



**Version 3.0**

**Kenvale**  
COLLEGE OF HOSPITALITY  
COOKERY & EVENTS

# **Student Handbook**



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The information contained in this manual is current at the time of release. Kenvale College reserves the right to make changes to the content of this manual without prior notice.

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## Welcome

The purpose of this handbook is to provide guidelines and information to all students enrolled at Kenvale College in order to maintain a study and work environment that is safe, productive and fair, for students, staff and other members of the College community.

Below is a welcome letter from the Academic Director to you:

*Dear Student*

*Welcome to Kenvale College! You are now part of one of Australia's leading Hospitality and Event Management education providers.*

*As you know at Kenvale, we want students to grow as individuals in their chosen careers, their attitude of service and their lives. With this in mind, we have prepared this handbook to help you settle into your new environment.*

*In this handbook you will also find information about College life, policies and procedures however if you have any questions regarding any of these do not hesitate to contact the College's permanent staff.*

*We look forward having you at the College and encourage you to immerse yourself in the fascinating industry you are about to enter. The industry needs students who are committed and passionate!*

*During your time at Kenvale, we hope to be able to help you grow as a person and as a professional and to combine these with a great sense of optimism and fun.*

*Enjoy your time at the College!*

*Kind regards*

*Sandra Clark*

**Academic Director**

## 1. About Kenvale College

### 1.1 Vision

Vision: Through the work of hospitality and service professions to spread a culture that: recognises and respects the dignity of the person; strengthens the unity of the family; affirms the value of the work of the home; and strives for excellence in the paid workforce.

### 1.2 Mission

Mission: To give the world of hospitality and service professions graduates who excel in skill, integrity and genuine care for the person.

Objectives: Kenvale is a centre of excellence which seeks to enrich the hospitality profession in the areas of knowledge, skills and humanity. It does this by:

- **Knowledge:** Working closely with the industry, we ensure our courses lead the education market, giving our students the best start to their careers.
- **Experience:** Working in the field from week one, our students are given the practical and managerial skills as well as the qualities necessary to succeed in the industry.
- **Humanity:** We foster genuine and gold class services through education, personal and professional development and commitment to community involvement.

### 1.3 Objectives

Kenvale is a centre of excellence that seeks to enrich the hospitality and service professions in the areas of **knowledge, experience and humanity**. It does this by:

#### 1.3.1 Providing tailored education

Kenvale combines theoretical and practical knowledge for both the public and private sectors of society and uses this knowledge to equip graduates with the skills, know-how and transformational power to serve society through their work.

Kenvale seeks to understand the needs of persons and the industry/economy and provide responsive programs to meet these needs.

#### 1.3.2 Promoting high-quality research

Kenvale seeks to promote scientific research and policy dialogue to advance society and to provide a greater understanding of the meaning of “to be of service”.

#### 1.3.3 Undertaking liaison and advocacy

Kenvale works to strengthen cooperation with other academic institutions, training facilities, industry bodies and civil society so as to foster core values and human development.

#### 1.3.4 Managing our resources efficiently and effectively

Kenvale places high priority on good governance, managing its financial and other resources efficiently and effectively to ensure the optimal delivery of education, research and liaison services both now and in the future.

### 1.4 Values

#### 1.4.1 The uniqueness of the individual

Kenvale’s education of the whole person, workplace experience, and the combination of work and study are central to its programmes and success. The treatment of students as

unique individuals whose needs are met is a distinctive characteristic of all the College's initiatives.

#### **1.4.2 The dignity of the person**

Kenvale prepares graduates, through the acquisition of knowledge, skills, and insights, to serve as effective professionals. With their integrity and passion for service they make a positive and lasting contribution to the workplace and society. The attributes they acquire are a consequence of their deep understanding of the dignity of the person.

#### **1.4.3 The importance of community**

Kenvale promotes understanding, cooperation and respectful discourse among persons of all races, beliefs and social conditions.

#### **1.4.4 A commitment to excellence in work and character**

Kenvale staff strives to ensure that there is attention to detail and that their own work meets standards of excellence. They lead by example with integrity of conduct and spirit of cooperation.

#### **1.4.5 Building on tradition**

Kenvale College is Australia's oldest not for profit private hospitality educational institution. It is recognised for the 100% graduate employment success rate, its strong links to the hospitality industry and its uncompromising and stable values.

#### **1.4.6 Responding to the needs of contemporary society**

Kenvale's vocational and academic preparation which includes scientific, technical and professional training, equips the graduates to confidently engage in the cultural, social and ethical issues of contemporary society.

#### **1.4.7 Christian ethos**

A Christian ethos, informed by the teachings of Saint Josemaria Escriva, founder of Opus Dei, underpins Kenvale's programmes and reflects: a commitment to truth; respect for personal freedom; and the pursuit of virtue in professional and social life.

### **1.5 Motto**

Learn it and live it.

### **1.6 Accreditation**

Kenvale College is a Registered Training Organisation (RTO) with the Australian Skills Quality Agency (ASQA). The College is accredited to deliver courses, to assess participants and to issue qualifications aligned to training packages in tourism, hospitality and workplace training.

Kenvale College belongs to the Tuition Assurance Scheme of the Australian Council for Private Education and Training (ACPET).

The College is also a founding member of the Australian Association of Hotel Schools (AAHS).

### **1.7 History of the College**

Kenvale College has been committed to increasing the educational level of those working in the hospitality industries since its foundation. The full College history can be found in the College's Webpage. Below is just a list of the main milestones:

**1971**

Kenvale College was established as Australia's first private Hospitality College and was one of the first Colleges to introduce courses that met the tourism and hospitality industry's demands for professional education and training.

From day one, Kenvale's courses have incorporated both work and study at the same time so that students gain industry experience while they study. This structure is still the same after.

**1989**

Kenvale's course was among the first to gain recognition by the Australian Hospitality Review Panel (AHRP) and by the industry.

**1992**

The three-year Diploma course is accredited by the AHRP at management level.

Kenvale expanded to new premises, enlarges its Scholarship Fund base and achieves significant articulations with various universities.

Kenvale was a finalist for the NSW Tourism Award for Industry Education.

**1994**

The College won the NSW Tourism Award for Industry Education.

Kenvale College started providing a Diploma in Tourism and Hospitality Management to UNSW 1st year students Bachelor of Commerce (Hospitality and Marketing).

**1996**

Kenvale College celebrated its 25th anniversary with Mr Juan Antonio Samaranch, then President of the International Olympic Committee as guest of honour.

**2001**

The Honourable Tony Abbott, then the Minister for Employment, Workplace Relations and Small Business officially opened the Academic Building of the College in March.

Kenvale College, along with private benefactors and the United Nations, sponsors East Timorese students.

**2005**

Commencement of the High Flyer Program (HFP) (Partial Scholarship Program) for Year 12 students in conjunction with the Radisson Blu Plaza Hotel Sydney.

**2009**

Kenvale College was a Finalist for Best Event Education Program at the Australian Event Awards. Commencement of the Get Real Events Experience program for year 11 students in High School.

**2011**

Two lecturing staff, Sandra Clark and Stephen Nelson were recognised for excellence in teaching and training receiving the National Tourism & Hospitality Teachers Awards.

**2012**

Commenced offering a diploma in Home Management, first ever both in this country and overseas. Academic Director presented separate papers at both the Australian Council for Private Education and Training (ACPET) Conference in Sydney and the International Federation for Home Economics (IFHE) World Congress in Melbourne.

**2013**

Coordinated the academic program for the EUHOFA 2013 International Congress organised in conjunction with the Association of Australian Hotel Schools (AAHS).

**2014**

Became an Australian Skills Quality Authority (ASQA) Delegate within the top 2% of quality Registered Training Organisations (RTOs) that can self-accredit.

**2015**

Began teacher exchanges with UNSW Food Science Department.

**2016**

Lecturer (Chef), Andrew Christie was awarded The Tourism Hospitality & Catering Institute of Australia (THCIA) trainer of the year. THCIA Trainer Excellence Awards were also awarded to lecturers; Jennifer Gleeson, Bernie McFarlane and Brigid Treloar.

Two of Kenvale's Professional Development programs for High School Teachers gained accreditation with the New South Wales Education Standards Authority (NESA). Accredited Teacher Programmes include 'Face to Face with the Hospitality Industry' and 'Introduction to Indigenous Australian's Food and Culture'.

**2017**

THCIA Trainer Excellence Awards received by lecturers Sandra Clark, Dominique Roux-Salembien (Chef) and Brigid Treloar.

Planting of garden for commercial cookery students donated by Zest Waterfront Venues.

**2018**

THCIA Trainer Excellence Awards received by Stephen Hand (Chef) who also was awarded The Tourism Hospitality & Catering Institute of Australia trainer of the year.

Kenvale College was a national finalist at the Australian Events Awards: Education category.

