9.5% of your ordinary earnings into it, as a contribution towards retirement savings. Host Plus is a superannuation company that specialises in the hospitality industry, their website is:

<https://hostplus.com.au/>

For more information about working whilst on a student visa, including applying for a TFN and managing superannuation, visit this website:

<https://www.ato.gov.au/individuals/international-tax-for-individuals/coming-to-australia/working-in-australia/>

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### **ENTERTAINMENT & CULTURE**

Brisbane offers a variety of entertainment, cultural and sporting events and activities. The Visit Brisbane website: <https://www.visitbrisbane.com.au/information/visitor-essentials/visitor-information-centres> has detailed information in individual events and including transport and costs.

The Gold Coast, to the south of Brisbane, has a variety of theme parks: Dreamworld; Movie World and Sea World. The Sunshine Coast, to the north of Brisbane is the home of Steve Irwin's (The Crocodile Hunter) Australia Zoo. Both of these locations also feature beautiful beaches.

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### **ACCOMMODATION**

The Institute of Culinary Excellence has identified the following student accommodation options which we believe will be well suited to our students. These facilities offer clean, safe and affordable rooms within an easy commute of our campus.

- Student One ([www.studentone.com](http://www.studentone.com)) – Located in Brisbane City.

- SayStay ([www.saystay.com](http://www.saystay.com)) – Located in Brisbane City.

These student accommodation options are quite similar, and both have the following property features: unlimited internet / Wi-Fi; security and on-site support staff; social areas – cinema room, gym, games room; on-site laundry and bicycle storage.

Please note these are suggestions only. It is the responsibility of individual students to arrange and pay for their own accommodation. If you have alternative suitable accommodation options available to you then you are more than welcome to pursue those options.

Please ensure that you read and understand any tenancy agreement or other rules and regulations prior to signing, find out if your weekly rent covers utilities or if they are a separate cost.

The Residential Tenancies Authority (RTA) is a government agency that helps tenants and provides general advice. If you have any questions about your tenancy agreement, or if there are any problems that occur after you have moved in then contact them. They have an interpreting service and also a variety of fact sheets translated into different languages.

RTA Phone number: 1300 366 311

RTA Website: [rta.qld.gov.au](http://rta.qld.gov.au)

RTA Translating and Interpreting Service: 13 14 50

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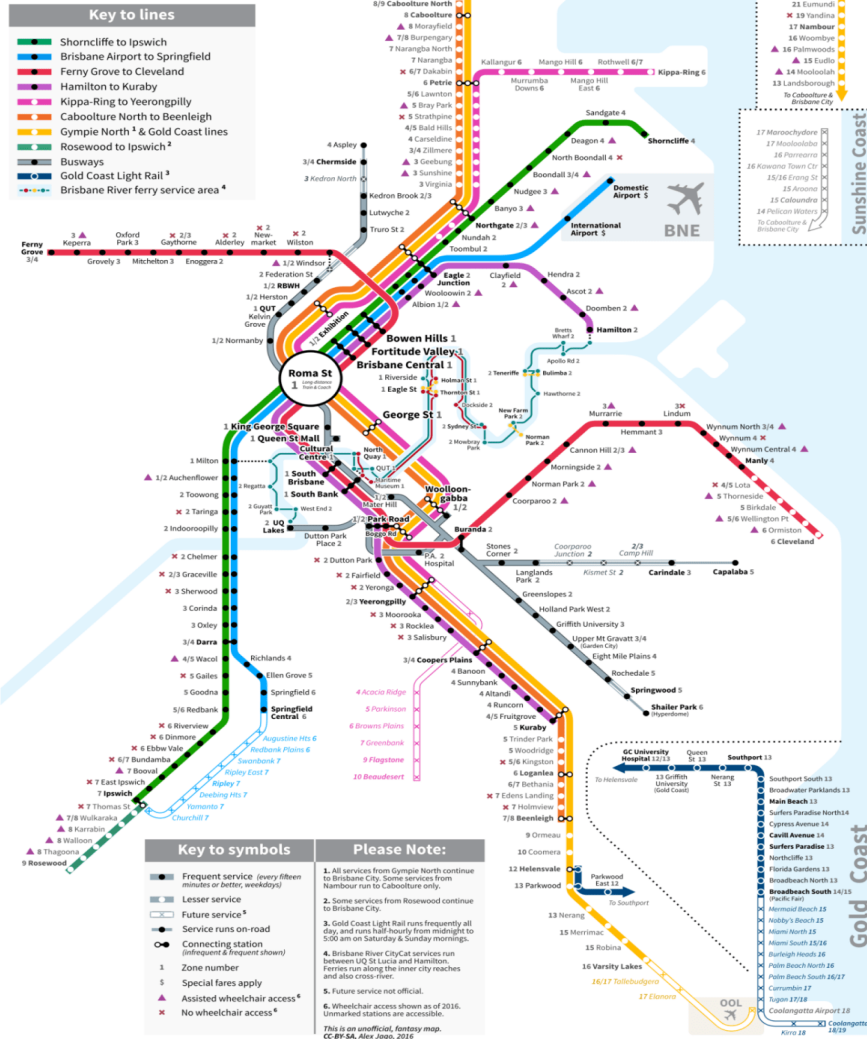
## TRANSPORT

