STUDENT HANDBOOK

Version 15, July 2026

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 necessary.

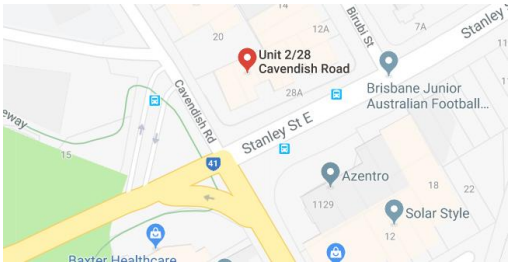
Contact details: www.theice.edu.au admin@theice.edu.au 1300 843 423

The ICE is a private RTO (Registered Training Organisation), RTO number 40748. We are responsible for enrolment administration, training delivery, assessment, 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 2025. We are also regulated by the Queensland State Government Department of Trade, Employment and Training (DTET), especially in regards to Apprenticeships and provision of Government Funding.

Campus and Office Locations

The administration office and our training classrooms are located at:

2 / 28 Cavendish Road
COORPAROO



The training kitchens, other classroom facilities and trainers' office are located at:

I Block, Coorparoo
Secondary College
4 Cavendish Road
COORPAROO

QUALIFICATIONS

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

SIT10222	Certificate I in Hospitality
SIT20421	Certificate II in Cookery
SIT30821	Certificate III in Commercial Cookery
SIT30622	Certificate III in Hospitality
SIT40521	Certificate IV in Kitchen Management

SIT50422	Diploma of Hospitality Management

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

ADMISSIONS AND ENROLMENT

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. All students will be required to complete a suitability assessment prior to enrolment, as well as a Language, Literacy, Numeracy and Digital Literacy (LLN&D) assessment.

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, emailed, completed on the premises or completed at your workplace. Enrolment kit contents vary depending on the qualification level and type, however as standard they all contain:

- An enrolment form, including fee information and student handbook link and declaration.
- A Blue Card working with children's check (because our training organisation is situated within a secondary college campus).

Apprenticeship students will also have a Training Plan and Employer Resource Assessment (ERA) among other specific forms and documents. These will be explained during an official 'sign-up' meeting held at your workplace along with your supervisor.

All documents within the enrolment kit need to be fully completed, signed and submitted prior to commencing your course.

When the completed enrolment kit forms are received (with any applicable fees), the enrolling officer will confirm course dates and times. The enrolling officer will create a student file and keep the enrolment paperwork in a secure cabinet. The student is advised that this is a confidential file and will only be accessed by the student personally, RTO administration staff, Trainers connected with their course and possible Government auditors during an official audit of our training records.

This Student Handbook and other course information are located on the RTO website (www.theice.edu.au) and students are advised to thoroughly read all documentation prior to commencement. Students are also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

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, including appropriate kitchen safety and evacuation procedures / locations
- 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 enrolment kit 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.

An invoice will be generated detailing your fees, and these may be grouped into installments (apprentices). Invoices will be provided to you either before your course or before you commence each stage of classes (apprentices).

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. As an additional safeguard, the ICE will not accept any single payment of pre-paid fees over the amount of $1500.

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

FEE CONCESSIONS

Students who fit into one of the categories below are eligible for concession co-contribution.

(a) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependent of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.

(b) The participant issues ICE with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependent, is entitled to concessions under a Health Care Card or Pensioner Concession Card.

(c) The participant is an Aboriginal or Torres Strait Islander person.

FEE EXEMPTIONS

For Apprentices undertaking SIT30821 Certificate III in Commercial Cookery, exemptions from the co-contribution fee may be applicable in the following circumstances:

(a) The student is under the age of 25 (this is in line with the 'Free Apprenticeships for U25's initiative. Please note that this is only currently up to 30/06/2027)

(b) The Apprentice is experiencing extreme financial hardship and all other options (eg. Payment plans or Employer contribution) have been exhausted. Sufficient evidence of this financial hardship is required, for example a budget of your expenses or copies of large bills that are overdue etc...

(c) The Apprentice is a school-based apprentice.

(d) Full exemption is applicable for any student (not just apprentices) for units of competency that are deemed to be Credit Transfer. Evidence is required (e.g. Statement of Attainment or USI transcript).