## **2. Studying At Kenvale College**

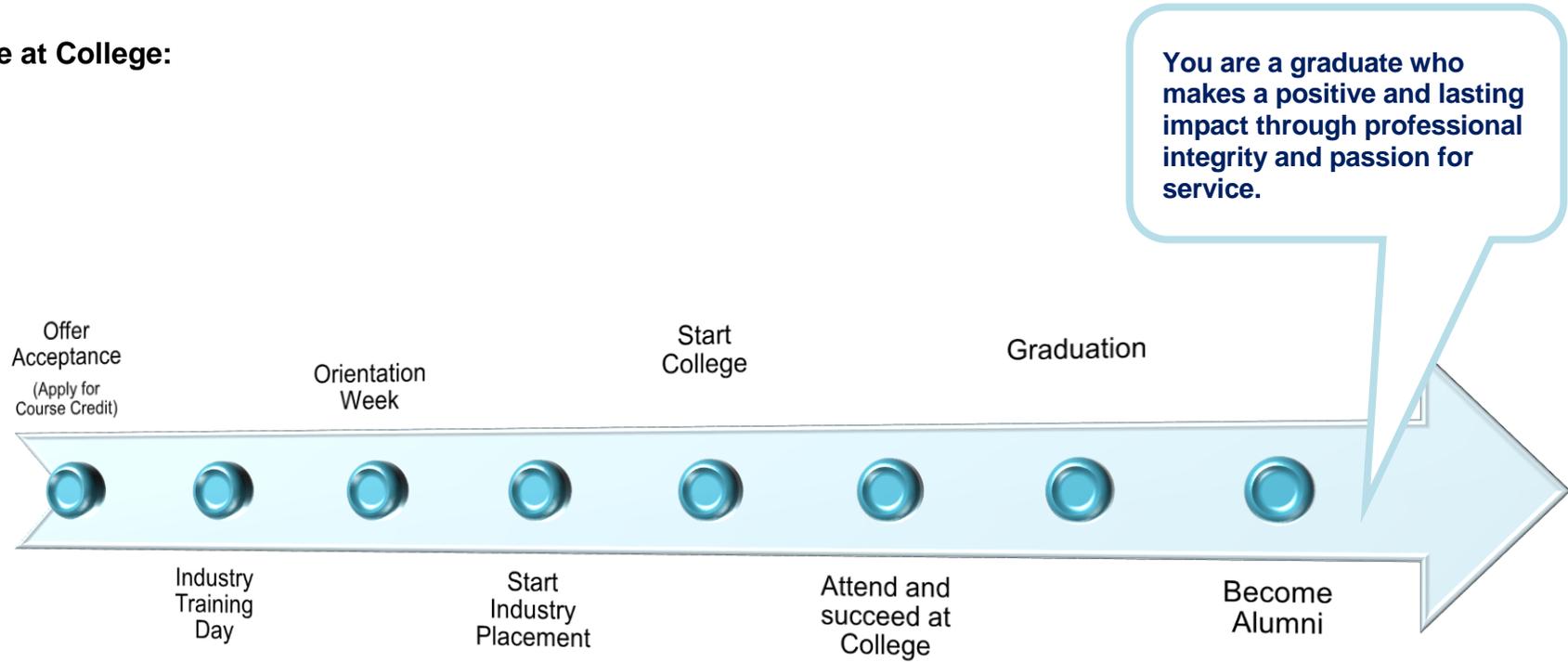
Kenvale College is committed to making your studies and future professional life pleasant and straightforward. The content of this handbook aims to give you clear information about the College's expectations from you and what you are to expect from the College.

There are many elements to education; it is not just about attending classes but also about fitting and thriving in the College and industry structures and becoming a better person as you go along.

Your life at College is a journey which starts with your acceptance of offer and which will make you a member of the Kenvale alumni community for life.

Courses can be taken either on a full or part-time basis.

## 2.1 Your life at College:



## **2.2 Accepting your Offer**

Students who meet Kenvale's entry requirements and have been successful in the interview process will be accepted into one of our courses. They will receive an offer letter detailing all course information including start date, tuition and additional fees, student information and an attached Acceptance of Offer Form.

## **2.3 Domestic Students**

Entry requirements:

- Higher School Certificate (HSC) or equivalent is required (unless an exception is made by the College). An ATAR is not required.
- Must be turning 18 years old in their first year of study
- Genuine interest for the industry
- Completion of the Kenvale College Application Form
- Pass an Individual Interview

## **2.4 International Students**

Entry requirements:

- English proficiency (IELTS 5.5 (Academic Standard) or equivalent)
- Completion of High School
- Must be over 18 years old
- Genuine interest for the industry
- Complete the Kenvale College Application Form
- Pass an Individual Interview

## **2.5 Industry Training Day**

In the weeks prior to Orientation Week, successful applicants are invited to attend an Industry Training Day where we start preparing our students for work even before they commence classes at the College. Workshops are run on resumes, interview skills and more. Students can also start arranging their one on one meetings with a member of the industry liaison team to discuss career goals and looking for a suitable workplace.

## **2.6 Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is an evidence-based, equitable, and transparent process that assesses prior learning and/or experience, resulting in course credit, which exempts a student from enrolment in a particular subject. The College recognises the value of prior learning and experience.

All students who attend the College are entitled to apply for RPL (prior to census date) for the course in which they are enrolled. All applications will be assessed equitably and fairly by the College.

RPL applications and assessment are subject to prior payment of an Application Fee, otherwise applications will not be considered.

In addition, once a candidate completes the *1-03-004 Recognition of Prior Learning Application Form* and pays the applicable fees, there are no refunds available (regardless of the outcome).

For details of additional fees, please refer to Kenvale's website <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

## **2.7 Orientation Day**

Orientation Week (O'Week) occurs the week before official classes commence. It's jam-packed with bonding activities and is the formal introduction of all new students to the College. They meet staff and other students within the cohort from other disciplines (e.g. Hospitality, Events or Cookery). Students also receive their timetables and attend information sessions on College life and more!

## **2.8 USI (Unique Student Identifier)**

The USI gives you access to a national register which allows you to see all your nationally accredited training records and results, from all training providers, completed after 1 January 2015.

When you accept your Offer Letter, you are giving Kenvale College permission to verify or create your Unique Student Identifier (USI), in the instance that you do not already have one.

Kenvale College is required to record and verify your USI before we can issue you student documentation, including your qualification testamur or statement of attainment.

## **2.9 College Life**

Studying at Kenvale is much more than attending classes. It has three dimensions which, as a student, you need to be aware of:

- Academic Life; Such as your course, classes, timetables, assessments and everything related to your completion of your qualification.
- Environment and Policy Dimension; this is the system, structure and procedures that the College uses to create a fair, conducive and productive education environment.
- Overall College Life; this includes your industry placement component and other big picture things such as your graduate profile. In a not very distant future, as a professional worker you will be able not only to earn money and be successful but above all you will be able to shape the world into a better place by the way you act and behave.

Other aspects that make up College life include:

- **Mentoring**

One manifestation of the personalised education at Kenvale is the mentoring system. Each student is assigned a mentor who meets with them individually once a month. This is a great way to ensure each student is treated as an individual, with attention to their personal needs.

The mentoring system forms an integral part of the overall personal and professional development of each Kenvale College graduate. At the beginning of your course at Kenvale College you will be assigned a mentor for the first year. Although Kenvale assigns a mentor to you originally you may also indicate your preference after your first year at College. You are not obliged to participate in the mentoring system however the College highly encourages you to do so.

- **Small Class Sizes**

Another means of providing a personalised education is through small class sizes. There is a low teacher-to-student ratio whereby students have close interaction with lecturers and the lecturers diligently pass on any concerns to the Academic Director/mentor.

## **2.10 Communication Channels**

The official mode of communication from the College is your College email address of [SurnameN@student.kenvale.edu.au](mailto:SurnameN@student.kenvale.edu.au). Please make sure you check your email address frequently. Further to this the College will post information on the College's noticeboard or JobReady (the Student Management System). It is the student's responsibility to be aware of notices and news regarding academic and social aspects of College life.

## **2.11 Student Portal (JobReady)**

As a student of Kenvale College you will be issued with a username and password to access your online Student Portal. You can access your student account on Kenvale College computers (classroom or library), or on any external computer with internet access.

JobReady provides access to your student email account. This ensures that every student has an active email account to receive important information.

Upon enrolment you will receive an enrolment email which includes information on how to activate your student account with your username and temporary password. You will be required to reset your password.

When you have access to your student email account you will be able to:

- Access your profile details which must be kept up to date as per session "Updating address and contact information" on this handbook;
- Access your timetable;
- View your current enrolment details, study details and subject results
- View your subject results
- View notifications of your fee payments as well as a history of your fee payments

## **2.12 Subjects Resources**

Subjects Resource lists for each subject will be given at enrolment or at the beginning of each subject. Most textbooks are not compulsory and students may or may not purchase them. At least one copy of each subject textbook is kept at the College and may be borrowed by students through Reception.

Subject handbooks may be required for some courses. If this is the case students will need to purchase these at printing cost from the College. For cost details please refer to Kenvale's website <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

## **2.13 Business Suit**

As you are aware the College has a business suit dress code which aims to help students become familiar with, and develop, a professional attitude to the industry.

Students who maintain a high level of professional presentation through the grooming and dress code standards will be rewarded with extra industry visits and experiences throughout the year.

### **2.14 Uniform Chef**

Cookery students may acquire their uniform elsewhere but are required to order any additional items to complete their Chef Uniform and the Tool Kit on the Industry Training Day directly from the supplier.

A complete Chef Uniform and Tool Kit fee is approximately A\$415.

### **2.15 Responsible Serving of Alcohol (RSA)**

Responsible Service of Alcohol helps control the negative impacts alcohol has on our community. RSA has been part of NSW's liquor laws for more than 100 years. Presently, it deals with:

- intoxicated minors (anyone under 18)
- alcohol-related violence and crime
- drunk and disorderly patrons
- noise disturbances.

Undertaking an approved Responsible Service of Alcohol (RSA) course gives participants the skills and knowledge necessary to contribute to a safe, enjoyable environment in licensed premises.

RSA qualification is required for all students applying for Events Management and/ or Hospitality Management Courses.

### **2.16 First Aid Course**

Undertaking approved First Aid training gives participants the skills and knowledge required to provide First Aid response, life support, management of casualty(s), the incident and other first aiders, in a range of situations, including in the home, workplace or within the community, until the arrival of medical or other assistance. A current First Aid Course is required for all students applying for Commercial Cookery Courses.