Brisbane has many different public transport options including trains, buses, ferries, taxis and ride share services (like Uber). Trains, buses and ferries are all linked and the fares can be paid with an electronic card known as a *go* card, you can pre-load money on these cards then swipe on and swipe off at the special checkpoints located at train stations and on the buses and ferries.

Time table and *go* card information is available via the TransLink web site: [www.translink.com.au](http://www.translink.com.au) Brisbane and the larger South East Queensland area is divided into 8 different zones (see image below), ticket pricing increases depending on how many zones are travelled in. Please note the airport train is independently priced and costs more than a standard train ticket. Prices also vary depending on the time of travel. Peak periods (6am – 8.30am & 3.30pm – 7pm) are 20% more expensive than travel during other times. As a student with The Institute of Culinary Excellence you will be eligible for a student concession card, which will help with the price of public transport.

The Institute of Culinary Excellence is within easy walking distance of the Coorparoo train station (which is located within zone 1) there are regular trains running to Southbank, South Brisbane / City and from there connecting trains to the Gold Coast and Sunshine Coast.

# South East Queensland Rail & Busway map, 2021



## BRISBANE CLIMATE

Brisbane has a humid sub-tropical climate with hot, wet summers and dry, moderately warm winters. Temperature ranges from 16°C – 20°C in winter to 27°C – 33°C in summer. It is advisable to wear SPF 30+ sunscreen when outdoors as sunburn and skin cancer is a real risk in our climate.

## BEACH SAFETY

South East Queensland has some of the most beautiful beaches in the world, however they can be quite dangerous for swimmers especially people unfamiliar with the conditions. When swimming at Australian beaches it is important to always swim between the red and yellow Surf Life Saving flags. The flags indicate that lifeguards are monitoring that section of beach and it is a safe place to swim.

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## FINANCES

There are quite a few different banking options open to international students. Australia has a variety of large banks (known as the big four): Westpac; Commonwealth; ANZ and NAB and also other smaller banks and building societies. All banks offer savings accounts, debit cards and credit cards with varying conditions like interest rates, fees, rewards and other benefits. The larger banks will have their own branded automatic teller machines (ATMs), however there are other smaller ATMs located in restaurants, clubs and casinos there is often a fee charged to use them. EFTPOS (Electronic Funds Transfer at Point of Sale) is available at most shops, restaurants and attractions.

It is a good idea to have a budget planned prior to arriving in Australia, this will help to ensure you have enough money available to meet your rent, bills, food, entertainment, transport and student fee obligations and don't have any unexpected money concerns.