PAYMENT OPTIONS

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

Bank: NAB BSB: 084-129 Account: 779245019
REF: Invoice number

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 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 the policy below. Refund applications must be made in writing to admin@theice.edu.au when any of the conditions below apply. Any refunds will be returned to the source of payment.

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

Students who withdraw from a course due to ill health will receive a full refund of course fees paid, less any administration and/or material fee that is relevant. A medical certificate must be provided.

Students who withdraw from a course with more than 7 days' notice will receive a full refund less $50 administration fee. Students who withdraw from the course for reasons other than ill health, with less than 7 days' notice prior to the commencement, will not be refunded. Transfers to a different course

date will be accepted up to 7 days prior to the course commencement. Cancellations or course withdrawals that are made with less than 7 days' notice prior to the commencement will incur a cancellation fee of $250.

User Choice Student Co-contribution Fees (Apprentices only)

If an apprentice commences a course but withdraws part way through due to ill health or bereavement, the student will be permitted to return for the next block of classes and complete the training. If the apprentice is unable to return to complete the training, then a refund based on the percentage of the course not completed will be given.

In the event that an apprentice cancels before any training has been conducted, the student or third party payer will receive a full refund for any fees paid. In the event that a student withdraws from a unit of competency or cancels the apprenticeship, fees will be refunded on a pro-rata basis. This means that any refund will be calculated according to the proportion of training that has occurred.

If any additional charges or fees have been applied for and paid by an employer/third party, these fees will also be refunded either in full if no training has occurred or on a pro rata basis on the training that has been undertaken.

All refunds must be applied for within 12 months of the final payment being made to be considered.

TRAINING GUARANTEE

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

GOVERNMENT FUNDING

There are specific eligibility requirements regarding government funding through the Career Start and Career Boost programs, 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 assessment relevant to the training products offered.

Assessment will meet the Principles of Assessment including Recognition of Prior Learning (RPL) 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. Qualifications will be issued via email and a hard copy mailed within 30 days of all course requirements being fulfilled and competency being awarded in all units required for the qualification.

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

COMPETENCIES TO BE ACHIEVED DURING TRAINING

Competencies to be achieved during training are detailed in individual course brochures or on the student's Training Plan.

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

Pathways from the qualification: After achieving SIT20421 Certificate II in Cookery, individuals could progress to SIT30821 Certificate III in Commercial Cookery qualifications in commercial cookery, patisserie and catering operations.

After achieving SIT30821 Certificate III in Commercial Cookery, individuals could progress to SIT40521 Certificate IV in Kitchen Management, SIT40721 Certificate IV in Patisserie, or SIT50421 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. 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 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.

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 'LL&N' 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 that may be needed for your training or job.

The Institute of Culinary Excellence will determine the support needs of individual learners and recommend and/or provide additional 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.

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.

Reading Writing Hotline - this organisation has been around for many years, and their website has some great resources to improve reading and writing. Their number is: 1300 655 506 and the website is: www.readingwritinghotline.edu.au

Alternatively TAFE Queensland offer a few different English Language and Literacy Services. Their phone number is: 1300 308 233.

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 minimise 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 Recognition of Prior Learning may include:

- Evidence of current competence; ie photos and videos
- 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 trainer / assessor together with any required fees. A copy of the application form will be placed in your file.

For advice on how to complete the RPL Application form and gather reliable evidence, contact your allocated trainer / assessor.

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 and assessor. RPL application documentation, assessment processes and outcomes will be placed in your student file.

Granting RPL will be recorded as a unit of competency outcome in your students record. After RPL is granted your 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 or equivalent unit or units at another RTO.

The qualifications and Statements of Attainment issued by any other RTO must be recognised and validated. Recognition means that students will be granted exemptions in a course because 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 provide a copy of a Statement of Attainment or USI Transcript and submit the application to the enrolling officer. Where a Statement of Attainment from another RTO has been supplied, the Institute of Culinary Excellence will undertake a verification process to ensure that the SOA is valid and accurate.

The enrolling officer will check the Statement of Attainment or USI 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 unit of competency outcome in the students record. An email to advise the student of the outcome of their credit transfer application will be sent.