### **2.17 Food safety Supervisor**

Certain food businesses in the NSW hospitality and retail food service sector are required by the NSW Food Authority to have at least one trained Food Safety Supervisor (FSS). This course was established to improve food handler skills and knowledge and thus help reduce foodborne illness in the industry.

Food Safety Supervisor is required to all students.

Kenvale College offers the Food Safety Supervisor, RSA and First Aid courses to all students between Industry Training Day and Orientation day.

### **2.18 Kenvale College Student Committee**

Kenvale College students are represented in the Student Committee (SC). It is a democratically group elected by the student body. Its primary aim is to promote the interests and represent the views of Kenvale College students both inside and outside College, by providing services and representation for students. It also aims to foster a College community through social events and functions.

Meetings are organised fortnightly during the academic year. The Committee is also a communication channel between the Student Body and College Management. If you wish to be in the SC, please inform Student Services Department at the beginning of the year.

### **2.19 Extra-curricular Activities**

Students are encouraged to participate in extra-curricular activities organised by the College and the Student Committee. Some of these activities include:

- Community service projects (local and overseas)
- Public relations (College functions, marketing activities)
- Study workshops
- Trips away
- Lectures / forums
- Retreats
- National and international conferences
- Organisation of events.

### **2.20 Job Vacancies**

While we do not encourage students to take on extra work in addition to their industry placement, notices for employment are emailed for students seeking their own industry placement, or employment upon graduation.

### **2.21 Student ID cards/Travel concessions**

Students will be issued with a student ID card at Orientation week at the beginning of the academic semester. StateRail travel concessions are only available to full time, Australian students.

All students will still be issued with a student card which may be used to obtain student concession in other settings. Should a student require a replacement student card, an additional fee will be applied for the new card. Please refer to Kenvale's website for additional fees details <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

### **2.22 Computer Facilities**

Computers are available for use between 8.00am – 5.00pm, Monday to Friday, except when a class is being held in the Computer Room. Student Laptops can be borrowed for the day through Student Services Department.

The computer room is not available outside office hours and on weekends, unless prior arrangements have been made with a member of staff who will be available on site.

Any student found eating or drinking in the computer room will immediately have their computer access revoked for two weeks. A second offence will result in loss of computer access for one month.

### **2.23 Printing/Photocopying Services**

Photocopying and printing are prepaid. Students are given printing codes at enrolment which work like an empty bank account. Students need to top up their account before they can start printing. This is done by paying cash to Student Services Department who will top up your account. See Student Services Department for printing prices.

### **2.24 Parking**

Onsite parking is only available for staff members. Students will need to find parking elsewhere in the street, or at the UNSW (University of New South Wales) parking

station, via Botany Street, for a fee. Students will receive a map of University of New South Wales in the Orientation Week together with *01-03-20 Transport and Parking Information*.

### **2.25 Updating address and contact information**

It is the students' responsibility to keep the College up-to-date with their personal details via JobReady.

This information is important for official College communication such as your Notification of Results.

International students have an obligation to inform Kenvale College of any change of (Australian) address / phone within 7 days. Students are required to complete a notification of address or contact details form available at Reception. Failure to keep the College up to date may cause an automatic student visa cancellation. This cancellation may not be revoked if it has occurred where you have failed to keep the College informed of your address.

If you need help updating your details please email the College on [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au) or contact Students Services directly.

### **2.26 Lost Property**

Students are advised never to leave their bags and other valuables unattended within the Kenvale College premises (indoors and outdoors). The College is not responsible for items left in bathrooms, shelves outside classrooms, or the loss of valuable items due to students' negligence. Items found within Kenvale College premises should be handed in to Reception. Any inquiries with regard to lost property should be directed to Reception. After a six week period, unclaimed items will be given to charity. All items left within the college premises during session breaks will be treated as lost property.

### **2.27 Food and Drink**

Eating and drinking are not permitted in classrooms. Only water may be consumed in all classrooms (except the computer room). It is everyone's responsibility to ensure the cleanliness and order in all the common areas, indoors and outdoors.

### **2.28 Personal Phone Calls and Messages**

Students are to have mobile phones switched off during classes. Mobile phones are not to be used as calculators, nor be placed on the desk.

### **2.29 SMOKE - FREE Campus**

Kenvale College is a SMOKE - FREE Campus. Smoking is not permitted anywhere within the grounds of Kenvale College.

### **2.30 Graduation and Becoming Alumni**

Students who successfully complete their studies at Kenvale will be entitled to receive their academic award at graduation. The graduation ceremony takes place following completion of studies each year.

All official qualifications are normally issued at graduation. Each student will receive three documents: a Testamur of the qualification achieved, a Record of Results for all subjects undertaken and a Record of Units of Competency achieved.

Students who require their official qualifications to be issued earlier than the graduation ceremony need to submit a form: *1-03-014 Application for Early or Substitute Award*.

Students who do not attend the graduation are able to collect their official qualifications or have it posted after the graduation ceremony at an additional cost. For more information please refer to Kenvale's website <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

In the event that the original award is lost, students are required to complete *1-03-014 Application for Early or Substitute Award* (available on JobReady) and send together with the required documentation and payment. Duplicate copies are issued at the published cost. For more information please refer to Kenvale's website <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

### **2.31 Pathways & Articulation**

Pathway articulations are available to students who complete either the Advanced Diploma of Hospitality and/or Advanced Diploma of Events. Students are eligible to receive recognised credits on certain units undertaken at Kenvale. This fast-tracks finishing your undergraduate degree.

Kenvale currently has articulation agreements with the following universities:

- **The University of Notre Dame, Sydney**

Students who have completed the Advanced Diploma of Hospitality and Advanced Diploma of Events are eligible for advanced entry into the Bachelor of Commerce.

- **The Hotel School in partnership with Southern Cross University**

A student who has completed the Advanced Diploma of Hospitality and/or the Advanced Diploma of Events is given credit towards the Bachelor of Business in Hotel Management.

### **2.32 Deferrals**

The process for deferrals is the same for both International and Domestic (AUS/NZ) students who wish to cease their studies for more than three weeks during the course semester. International students who defer their studies must check their visa conditions and entitlements prior to lodging their deferral request. The deferral form is available on Kenvales's website

For more information about withdrawals or deferrals, contact our Compliance team on +61 02 9314 6213 or [compliance@kenvale.edu.au](mailto:compliance@kenvale.edu.au).

### **2.33 Withdrawals**

Students must provide evidence stating if they are intending to study elsewhere or upgrading to a higher qualification to be eligible to withdraw. If the withdrawal is granted, the student will receive a release letter. If the application is rejected, the student has the right to appeal by completing a complaints and appeals form (Form available on Kenvales's website <http://kenvale.edu.au/downloads/>).

Additionally, International students must have completed at least 6 months of a course in order to withdraw. The withdrawal form is available on Kenvales's website <http://kenvale.edu.au/downloads/>.

### **2.34 Misconduct**

Students may have their enrolment suspended due to a breach of *1-01-001 Student Code of Conduct* which may also be grounds for cancellation of studies. See also *08-01-013 General Misconduct and Discipline Policy*.

## **2.35 Suspension or Cancellation of Student Enrolment**

International students must maintain full time enrolment, except in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason. Students will be required to provide evidence of the compassionate or compelling circumstances such as misfortune. Misfortune is any event which is beyond your control and which significantly disrupts your academic work.

Students can be suspended for failing in their academic achievement. This will result in the student being unable to work or enrolling in a course elsewhere. If the suspension affects the completion time of the course in relation to the student's visa, the college may need to seek information from Immigration of Home Affairs before extending the student's CoE. In the event of illness, this must be documented with a medical certificate and should be of sufficient severity that it interrupts your work significantly in that particular subject.

Should the College need to change your enrolment status we will notify you of our intention to notify the Department of Home Affairs. When this happens you will be informed that you have 20 working days in which to access the College internal complaints and appeals process. See also *08-01-013 General Misconduct and Discipline Policy* and *10-01-021 Complaints and Appeals Policy (Students)*.

If you choose to make an internal appeal, Kenvale College will postpone advising the Department of Home Affairs until your appeal has been finalised. Until Kenvale College makes a final determination about your case, it is important that you continue to study as usual, attend your classes and comply with all assessment, administrative and enrolment deadlines.

The internal appeals process provides you with an opportunity to formally present your case at minimum or no cost. You may be accompanied and assisted by a support person at any relevant meetings.

The internal appeals process will commence within 10 working days of formal lodgement of the appeal. You will be provided with a written statement of the outcome, including details of the reasons for the outcome.

If the outcome of the internal appeal supports Kenvale's decision to report, you may lodge an external appeal with the Commonwealth Overseas Student Ombudsman.

When a student request for a deferral is approved or suspension of enrolment is confirmed, the College notifies PRISMS and the Department of Home Affairs receives electronic notification of the change to enrolment status. If your course end date is affected by your suspension, you will need to apply for a new visa before your current visa expires.

## **3. Living & Studying In Australia**

### **3.1 Accommodation & Health Cover**

#### **3.1.1 Overseas Student Health Cover**

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department Of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

Here are examples of some health care providers:

Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)

BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

Medibank Private [www.medibank.com.au/client/staticpages/OSHCHome.aspx](http://www.medibank.com.au/client/staticpages/OSHCHome.aspx)

NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

**Proof of insurance:** Students are to choose their own medical health cover prior to arrival in Australia. When you lodge your application, you must provide a receipt or other proof of your OSHC payment. The OSHC should commence when you arrive in Australia.

For further information on the following topics, please visit the link below:

<http://www.studyinaustralia.gov.au/en/Study-Costs/Accommodation>

### **3.1.2 Accommodation**

Finding the right accommodation is one of the biggest challenges facing a new international student, and finding a place in your price range can be even harder. It is a good idea to arrange some form of temporary accommodation before you come to Australia. This will allow you time to get to know the place where you will be living and look for a more permanent place to stay.