A sample weekly budget for an international student living in shared accommodation in Australia might resemble the following (please note this is an example only and your circumstances may vary):

- Rent – approximately \$180 - \$400pw (depending on type of room and sharing arrangements)
- Groceries – approximately \$80pw
- Eating out – approximately \$100pw (covers three or four main meals depending on venue)
- Gas / Electricity / Water – approximately \$40 - \$150pw (your rental arrangement may include these utility costs as part of your weekly rent)
- Phone – approximately \$20 – \$30pw (there is a variety of pre-paid plans available)
- Public transport – approximately \$15 - \$25pw (based on zone 1, concession *go* card travel)
- Car running costs (after purchase) – approximately \$150 - \$200pw for petrol, basic maintenance, insurance and registration.
- Entertainment – approximately \$50 - \$100pw
- Extras - \$50pw (to cover any unexpected costs)

Total: \$685 - \$1,135.00 (***please note that these are approximate costs only and that not all of these expenses may be applicable to your particular living situation***).

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## MEDICAL NEEDS

You must have sufficient Overseas Student Health Cover (OSHC) prior to arriving in Australia, you will be required to provide your membership card when accessing medical services. You may be required to pay for the initial doctor's consultation or treatment and then apply for a reimbursement via your health fund.

Australia has a variety of medical services, including General Practitioners (GP) and Hospitals (both Public and Private). For general health concerns that are not urgent, visit a GP clinic:

Some nearby options are:

Coorparoo Village 7 Day Medical Centre  
385 Old Cleveland Road, COORPAROO  
Ph: 3847 2377

Woolloongabba Medical Centre  
468 Vulture Street, WOOLLOONGABBA  
Ph: 3217 3344

If you have an urgent condition or injury, then it is best to call an ambulance (**Ph: 000**) or visit the emergency section of the nearest hospital.

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### EMERGENCY SERVICES

If you require immediate help that is not of a medical, fire related or police emergency, you can contact your ICE on 1300843 423 or 0420 275 073. She will be able to advise or assist you on any personal matter that might require attention. Remember, you are not alone here in Australia, we at ICE care about your wellbeing while you are studying with us.

If your matter is medical, fire or a police emergency, the Australian emergency services number is **000**, dialing this number will connect you with an operator who will ask if you require the Police, Ambulance or Fire Brigade. This is a free call from any phone in Australia.

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### PUBLIC HOLIDAYS AND SPECIAL CELEBRATIONS

Australians hold certain days as special days of national significance, these are known as public holidays, and on these days some people will have a day off work or school. Certain workplaces, especially hospitality, will still be open however their staff are paid more for working on these days.

QLD Public Holidays:

- New Year's Day – 1<sup>st</sup> January – Celebration of the new calendar year, preceded by celebrations, parties and fireworks the night before (New Year's Eve – 31<sup>st</sup> December).
- Australia Day – 26<sup>th</sup> January – Celebration of Australian culture, it marks the date that European settlers first arrived in Australia in 1788.
- Easter (Good Friday – Easter Monday) – Varies each year. Christian commemoration of the death and resurrection of Jesus Christ. It is traditional to eat hot cross buns on Good Friday and to give gifts of chocolate eggs and other confectionary on Easter Sunday. The figure of the Easter Bunny is popular with families. It is tradition for the bunny to bring chocolate eggs to children on the night before Easter Sunday.
- Anzac Day – 25<sup>th</sup> April – This is the day that the combined Australian and New Zealand Army Corps (ANZACs) landed at Gallipoli in Turkey in 1915 during World War 1. The public holiday is now a day of reflection and honor of all service people who have fought for our nation.
- Labour Day – 3<sup>rd</sup> May – Recognising the rights of the worker and the origins of the trade union movement.

- EKKA Show Day – 11<sup>th</sup> August – The Brisbane Exhibition or EKKA is an agricultural show that is held in August in the city. There are displays of livestock, artwork, cooking and many other interesting items as well as carnival style rides and show-bags.
- Queen’s Birthday – 4<sup>th</sup> October – Queen Elizabeth II is the Australian head of state and therefore this day is a celebration of her reign. It is not held on her actual birthday, in fact different states / territories schedule it on different dates.
- Christmas Day – 25<sup>th</sup> December – Christian celebration of the birth of Jesus Christ. It is traditional to gather together with friends and family and exchange cards and gifts. The figure of Santa Claus is popular with families. Traditionally he brings gifts for children on Christmas Eve. The lead-up to Christmas is well celebrated in Australia, with decorations, parties, Christmas carols (songs) being sung and lots of shopping.
- Boxing Day – 26<sup>th</sup> December – The day after Christmas Day and traditionally a day where the wealthy would provide a ‘Christmas Box’ of food, gifts and money to their servants or less fortunate members of the community as a means of charity. This tradition isn’t as strong in Australia today and the day is more often associated with sport like Cricket and Yacht Racing and going to the Boxing Day sales in major department stores.