STUDENT CODE OF BEHAVIOUR

The Student Code of Behaviour requires the following rights to be always respected and adhered to 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) and I.T.C.D. property 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 always treated with politeness and courteousness.

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.
- Mobile phones must be turned off prior to entering training room.
- A designated morning and afternoon break of 10 minutes and a lunch break 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 a full chef uniform in every class. The uniform is:

Chef's Hat - **White**	Flat top
Jacket – **White**	Long or short sleeved, double breasted, buttoned to the neck
Chefs Trousers	Black fine checked or black pants
Apron –**Blue Striped**	3/4 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, sandshoes, 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 in practical or theory classes is granted. Students who do not present for practical classes in Workplace Health and Safety standards will not be admitted to class.

PLEASE NOTE THAT APPROPRIATE CLOTHING MUST BE WORN TO SCHOOL 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

Apprentices 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 X, Instagram, Wikipedia, Facebook or any other social media outlet or comment on online media stories — these guidelines are for you.

While all 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.

1. Be transparent and state that you are a student of the Institute of Culinary Excellence. Your honesty will be noted in the social media environment. If you are writing about the 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 the Institute of Culinary Excellence in a false or misleading way. All statements must be true and not misleading, and 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 the Institute of Culinary Excellence. Make sure your efforts to be transparent don't violate the 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 the 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 the 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 the Institute of Culinary Excellence's IP address. Refer all social media activity around crisis topics to the Managing Director or your Trainer / Assessor.
8. Be smart about protecting yourself, your privacy, and the 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

ASQA Standards for Registered Training Organisations (2025)
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

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)

CHEATING AND PLAGIARISM POLICY

This policy ensures the integrity of assessments and qualifications in Vocational Education and Training (VET). It sets out clear expectations for ethical conduct and outlines procedures for managing breaches related to cheating and plagiarism.

This policy applies to all students enrolled in nationally recognised training delivered by the Institute of Culinary Excellence, including face-to-face, online, or workplace-based training.

- **Cheating** refers to dishonest behaviour intended to gain an unfair advantage. Examples include:

    1. Copying another student's assessment or allowing someone else to copy yours
    2. Using unauthorized materials or assistance during assessment tasks
    3. Submitting work completed by another person, including trainers, peers or online sources
    4. Impersonating another student or having someone else complete assessments on your behalf

- **Plagiarism** is using another person's words, ideas, or work without proper acknowledgment. This includes:

    1. Copying text or diagrams from books, the internet, or other resources without referencing the original author
    2. Re-using previously submitted assessments (either your own or others) without permission
    3. Submitting AI-generated content as original work, where use of such tools has not been approved

Students are expected to:

- Submit their own original work for all assessments.
- Appropriately reference any sources used.
- Complete assessments honestly and in accordance with assessment conditions.
- Seek clarification if unsure about acceptable practices.

Trainers and assessors will:

- Clearly communicate assessment requirements and conditions.
- Provide guidance on appropriate research and referencing practices.
- Be vigilant in identifying and reporting suspected misconduct.

Trainers and assessors may use plagiarism detection tools and other methods to identify breaches. All alleged incidents will be investigated promptly, fairly, and confidentially by the RTO's compliance or academic team.

If a student is found to have cheated or plagiarised:

- They may be required to re-submit the assessment or complete an alternative task.
- A formal warning may be issued and recorded.
- Repeated or serious breaches may result in suspension or cancellation of enrolment, in accordance with the RTO's Code of Conduct and Disciplinary Policy.

Students have the right to appeal decisions made under this policy. Appeals must be lodged in writing within 10 working days of the decision and will be reviewed in line with the RTO's Complaints and Appeals Policy.

To help prevent incidents of academic misconduct, the Institute of Culinary Excellence will provide:

- Clear instructions and assessment guidelines.
- Training in referencing and ethical research (where applicable)
- Access to support services such as trainers, learning support staff, or literacy/numeracy assistance.

UNIQUE STUDENT IDENTIFIER (USI)

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.

For New Students

ICE Administration (with the student's permission), 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.

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 ICE 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 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.