At the very least, you will need to arrange temporary accommodation for your first few days while you look for something more permanent. Kenvale College might be able to help you, or you can look up hostels and book online at [www.yha.com.au](http://www.yha.com.au) or [www.hostels.com](http://www.hostels.com).

There are different kinds of accommodations, advertised by landlords, real estate agents, unis, or existing households looking for flatmates.

Before moving in: confirm the weekly rate, and what it does or it doesn't cover; - establish whether there is a bond, make sure you get a lease contract.

Keep any receipts for payments you make: electricity, water, electronic transfers, they will help as evidence of your rent, in case of any disagreement.

## **3.2 Money Matters**

### **3.2.1 Banks**

More than 20 local and numerous international banks are represented in Australia and all major banks have many branches in each city and regional centre.

Major Banks in Australia include the Commonwealth Bank, ANZ, Westpac, National Australia Bank (NAB) and St George. Normal trading hours are 9:30am to 4:00pm Monday to Thursday and 9:00am to 5:00pm on Fridays. Most banks are closed on Saturdays and Sundays, however some institutions are opening for short periods on Saturday mornings.

### **3.2.2 Establishing Bank Accounts**

It is recommended you open a bank account within six weeks of arrival. Simply present your passport and provide the bank with a postal address. The bank will then open an account for you and send you an ATM card allowing you to access your money. After six weeks most banks require you to provide more identification, such as a passport, a birth certificate or an international driving license with photo. Some banks will waive monthly account fees if you provide proof of enrolment as a full time tertiary student.

### **3.2.3 Automatic teller Machines, (ATMs), Eftpos & Credit Cards**

Most ATMs accept cards issued by other banks and are linked to international networks. Most shopping centres have ATMs. These can be used for deposits and withdrawals 24 hours a day. Eftpos is a convenient service that many Australian businesses have embraced. It means you can use your bank card to pay directly for services or purchases and often withdraw cash as well. Credit cards are widely accepted for everything, including getting cash advances over the counter at banks.

### **3.2.4 Currency & Exchanging Money**

Australia uses a dollar and cents system of currency. The bank notes in use are \$5 (purple), \$10 (blue), \$20 (orange), \$50 (yellow) and \$100 (green). Coins used are silver 5 cents, 10 cents, 20 cents, 50 cents and gold \$1 and \$2 coins. Australian currency is the only legal tender in Australia. Changing foreign currency or travellers cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

### **3.2.5 Transferring Money**

Money can be transferred to Australia by bank drafts or cheques and telegraphic transfer (TT). Bank drafts from overseas will take a few days to arrive and can take up to 10 working days to clear through an Australian bank. Tele-graphic transfers usually take shorter time, but cost more.

### **3.2.6 Taxes & Refunds**

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

### **3.2.7 Travellers Cheques**

Amex, Thomas Cook and other well-known international brands of travellers cheques are easily exchanged. You need to present your passport for identification when cashing travellers' cheques. For security, record the numbers of your travellers cheques and keep these numbers in a separate location from the cheques themselves.

## **3.3 Safety**

### **3.3.1 Personal Safety**

One of the scariest things about moving to a new country can also be one of the most exciting. While Australia is a comparatively safe place to live and has relatively low crime rates, you must still take the necessary precautions to protect yourself. Looking after your safety, your health and your overall wellbeing is important, especially while you are dealing with the added stresses of being in a new country and adjusting to a new way of life.

Safety and security issues are covered by Kenvale College as part of your orientation program. Remember to always be alert, be aware, and be careful wherever you are.

### **3.3.2 Safety in Public Places**

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night. Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

While public transport in Australia is comparatively safe, you should still exercise the same caution as you would at home. Here are few general tips to help keep you safe on public transport: Keep your belongings close to you and know where they are at all times. If travelling at night, travel with friends if possible and sit close to the guard's carriage on a train. The blue light - usually in the middle of the train – indicates exactly where the guard's carriage is located. Always be aware of your surroundings. If someone makes you uncomfortable or threatens you, alert the driver or guard or call the Police on 000.

### **3.3.3 Home Safety & Security**

Home safety and security are issues for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks, doors should have dead-bolts, a security chain and a peep hole, and if the property has an alarm system – that would also make it an excellent choice.

Try to get to know your neighbours. People are more than likely to assist you if they know you. Lock your doors and windows when you go out. Keep emergency numbers on hand. Be careful about the information you give to strangers.

### **3.3.4 Internet Safety**

The internet is a useful tool for a range of information purposes, such as communicating with friends and family; personal and academic re-search; and financial transactions. But you should be aware of dangers such as theft of identity or personal details, which can lead to possible embarrassment or serious financial loss.

Ensure your computer is physically protected. Download security programs. These can be purchased for an annual licence fee or there are free programs to download from the internet. Use unique passwords and update them regularly. Never click on suspicious links. Be wary of online scams and threats.

Don't download files or applications from suspect websites. Go to [scamwatch.gov.au](http://scamwatch.gov.au) if you want to check on the bona fide of an email offer.

### **3.3.5 Important Details:**

- Emergency: Triple Zero (000)
- Free International Student Legal Advice: 02- 9698 7645
- Free Telephone Interpreter Service: 131 450
- Mental Health Line: 1800 011 511
- Police Assistance (non-emergency): 131 444
- Domestic Violence Line: 1800 656 463
- Fair Trading : 13 32 20
- Fair Work Ombudsman: 13 13 94

## **3.4 Transport**

### **3.4.1 Sydney Public Transport**

To catch public transport in Sydney you will need an Opal Card. The Opal card is a smartcard that you keep and reuse. You load value on your Opal card and pay as you go. Simply tap on at the beginning of your trip and tap off at the end to be charged the correct fare.

Your Opal card calculates your fare including any transfers or breaks in your journey. Opal single trip tickets are available at selected stations and wharves for train, ferry and light rail. The Opal Card can be purchased on line at <https://www.opal.com.au/en/get-an-opal-card/>. There are several phone aps to help you get around Sydney such as TripView, Transport Info, Live Traffic and Opal Travel.

## **4. Your Campus And Local Area**

Kenvale College is located in Randwick, a residential suburb of Sydney just 15 minutes' drive from Sydney's CBD. Kenvale is also walking distance from Coogee, one of Sydney's most beautiful beaches. The area accommodates many students and a large multicultural population. Randwick is a major educational centre, playing host to the University of New South Wales and the Sydney Institute of Technology, Randwick Campus. For more details about relocating to Sydney, visit [www.studyinaustralia.gov.au/global/why-australia](http://www.studyinaustralia.gov.au/global/why-australia) to discover.

## **5. Services And Facilities**

### **5.1 Helping You Maximise Your Chance Of Academic Success**

Kenvale College offers a range of support services to international students to assist you in achieving your personal, academic and ultimate career goals. You will also have access to top quality facilities to help you succeed in your studies. Services include advice on careers, employment, learning skills, counselling, mentoring and support for students with disabilities. Our Kenvale lecturers are all experts in their field of either Hospitality, Events or Commercial Cookery and include relevant and current teaching techniques to enhance your academic experience.

### **5.2 Services For International Students**

The Student Services Department is your primary point of contact for advice relating to your study and matters specific to international students. They will be able to help with your enquiries in regards to student life in Australia, enrolment as well as assist you with student ID cards and provision and lodgement of all forms.

The International Student Recruitment Department provides support to all international students. This department helps students work through the unexpected problems that can arise, and provides advice on financial assistance, accommodation and health related issues, student visas, overseas student health cover, admission and enrolment and can also assist with student advocacy needs. In addition, international students can get advice regarding study and enrolment changes and how this may affect their visa.

## 6. Academic Life At Kenvale

The content of this Section is here to help you become familiar with some of the principles that guide academic thinking at Kenvale. Each one of the headings below will affect you at some stage during your academic/study life at the College. Make sure you understand all these concepts and contact the Academic Department if you are unsure about anything.

### 6.1 My Course at Kenvale

Kenvale delivers its courses in both the VET (Vocational Education and Training) and Higher Education Sectors. The College offers a variety of courses with different Subjects and Units of Competency (UoC). The UoC have been grouped into subjects in an approach called holistic or integrated. Some of the units are elective while others are core or compulsory.

The College offers the following courses:

<b>Combined Courses</b>
Advanced Diploma of Hospitality Management & Advanced Diploma of Event Management
Advanced Diploma of Hospitality Management (Certificate IV in Commercial Cookery Major)
Advanced Diploma of Hospitality Management (Certificate III in Commercial Cookery Major)
Diploma of Hospitality Management (Certificate IV in Commercial Cookery Major)
Diploma of Hospitality Management (Certificate III in Commercial Cookery Major)
Diploma of Event Management (Certificate IV in Commercial Cookery Major)
<b>Hospitality</b>
Advanced Diploma of Hospitality Management
Diploma of Hospitality Management
<b>Events</b>
Advanced Diploma of Event Management
Diploma of Event Management
<b>Cookery</b>
Certificate IV in Commercial Cookery
Certificate III in Commercial Cookery

See Appendix 1 for a summary of the most common qualifications that the College provides.

## 6.2 Making Progress in my course

Many of the subjects at Kenvale have a large practical component. For this reason, and also to enhance your learning experience and provide an equitable environment for all, the College pays singular importance to attendance. The College has an eighty percent (80%) attendance strategy for all students. In addition for international students, the student visa requirements specify that you must maintain full-time enrolment (20 hours of study in class per week) in the course, satisfactory academic progress within the expected duration on your Confirmation of Enrolment (CoE), and an 80% attendance record. If you fail to satisfy course requirements, your visa may be cancelled.

The College will monitor your course progress but ultimately it is your responsibility to attend class punctually and every week.