## ACCESS AND EQUITY POLICY

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 Institute of Culinary Excellence increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. The Institute of Culinary Excellence 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)

## PRIVACY

The Institute of Culinary Excellence maintains compliance with the national Competition and Consumer Act 2010 (Commonwealth) and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in the Fair-Trading Act 1989 (QLD).

The Institute of Culinary Excellence maintains compliance with the Information Privacy Act 2008. Information collected on clients is only used for the purpose of delivery of our services.

Student information will only be released to third parties where they have a direct involvement in the provision of training, immigration or law enforcement.

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## **SECURITY OF PERSONAL INFORMATION**

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

- Securing all files with personal information in locked cabinets
- Only providing authorised 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.

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## **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 Institute of Culinary Excellence 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 the Institute of Culinary Excellence 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 (apart from the Government departments listed above) 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.

If The Institute of Culinary Excellence ceases operations, our training and assessment records will be transferred to the Australian Skill Quality Authority (ASQA). Students can access these records directly from this agency by submitting a completed "Online form – Application for a copy of student records" via the ASQA website: [www.asqa.gov.au](http://www.asqa.gov.au) Students can obtain copies of their Statements of Attainment and or Certificates in this way in order to continue their studies with another RTO.



### COMPLAINTS

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 RTO 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 trainer / assessor, and/or RTO Manager
  - b. In writing via email ([admin@theice.com.au](mailto:admin@theice.com.au)).
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.
3. Responding to your complaint
  - a. Upon receipt of your complaint we will acknowledge your complaint within 2 business days, 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 Institute of Culinary Excellence 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 / assessor within 21 days.
- Trainer and/or manager provide a written statement of outcome within a further 21 days.

- Seek reassessment or arbitration by another trainer / assessor within the RTO.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. Australian Skills Quality Authority that may be able to assist further.

## 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.

## 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 or Facebook pages, or comment on online media stories — these guidelines are for you.

While all The Institute of Culinary Excellence 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.

1. 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 the Institute, and be clear about your role. If you have a vested interest in what you are discussing, be the first to say so.
2. 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.
3. Post meaningful, respectful comments — in other words, please no spam and no remarks that are off-topic or offensive.
4. 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.
5. Stick to your area of expertise and do feel free to provide unique, individual perspectives on non-confidential activities at Institute of Culinary Excellence.
6. 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.

7. 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 your Trainer / Assessor.
8. 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 Institute of Culinary Excellence identifies and complies with relevant State or Territory laws including Commonwealth or State legislation. A summary of legislation:

### AUSTRALIAN/COMMONWEALTH LEGISLATION

Standards for Registered Training Organisations (2015)

Education Services for Overseas Students Act (2000)

National Code of Practice for Providers of Education and Training to Overseas Students (2018)

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 Australia 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)

Fair Trading Act 1989

Disability Service Act (2006)

The various Acts can be accessed through [www.legislation.qld.gov.au/OQPChome.htm](http://www.legislation.qld.gov.au/OQPChome.htm) These third parties may include:

- Department of Home Affairs
- Department of Employment, Small Business and Training
- Australian Skills Quality Authority
- Queensland Police Service (upon provision of a warrant)

Clients can request a copy of the information held about them by a written request.

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### **RECEIVING MARKETING INFORMATION**

With students' consent, The Institute of Culinary Excellence 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.

### **CONCLUSION**

The Institute of Culinary Excellence looks forward to you studying with us. If you have any further questions about your course, the enrolment process or advice / guidance on living in Australia please contact our office on:

+61 1300 843 423

[admin@theice.com.au](mailto:admin@theice.com.au)