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 request 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 to 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 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 AND APPEALS

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, we request that you lodge a complaint in writing and we have developed a two stage process for lodging a complaint;

1. Select your initial method of complaint
    a. Verbally to your trainer / assessor, and/or RTO Manager (if you wish) and then follow up In writing via email (admin@theice.edu.au), or via the webform at https://theice.edu.au/our-complaints-appeals-policy/
    b. Please address written complaints to: RTO Manager

2. Responding to your complaint
    a. Upon receipt of your complaint, we will acknowledge your complaint within 2 business days, by return email
    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 / 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.

If you have exhausted the RTO's internal complaints and appeals process and remain unsatisfied with the outcome, you may choose to escalate your complaint to one of the following external agencies or services:

Organisation	Purpose	Contact Details
Australian Skills Quality Authority (ASQA)	For complaints regarding the quality of training and assessment, or breach of the Standards by a Registered Training Organisation.	Website: www.asqa.gov.au/complaints Phone: 1300 701 801
Commonwealth Ombudsman	For overseas students on a student visa (CRICOS providers only) who believe they have been treated unfairly.	Website: www.ombudsman.gov.au Phone: 1300 362 072
Fair Work Ombudsman	For workplace issues such as unpaid wages or unfair dismissal or unsafe work environments during work placement.	Website: www.fairwork.gov.au Phone: 13 13 94
Queensland Training Ombudsman	For complaints related to apprenticeships, traineeships, or other training in Queensland.	Website: www.trainingombudsman.qld.gov.au Phone: 1800 773 048
Anti-Discrimination Commission QLD	For complaints of discrimination, sexual harassment, or vilification.	Website: www.qhrc.qld.gov.au Phone: 1300 130 670
Legal Aid Queensland	For free legal advice on education, consumer rights, and discrimination.	Website: www.legalaid.qld.gov.au Phone: 1300 651 188

Note to Students:
- You should always attempt to resolve complaints through the RTO's internal process first.
- Keep written records of your communication and outcomes.
- RTO staff are available to assist you in accessing support and making contact with external bodies if needed.

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 in the student's file.
2. Where the issue or behaviour continues, students will be invited for a personal interview with the RTO Manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included in 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 in 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 can access the Complaints Procedure to settle any disputes that may arise.

CONTACTING TRAINING STAFF

ICE trainers will reply to student enquiries within 48 hours of being received. Emails will be checked and replies will be sent between the hours of 8am & 4pm Monday – Friday. If you do not have your trainer's direct email address, you can also email admin@theice.edu.au.

Trainers can be contacted via the office phone 1300 843 423 between the hours of 8am and 2pm Monday – Friday.

If a trainer supplies a mobile phone number to a student, contact hours will be Monday – Friday 8am – 4pm. A trainer will reply within 48 hours of a call or message being received.

WELLBEING & SUPPORT SERVICES

At ICE, we recognise that personal circumstances can sometimes affect a student's ability to participate successfully in training and assessment. To support student wellbeing, ICE provides access to a qualified, contracted part-time Mental Health Counsellor at no cost to students.

The counsellor is available to provide confidential support for a range of personal concerns, including but not limited to:

- Mental health and wellbeing
- Financial stress
- Family or relationship issues

- Employment-related concerns
- Personal challenges that may impact study

Students can contact the Mental Health Counsellor directly by emailing studentsupport@theice.edu.au. In-person meetings or telephone calls can then be arranged if required. All communications are treated with the utmost confidentiality, except where disclosure is required by law or where there is a serious and immediate risk to the safety of the student or another person.

Students who require additional support may also access the following external services:

Service	**Contact**
DVConnect Women'sline	1800 811 811
DVConnect Mensline	1800 600 636
Homeless Hotline	1800 474 753
Lifeline Crisis Support	13 11 14 (24/7 phone support and webchat available)
Beyond Blue Support Service	1300 22 4636 (Phone and webchat available)
Ask Izzy – Directory of Support Services	https://askizzy.org.au (Search for housing, food, financial assistance, health and community services)

If a student is experiencing circumstances that may affect their training, they are encouraged to speak with the Student Support Team as early as possible. ICE is committed to working with students to identify appropriate support options and, where possible, implement reasonable adjustments or referrals to help them continue their studies successfully.