### 6.3 This is what the College will do to help you make progress in your course:

- a) We will get feedback from your lecturers weekly to monitor your attendance.
- b) We will get feedback from your lecturers once a semester to monitor your participation and behaviour in class and your attitude to learning.
- c) We will receive feedback from your mentor once a semester.
- d) We will give you in advance (at the beginning of each subject) all the due dates for all your assessments as well as the expectations for each. This will be indicated in each subject's course outline.
- e) What we expect from you is that:
  - You attend class every week punctually.
  - When you are absent from class for more than one day you must provide justification for your absence using *1-03-007 Special Considerations Form* within a week (no later) or otherwise we will assume that you are considered absent from the class.

You understand what the purpose and role of *1-03-007 Special Considerations Form* and that you understand how to complete one should you need to use it. The form is available on the Kenvale[s website (Home>Downloads).

### 6.4 Some notes on attendance

- a) Students are obliged to **attend 80% of classes** for a particular subject,
- b) **Classes** need to **start punctually**,
- c) Students are expected to be regular and punctual in attendance at all classes in the subjects in which they are enrolled,
- d) **Students arriving late (up to 15 minutes) will be marked late. After 15 minutes, the student will be marked absent,**
- e) It is at the lecturer's discretion to allow or not allow students into class after this time,
- f) **Two late arrivals in a given subject are equivalent to 1 absence,**
- g) If a student is late the lecturer will note your actual time of arrival on the class roll.

Students must maintain a minimum of 80% attendance throughout each semester. If an International student is at risk of not meeting the 80% attendance requirement, the Academic Director will notify your student mentor who will contact you to find out the reason for your absence, and to see what support the College may be able to offer you.

The Academic Director will send an official warning letter to students who fail to meet the required attendance level. If the attendance does not improve a second warning letter will be sent. If there is no improvement the College will cancel the CoE of International students and inform the Department of Home Affairs and the College will do not hold any responsibility for the consequences you might face .

International Students failing to meet attendance requirements have the right to appeal a decision to notify Department Of Home Affairs (Refer to Complaints and Appeals process in the *01-01-021 Complaints and Appeals Policy (Students)*). Any compassionate or compelling circumstances will be considered. Appeals must be lodged in writing and addressed to the Managing Director within 20 working days of the date of you being notified of the College's intention to report your case to the Department Of Home Affairs.

The process will commence within 5 working days from the date of receipt of your appeal. During any appeal process you will continue to be enrolled at the College so you must continue to attend classes.

Should you choose not to access the complaints and appeals process within the 20 working day period, or the process is completed and results in a decision supporting the College's intention to report, the Academic Director will be required by law to report to Department Of Home Affairs of unsatisfactory attendance.

In certain circumstances the College may decide not to report you for breaching the 80% attendance requirement where:

- **you have attended at least 70% of scheduled classes and;**
- **you are maintaining satisfactory course progress and;**
- **you can produce documentary evidence demonstrating compassionate or compelling circumstances (for example a medical certificate stating your inability to attend classes).**

If your enrolment is terminated, suspended or cancelled by the College, the College will inform you in writing. You will then have 20 working days to access the College internal complaints and appeals process. Your enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances. Refer to *1-01-007 Complaints and Appeals Policy*.

## **6.5 Special Considerations and Permission of Leave**

1-03-007 *Special Considerations Form* is available on the Kenvale's website <http://kenvale.edu.au/downloads/> and should be used by Domestic and International Students, under the circumstances further explained in detail. This process affords equal opportunity to students, including enrolled students, and non-award students who have experienced circumstances that adversely impact their ability to complete a single assessment task.

**1-03-007 *Special Considerations Form*** may also be submitted by students when there are **circumstances that prevent them from fulfilling the academic and general code of conduct obligations** contracted with the College. This includes the obligation to attend 80% of the course.

**The following principles apply for students' application for Special Consideration:**

- Students who are granted Special Consideration will nonetheless be required to demonstrate achievement of designated learning outcomes or units of competencies.

- A student who is capable of attempting an examination should do so, notwithstanding any claim for Special Consideration.
- All claims for Special Consideration should be genuine and should be made with good intent.
- Students seeking to use Special Consideration as a means of gaining an unfair advantage in the assessment of designated learning outcomes will be rejected and may be subject to disciplinary action.
- Other students should not be disadvantaged by the approval of a request for Special Consideration.
- All claims for Special Consideration should be considered in the same manner, but the response may vary depending on the circumstances of the illness, injury, misadventure and the academic matter in question.
  - a) **Multiple and recurring claims for Special Consideration may be an indicator of a student being at academic risk** and will be handled in accordance with the guidelines set out in *1-01-005 Monitoring Course Progress and Advancement Policy*.
  - b) **In the case of assessments, requests for Special Consideration should be lodged within five working days of the assessment being held.** Where circumstances preclude this, a student may still apply, but must provide a reasonable cause for the delay in application.
  - c) **Special Consideration for attendance will not be granted in the following instances if they are only one day in duration:**
    - Due to work commitments on College days and/or functions.
    - Due to occasional brief or minor illness.
    - Due to inability to balance workloads from other subjects and/or work.
    - Due to information and communications technology-related problems, except where they could not have been prevented, avoided or the effects minimised by reasonable diligence on the part of the student, and
    - In cases of cultural, religious, national defence, legal or sporting commitments.

Each case will be assessed on its own merit.

Exceptional Circumstances only apply when a student or staff is subject to serious illness, injury or misadventure. Exceptional Circumstances are not considered a Special Consideration; they are much more serious in nature and require long term planning and strategies.

International Students may use the *1-03-038 Permission of Leave Request Form* <http://kenvale.edu.au/downloads/> if they are currently enrolled at Kenvale College and you are requesting leave during your studies. Domestic students are required to complete *1-03-007 Special Consideration Form* in case they are requesting special consideration due absences in class.

The College can only approve Leave for International students where compassionate and compelling circumstances exist. Students **MUST** provide documentary evidence to

support a claim for a leave of absence as the Department of Home Affairs (DHA) may request this information from the College at a later date.

All applications based on medical grounds must be submitted with an official medical certificate/documentation. You must provide original or certified copies of medical certificates, a death certificate or supporting documentation from a registered psychologist or other relevant support staff. If you are leaving the country you must submit your flight details which include dates of arrival and departure.

All documents must be provided in English, or as certified translations. You may be required to provide additional information as part of the approval process. To avoid administrative delays please ensure you have the relevant supporting documentation with you to submit with your application when seeking advice from Kenvale College.

You are required to continue your studies and attend classes until your application for Leave is approved.

If your application is not approved you have the right to appeal the decision following the *10-03-008 Complaints and Appeals Form* <http://kenvale.edu.au/downloads/>. If you choose to lodge a complaint or appeal, you must remain enrolled and attend all classes as normal until the process is complete and a final decision is confirmed.

Please note that students who request Permission of Leave, must pay an additional fee for application and assessment fee. For additional fees please refer to Kenvale's website <http://kenvale.edu.au/apply/fees/australian-new-zealander/>. Once a candidate completes the *1-03-038 Permission of Leave Request Form* and pays the applicable fees, there are no refunds available (regardless of the outcome).

All fees must be paid PRIOR to any actions being taken or applications will not be considered.

## 6.6 What happens if you have been identified at risk?

When we detect that you are not making satisfactory progress (using the feedback noted above) or due to failure in passing your final exam and any assessments worth forty percent (40%) or greater, we may ask you to attend a meeting with the Academic Department in order to set an intervention strategy.

An intervention strategy is a special academic plan to help you overcome academic obstacles and/or find possible pathways for you to achieve the goals you have while at College.

## 6.7 Rules to Academic Thinking

While at College, you will need to become familiar with the term Academic Integrity. This means that we expect students to behave with honesty, trust, fairness, respect and responsibility in regards to their academic work: assessments, presentations, reports, etc.

Most of the information about academic integrity can be found in *1-03-010 Academic Style Guide* available on JobReady, but below are some guideline about the concepts that students need to understand:

- **Referencing.** Academic writing demands a high standard of presentation and integrity, therefore certain requirements and conventions are needed to ensure this. **Students need to make sure that all of their academic work has a high level of presentation as well as properly acknowledging ideas,**

**designs, words or works of others, which is otherwise their own original work.**

- **Plagiarism.** Plagiarism is the use of someone else's ideas, words, text, pictures, graphs, etc. as if they were one's own. **It is a grave offence. Any suspected case of plagiarism is taken very seriously.** This does not mean that students cannot use other sources of information. To avoid plagiarism, students need to ensure they reference their assignment appropriately.
- **Group work.** Group work is valuable because of the opportunities it provides to students to develop skills in teamwork and communication. As an assessment task it can pose difficulties in relation to appropriate acknowledgement practice and identification of authorship of individual members of the group. **These difficulties can be minimised by making the roles of individual students clear, and by effectively identifying their contributions.**

Kenvale College uses APA (American Psychological Association) referencing style for all of its courses.

See *1-01-002 Academic & Research Integrity and Misconduct Policy* for more details available on JobReady.

The College will take action in response to all allegations of academic misconduct to ensure that the values of Academic Integrity are upheld.

Kenvale College will take steps to detect plagiarism and other forms of academic misconduct by using the online software Grammarly: <http://www.grammarly.com/>.

## **6.8 Assessments at College**

An assessment is the process of making a judgment about the extent of your achievement or performance. Assessment tasks shape your learning and they have been defined to empower you in a particular skill.

### **6.9 What are the types of assessments?**

Assessment methods within the College may take a variety of forms which include, but are not limited to, the following:

- a. Observation of real work activities,
- b. Questioning such as self-evaluation, interview, and written questionnaire,
- c. Review of products such as work samples or products,
- d. Portfolios such as testimonials, work samples or products, training records, class assessment record, reflective journal, or logbook,
- e. Third-party feedback in the shape of interviews or documentation from employer, supervisor, or peers, and
- f. Structured activities such as reports, projects, presentations, demonstrations, progressive tasks, essays, exams, tests, assignments and simulation exercises such as role-plays.

For each and every assessment, you will be given an "Assessment Guide" which includes important information such as the objectives of the assessment, performance criteria, due date, structure and marking criteria.

For some subjects you may be required to attend and assist in **practical functions at the College**. There are a few events every year that fall under this category and they have

been designed to provide evidence to the College that you are able to perform certain tasks. Practical functions will be explained to you at the beginning of the semester and they include food and beverage service as well as event logistics.

### 6.10 Grading Scale and Marks

As part of its holistic approach Kenvale College uses a Composite Grading System. This system takes into account not only whether a student is Competent or Not Yet Competent in a particular Unit of Competency but also their performance in the overall subject.

The grading scale is as follows:

Code	Name	Range	Definition
HD	High Distinction	85 – 100	Competent with High Distinction: for Students who have fulfilled all the assessment criteria for the unit of competency specified and in addition show achievement of all learning outcomes of the subject to an exceptional standard.
D	Distinction	75-84	Competent with Distinction: for Students who have fulfilled all the assessment criteria for the unit of competency specified and in addition show achievement of all learning outcomes of the subject to a high standard.
C	Credit	65 – 74	Competent with Credit: for Students who have fulfilled all the assessment criteria for the unit of competency specified and in addition show achievement of all learning outcomes of the subject to an average standard.
PS	Pass	50 – 64	Competent with Pass: for Students who have fulfilled all the assessment criteria for the unit of competency to the specified standard.
FL	Fail	0 – 49	Fail or Not Yet Competent: for students who are required to re-enrol in a unit/module in their endeavour to achieve competency.

Other grading results include:

Code	Definition
PC	Pass Conceded
NF	Discontinued without failure
DF	Discontinued with failure
WA	Result withheld: not finalised (pending further assessment)
WJ	Result withheld: not finalised (academic)

\$	Result withheld because of outstanding fees
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### 6.11 Assessment Strategies

An important aspect of assessment strategy is the integrity of assessments. This means that we need to make sure that the assessments that you hand in are truly yours and that you understand the rules of academic integrity.

To make this easy for you, we have designed *1-03-015 Assignment Cover Sheet* that contains everything you need to know about academic integrity. All assessments given to the College must have *1-03-015 Assignment Cover Sheet* attached. Please make sure you understand how to use this form which is available on JobReady.

### 6.12 Retention of Assessments

Students are expected to keep duplicate copies of written assessments submitted, and to retain originals of assessments that have been marked and returned during the semester until they have received their final marks. Should there be an appeal regarding marks, it is the student's responsibility to produce the evidence necessary to review final marks.

### 6.13 Review of Assessments

Students may apply to have an assessment re-graded. Requests for a re-grade must be submitted in writing to the Academic Director no later than 14 days after the graded assessment has been returned to the student. Re-grading may result in the assessment grade going either up or down. For more details see: *10-01-021 Complaints and Appeals Policy (Students)*, available on the Kenvale's website <http://kenvale.edu.au/students/complaints-and-appeals/>.

Students will be required to pay an additional fee for review of assessments.. Please refer to Kenvale's website for more details about additional fees <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

### 6.14 Other Additional fees

There may be instances where a student wishes to apply for an academic assessment, outside of normal semester timetabled events. Including reassessment of work and/or repeating practical sessions (e.g. Repeating practical sessions in the commercial kitchen, repeating a workplace assessment etc.). By applying for referred reassessments, students will have to pay an additional fee prior to any assessment being granted / action being taken or applications will not be considered and no refund will be provided (regardless of the outcome). Please refer to Kenvale's website for more details about additional fees <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

## **6.15 Eligibility and Requirements**

### **6.15.1 With regards to overall subject assessment:**

In order to pass a subject, you must pass any assessments worth 20% or greater. If a student passes overall, or receives a final mark between 45 – 49% in the subject, they will be eligible for a supplementary assessment. If a student achieves a mark of 45% or lower they will need to repeat that subject and the result for that subject will be recorded as a Fail. The highest achievable mark after a supplementary exam or assessment is 50% (Pass). In case of failing, students will have to pay an additional fee. Refer to individual subject price on the website <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

### **6.15.2 With regards to late assessment**

It is the responsibility of the students to inform the Academic Director if they have missed an assessment in class, no later than one week after the assessment. E-mail assessments may then be granted when students have a justified absence.

It is the student's responsibility to ensure that assignments are submitted to the respective lecturers in class, when that is required, and to ensure that the lecturer has received the assessment. In the case of absenteeism due to sickness or misfortune, it is the student's responsibility to ensure that the assessment reaches the College. When submitting an assessment electronically, students must also submit the original assignment within one week.

Late assessment submission after results have been issued, students will have to pay an additional fee. Please refer to Kenvale's website for more details about additional fees <http://kenvale.edu.au/apply/fees/australian-new-zealander/>.

Assignments are not to be handed in to Student Services Department and the College accepts no responsibility for any assessment left at the College Reception desk. Assignments should be placed in the drop box at Student Services Department.

Assessments handed in late will incur a penalty of 10% per day of the final mark for that specific assessment, up to 6 days, including weekends. Assignments more than six days late will not be marked and will automatically receive zero and only be marked when special consideration has been granted.

### **6.15.3 Regarding End of Semester results**

The College reserves the right to withhold student's end of semester results in any the following circumstances: books or resources are not returned to the College, outstanding fees (of any nature) are payable, or proof of industry placement hours have not been provided to the College.

## **6.16 Administration of Examinations**

The guidelines governing the administration and conduct of examinations are taken very seriously by the College. Student breaches to any of these guidelines will be treated as potential academic misconduct and could lead to disciplinary processes.

### **6.16.1 Presence and identification at examinations**

A student may attend an examination only if he or she is enrolled in the subject for which it is prescribed.

A student may not enter an examination to begin an examination after the first 30 minutes.

Except with the permission of the examination supervisor, a student may not leave an examination room during the first 30 minutes or during the last 15 minutes.

Students undertaking an examination must sign their examination script and identify themselves to the examination supervisor by producing either:

- their student identity card, or
- another form of photo identification that can be authenticated by the examination supervisor.

A student may not leave the examination room during an examination with the intention of returning unless supervised during the period of absence by the examination supervisor.

### **6.17 Conduct in the examination room**

A student undertaking an examination must follow the instructions in the examination paper as well as any instructions given by the examination supervisor.

A mobile phone, pager or any other communications or electronic device that makes use of an audible alarm, or has facilities for transmission or reception of information is prohibited in the examination room.

A student may not bring into the examination room any of the following items unless authorised in writing by the examiner:

- bags,
- paper,
- pencil cases,
- books,
- calculators,
- electronic dictionaries,
- computers,
- smart phones or smart watches,
- iPads or tablets.

If calculators, electronic dictionaries or computers are authorised, details of the type and the functions that may be used will be specified by the examiner.

Items brought into an examination room may be subject to scrutiny and their use during the examination may be monitored.

A student undertaking an examination must not:

- communicate with another student during the examination

share material in the examination room.

Hard copy dictionaries are permitted but will be examined prior to being permitted into the examination room.

### **6.18 Communications with others about examinations**

A student must not communicate with the examiner about the content of an examination between the time it is undertaken and the notification of confirmed grades.

A student who wishes to raise an issue about an examination between the time it is undertaken and the notification of confirmed grades may do so by contacting the Academic Department.

### **6.19 Student Exclusion from an examination:**

A student may be excluded from a final examination for any of the following reasons:

- unauthorised absence from the examination room,
- academic misconduct,
- breach of *1-01-001 Student Code of Conduct*.

## **6.20 College Experiences**

The following are strategies used by the College to enrich your course experiences:

### **6.21 Industry Visits**

Industry visits are scheduled for a number of subjects thus providing further opportunities for experiential learning. This is done through organised and scheduled visits to hospitality or event establishments and industry expos.

### **6.22 Guest Speakers**

Guest speakers are regularly invited to speak as part of a subject, or during student breaks. These are of particular benefit to students because it can give them future projections for their current learning.

### **6.23 Mentoring System**

As mentioned in the College Life session, mentoring is a support mechanism the College uses in order to enhance and maintain the student's learning experience. The aim of the mentoring system is to assist the students to reach their full potential and to perform to the best of their ability in all areas: academic, professional and personal. The mentoring sessions aim at enhancing the development of graduate attributes. Each student is assigned a mentor whose aim is to guide and facilitate the self-direction of the student in a setting of trust and confidence.

### **6.24 Chaplaincy**

Chaplaincy services provide a support mechanism which can enhance and maintain the students learning experience. All activities of a spiritual nature are elective. Participation in these activities does not lead to any form of merit or lead to academic outcomes. The activities of a spiritual nature have been entrusted to Opus Dei, a personal Prelature of the Catholic Church. Opus Dei aims to help people lead a full Christian life in their daily work, study, family and social commitments. The College Chaplain is an Opus Dei priest.

## **7. Industry Liaison**

Industry relevance is at the core of everything we do at Kenvale College. We believe industry experience is so vital that we incorporate it into every semester of the course

Using our industry contacts, we introduce the students to future employers. We work with each student from the start of their course to get them into paid employment paid employment in the industry as soon as possible at the beginning of the course.

### **7.1 How industry is integrated into our program?**

Our Industry Liaison team meet with each student individually to ascertain your interests, experience and career aspirations and work with them to help you secure employment in the industry. Our aim is to gradually improve student employability skills while increasing their exposure to industry.

### **7.2 Concurrent Work and Study**

In 2017, we surveyed our key stakeholders and the overwhelming response from industry, students and alumni was in favour of concurrent work and study. The benefits cited by them included;

- students can assimilate the theory and skills in a real workplace
- students progress in their career, with some gaining promotions while still studying
- students are supported by industry and College at the same time
- students learn multi-tasking and team management skills that prepare them for the real world
- international students can work a little more than 20 hours a week because work is a compulsory part of their course.

### **7.3 How does the Industry Placement work?**

Students can work in a part time or casual role with one of our industry partners. We work with a broad range of companies from restaurants and hotels to event venues and catering companies. We work to match the student with the right type of workplace and role for them. As they are real jobs, the opportunities presented will depend on what jobs the employers have to offer.

Students will most likely be offered an entry level position in their first year.

Students are also able to organise their own casual or permanent part-time employment to complete their industry placement hours.

## **8. Environment And Policies At Kenvale**

Kenvale College is committed to delivering quality training. In order to do so the College has a number of umbrella policies which assist in creating a quality framework. All student members are expected to know and understand these in order to contribute to the overall environment of the College.

### **8.1 Student Code of Conduct**

*1-01-001 Student Code of Conduct* covers all student behaviour on College premises, whilst taking part in College activities, and on industry placements. A number of statements have been outlined in the *1-01-001 Student Code of Conduct*. Further to this, the following expectations apply to students.

All students are expected to:

- inform themselves about all the College's procedures and policies that affect them,
  - act honestly and with integrity,
  - treat other students, staff and members of the College community with respect, courtesy and without discrimination,
  - use and care for the College's resources in a lawful and appropriate manner,
  - abide by the College's appearance, dress and grooming standards, and
  - act responsibly and refrain from conduct that may be detrimental to the reputation of the College or the orderly and safe functioning of the College and its activities.
- a copy of the *1-01-001 Student Code of Conduct* is available on JobReady.

### **8.2 Privacy**

The College is committed to ensuring high standards in the handling of personal information and respects the privacy of its applicants, customers, students and web visitors.

International students' personal details may be disclosed to the Department of Home Affairs.

Personal information will not be disclosed to any other party without the consent of the student involved. For more information refer to *8-01-008 Privacy Policy*, available on JobReady.

### **8.3 Fair Treatment and Equity**

All members of the College including staff and students, volunteers, contractors and visitors to the College, have a right to study and work in a safe and fair environment.

All staff and students are expected to assist in the creation of a fair and equitable environment at the College. The following are specifically unacceptable behaviours and are prohibited from being undertaken by staff and students whilst at College or whilst undertaking College activities:

- Harassment, bullying or vilification;
- Racist behaviour;
- Sexual harassment;
- Discrimination on the grounds of age, sex, marital status, sexuality or race;
- Discrimination on the grounds of disability or medical condition;
- Discrimination on the grounds of religion or political opinion;
- Discrimination on the grounds of family responsibilities.

The College is committed to accommodate special needs of students as reasonably practicable. Depending on the special needs, the Academic Director may work in consultation with the Student Services Department or the student's mentor. For more information refer to: *8-01- 010 Equity, Disability and Diversity Policy*, available on JobReady.

Discrimination and discriminatory harassment will not be tolerated. Examples of this type of behaviour include:

- Making derogatory comments about a person's religion;
- Making offensive non-verbal gestures about a person's race;
- Refusing to employ someone because of their race or sex;
- Less favourable treatment of an employee or student because of a particular attribute;

Staff or students must not sexually harass other staff, students or volunteers by physical, visual, verbal and non-verbal behaviour.

When a staff member or student believes that they have suffered from one of the above types of discrimination or harassment they need to advise the Human Resources Manager or a senior staff member at the College. Conduct of this type may be regarded as serious misconduct. Refer *8-01-013 General Misconduct and Discipline Policy*, available on JobReady.

### **8.4 Complaints and Appeals (Students)**

The College is committed to create an environment where the views of students are valued, listened to and acted upon within the context of continuous improvement. Refer to *1-01-009 Academic Freedom Policy*, available on JobReady.

Complaints arise when a student is dissatisfied with an aspect of the College services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the College has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Students are encouraged to resolve their complaint informally as the first step, however should the complainant deem that informal resolution is not possible, appropriate or satisfactory, they may submit a formal complaint using *10-03-008 Complaints and Appeals Form*, available on Kenvale's website <http://kenvale.edu.au/students/complaints-and-appeals/>.

Upon receipt of a complaint or appeal, every attempt is made to resolve grievances through an informal process first so as to maintain positive relations between all students. There are three steps to complaint resolution:

- Informal Complaint (or Feedback)
- Formal Complaint
- External Review or Appeal

### **Complaint Resolution Process Overview**

a) Try to self-manage your concern first. Self-managing a concern means directly discussing the issue with the staff member, the administrative unit, or the student concerned. For further information, please refer to *10-01-021 Complaints and Appeals Policy (Students)* on Kenvale's website <http://kenvale.edu.au/students/complaints-and-appeals/>.

b) If you are dissatisfied with the outcome of your complaint at the self-managed stage, or the matter can't be resolved locally, lodge a complaint using the *10-03-008 Complaints and Appeals Form* available on Kenvale's website <http://kenvale.edu.au/students/complaints-and-appeals/>. Your written complaint will be referred to the Student Support Officer for investigation. For further information please refer to the *10-01-021 Complaints and Appeals Policy (Students)*.

c) If you are dissatisfied with the outcome of your complaint following an investigation by the Student Support Officer, you may be able to lodge an appeal against the decision/outcome. You may lodge an appeal by following the *10-01-021 Complaints and Appeals Policy (Students)*.

## **8.5 Misconduct and Discipline**

Kenvale College provides clear guidelines about the expectations for all staff and students in respect of academic matters and personal behaviour through the *1-01-001 Student Code of Conduct* and *5-01-006 Staff Code of Conduct*. For more information refer to *8-01-013 General Misconduct and Discipline Policy*.

### **8.6 Academic misconduct**

Academic misconduct is any behaviour or conduct which breaches Academic Integrity. Refer to *1-01-002 Academic and Research Integrity & Misconduct Policy* available on JobReady.

All disciplinary procedures will be documented against student files using *1-02-004 Warning & Disciplinary Action Form* available on JobReady. The following steps will be taken:

- Counselling. This is the first step undertaken when there is a problem with a student's performance. This will be dealt with by the appropriate staff member in conjunction with the mentor. A written note will be filed in the student's records.
- Verbal Warning. This is undertaken when counselling has proved to be insufficient and there are no visible signs of improvement. This will be recorded by the Academic Director. Students will be given time to correct their behaviour

but they will also be informed that failure to improve will lead to further disciplinary action.

- **Written Warning.** These are issued for more serious incidents and seriously unacceptable behaviour, or when verbal warnings have proved insufficient. The warning and disciplinary notice is completed and recorded in students file together with a copy of the letter issued to the student.
- **Dismissal.** When the student has received two written warnings and a third incident occurs, or if the situation is considered a serious violation of policies and standards, he/she will be dismissed. Dismissal cannot be carried out without the approval of the Management Team and the Board of Directors.

### **8.7 Workplace Health and Safety (WHS)**

Kenvale is committed to ensure the health and safety of all staff, students and others who are involved in the activities of the College.

Kenvale is a SMOKE - FREE Campus. In maintaining a healthy and safe workplace the College does not permit workplace participants to do work while under the influence of illicit drugs nor alcohol. Alcohol may be consumed at College functions to a reasonable degree but only when students are guests and permission is given (i.e. to maintain alcohol limits in blood level of 0-0.05). Contravening either of these latter points may lead to instant dismissal.

Emergency and evacuation procedures are detailed in this handbook and in the *5-02-005 Workplace Health and Safety Manual*, which is available on the WHS tab, on JobReady.

Safety rules include:

- Report every accident or injury as soon as possible, regardless of how slight the injury is. The injury is to be recorded in the Accident Report book available from Student Services Department.
- Do not run in the premises.
- Ask for instructions before using unfamiliar equipment and do not use equipment that you suspect may be faulty (report it to Reception immediately).
- When lifting heavy objects, follow safe lifting techniques, as outlined in *5-02-005 Workplace Health and Safety Manual*, which is available on JobReady.
- Keep exits clear at all times.
- Read, understand and comply with the rules and regulations discussed in the College handbook.
- Report all hazards, accidents, injuries and near misses to the WHS Facilitator as soon as possible after the event.
- Obey all reasonable instructions given to them by management or the WHS Facilitator.
- Inform the WHS Facilitator of any concerns or problems you have regarding health and safety at College.

### **8.8 Location of safety equipment**

First aid kits are kept in the Administration Building Reception and in the kitchen in the Academic Building. Fire Extinguishers are found on each floor of the building.

### **8.9 Emergency procedures**

In case of fire:

- Stay calm. Assess the urgency and gravity of the incident.
- If it is a small fire and you know how to use the fire extinguisher, put out the fire.
- If the fire is spreading rapidly close all the windows in the room you are in.
- Alert reception and all other staff/students in the vicinity.
- Ring the emergency number 000.
- State the address and nearest intersections (Botany St & Wansey Rd).
- State the location and nature of the fire within the College.
- Lecturers should lead the students to the nearest exit door and outside of the building using the safest and quickest route. Follow evacuation procedures.

### 8.10 Evacuation

- When you are told to evacuate (or hear the evacuation signal), leave the building immediately.
- Staff members will assist those who are mobility impaired.
- Assemble at the Evacuation Point across the road from the College in High Street.
- Do not re-enter the buildings to collect items.
- Lecturers will account for students (use class roll).
- Stay at the emergency area until all people can be accounted for and further instructions are given.
- The WHS facilitator will account for staff members and casual lecturers.
- The receptionist will account for visitors and contractors.

### 8.11 Other incidents

For any other critical incident (intruder, natural calamities, chemical or electrical hazard), inform the WHS Facilitator (or if absent, the Managing Director or a senior member of staff) to examine the risks, and/or validity of the incident. The relevant person will give clear and detailed instructions regarding the type of action plan to be followed.

In any emergency situation, the Managing Director (or delegated person) is in charge of handling the media.

### 8.12 Emergency telephone numbers

<b>Fire Brigade, Ambulance, Police</b>	<b>000</b>
<b>Police Station: Randwick</b>	(02) 9697 1099
<b>Waterboard - Sydney Water</b>	1300 362 093
<b>Gas – AGL</b>	1300 556 104
<b>Electricity - Integral Energy</b>	131 367

### 8.13 IT Policies

Information Technology (IT) is important in the support of teaching and learning, academic research, communications, and the administration of the College. Computers and IT resources are provided for legitimate College activities and all usage must be consistent with this purpose.

The College requires users to use IT resources in a legal, ethical and responsible manner. Users of College IT resources must be aware that use of these facilities is subject to State and Federal Laws that apply to communications and to the use of computers. This includes copyright, intellectual property, breach of confidence, defamation, privacy,

harassment, vilification and anti-discrimination legislation, workplace surveillance, civil and criminal laws.

The College's IT resources must not be used to copy, download, store or transmit material which infringes copyright, such as music files, movies, videos, books etc. In addition, the College IT resources must not be used for unauthorised commercial activities or unauthorised personal gain, and must not risk loss of reputation to the College.

The College will take reasonable precautions to protect the security and privacy of its users' IT accounts, but users should be aware that normal operation and maintenance of systems includes backup, logging of activity and monitoring of general usage patterns. In addition, the College may monitor individual usage and records in accordance with this policy.

The technology supporting IT resources involves recording, back-up and monitoring all usage (including emails, Internet, hard drives, network, cloud computing, etc.) for technology and data security purposes (such as system back up, network performance monitoring, software license monitoring etc.).

#### **8.14 IT Privacy**

Individual user logins are created for access to the following resources: The College Network, The College's Wireless Network, College web-based e-mail, Job Ready, Didasko and The College Intranet. For more information please refer to: *7-01-001 Use of Information Technology (IT) Policy* and *7-01-002 IT Security Policy*, available on JobReady.

All students are required to sign a security undertaking prior to connection to the College's IT network.

All IT-related queries should be directed to the Finance Manager, also acting as the IT Manager on site. More complex issues are dealt with by the external IT consultants, as required by the College.

## **9. Fees And Payment**

### **9.1 Domestic Students**

Tuition fees are payable on a per semester basis from the date of acceptance of offer. All fees should be paid prior to the commencement of classes in each semester. The final day for making a payment for fees is the Administration Date for the relevant semester. Fees paid after this date attract a late payment fee of \$300.

If fees are not fully paid by the Administration Date the College reserves the right to deny access to IT services including the student e-mail and access to course content. Further failure to pay fees would result in the student being denied graduation and their qualification/testamur.

Fees may be paid via several ways.

- VET Student Loan (Diploma and above only with a cap of \$5,000 per qualification)
- Upfront payment (Own source)
- Partial VET Student Loan with Upfront payment (Own source)

Your initial selection is made through your Letter of Offer. You can opt to change your selection by communicating the change to the College's Finance Manager in writing at the beginning of each semester.

Upfront payments are made by cheque, EFTPOS or credit card (MasterCard or Visa). There is also the possibility of making credit card payments via the Student Management System.

## **9.2 VET Student Loan (VSL)**

Students are only eligible for VET Student Loan if:

- The course they are undertaking is VET Student Loan eligible;
- The student is an Australian citizen, or a qualifying New Zealand citizen, or a permanent humanitarian visa holder, who is usually resident in Australia; and
- The student's FEE-HELP balance is more than \$0 and is sufficient to cover the amount wished to be accessed.

More detailed requirements and other information can be found at <https://www.studyassist.gov.au/vet-student-loans/vet-student-loans>.

Once a student opts to apply for VET Student Loan, their details are then entered into the e-CAF (electronic Commonwealth Assistance Form) system and an e-mail is then generated and sent from the government for the student's confirmation.

The student's e-CAF submission must be completed by Census Date and at least two days after enrolment. If this is not completed by Census Date, the student will not be able to access a loan for that semester and will have to pay their fees with their own funds.

Students who wish to continue with VET Student Loan through the life of their course will also have to submit progression reports every June, October and February through the e-CAF system.

## **9.3 Smart and Skilled**

Students who are enrolled under Smart and Skilled conditions will have to pay a student fee. Students will be informed of this fee in their letter of offer and will be sent a notification of enrollment on behalf of The NSW Department of Industry and State Training Services, outlining the smart and skilled student fee.

This student fee can be put under VET Student Loan if the student meets the eligibility requirements. Only Diploma level and above are eligible for VSL.

Students may be eligible for a fee exemption or fee concession if they did declare their disability or concession status or identity as an Aboriginal or Torres Strait Islander (ATSI) at time of enrolment. Students will need to demonstrate that they meet the eligibility conditions for a fee exemption or fee concession at the time of enrolment and continually since then.

Where a student is eligible for a Concession Fee, the student fee will be amended or the student will be eligible for a refund if they have paid more than the Concession Fee. If they are eligible for a Fee Exemption, any student fee paid will be refunded

## **9.4 International Students**

Tuition fees are payable based on plans set out in the letter of offer. Invoices are issued 30 days before each due date. Any payments made after the due date attract a late payment fee of \$300.

If fees are not fully paid by the due dates the College reserves the right to deny access to IT services including the student e-mail and access to course content. Further failure to

pay fees would result in the student being denied graduation and their qualification/testamur.

Fees may be paid via several ways:

- by cheque or EFTPOS
- Credit card (MasterCard or Visa). There is also the possibility of making credit card payments via the Student Management System.
- Agent

Your initial selection is made through your Letter of Offer. You can opt to change your selection by communicating the change to the College's Finance Manager in writing at the beginning of each semester.

### **9.5 Additional Fees**

For details about additional fees, please refer to Kenvale's website <http://kenvale.edu.au/apply/fees/australian-new-zealand/>. All of these applications incur a cost to the student and must be paid prior to any assessment being granted / action being taken, or applications will not be considered.

### **9.6 Fee Refunds**

Refunds will be granted according to the following guidelines:

#### **Special Consideration**

Special consideration may be given to any refund request regardless of other provisions set out in the rest of this document. This may change the amount of fees that are refunded.

- a) Withdrawal due to exceptional circumstances may be accepted as grounds for either a total or partial refund of fees. Exceptional circumstances may include but are not limited to:
  - i. A student visa application being refused prior to the commencement of the program,
  - ii. Serious illness or disability which prevents continuation of study,
  - iii. Death or serious illness of the student or a member of their immediate family (parent, sibling, spouse, or child), and
  - iv. Political or civil unrest, or natural disaster.
- b) All applications for special consideration must be accompanied by evidence documenting the circumstances (e.g. Medical certificate). The Special Consideration Form is available on Kenvale's website <http://kenvale.edu.au/downloads/>.

#### **The College not being able to deliver**

In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If the College is unable to provide a refund or place you in an alternative course, our Tuition Assurance Scheme (ASTAS) or TPS (Tuition Protection Scheme) will place you in a suitable alternative course at no extra cost to you.

Refunds for students who defer or withdraw are made in accordance with the conditions below and refunds of amounts owed to the student will be made within 20 working days.

### 9.7 Refund conditions

A student who defers or withdraws from a subject/course will have the total semester fees adjusted or refunded according to date of deferral or withdrawal:

Withdrawal Date Deduction	Refundable percentage
Visa rejection or Special Consideration prior to course commencement date	<b>100%</b>
Four or more weeks prior to course commencement date*	<b>100%</b>
Less than four weeks prior to course commencement Date*	<b>80%</b>
After commencement date but before census date *	<b>50%</b>
After census date of the commencing study period	<b>No refund</b>

\*Course Resources Fees, Amenities Fees, RSA/ First Aid Course fees and Uniform Fee are non-refundable.

For refunds related to a VET Student Loan debt please refer to the *4-01-010 VET Student Loan Tuition Fee and Refund Policy*, available on JobReady.

### 9.8 Procedure for fee refunds for withdrawing from the course

Should a student wish to withdraw from the course and receive a refund for fees already paid, the following procedure is to be followed:

- Student is to complete the 1-03-022 Course Withdrawal Form <http://kenvale.edu.au/downloads/> and address it to the Academic Director and/or Managing Director.
- Student to complete and sign relevant documentation and complete an exit interview available on JobReady (*1-03- 008 Student Exit Interview and withdrawal Template*)
- The Accounts department will process the refund, if any, and issue the payment to the person who paid the fees. A remittance advice will be sent with an explanation of how the fees have been processed.

### 9.9 Procedure for fee refunds (for international students)

Payment of refunds will be made within four weeks of receiving the *12-03-003 International Students Refund form* (available on Kenvale's website <http://kenvale.edu.au/information-international-students/>)

Payment will be made to an account in the student's country of permanent residence, except where the student has a valid visa beyond the conclusion of their program.

Refund payments will be made in Australian Dollars (AUD).

Payment will be made by electronic funds transfer (EFT) to a recipient within Australia and by telegraphic transfer (TT) to a recipient overseas.

Refunds will be made payable in the name of the student unless:

- The student is transferring to another institution in Australia, and has nominated this institution as the payee on the refund request form,
- The student has nominated another recipient and provided his/her full details in the *12-03-003 International Students Refund Form*

If the payment was made by another person (other than the student), the amount will be refunded to the person who originally made the payment. For example: if the parents paid the amount, then the refund will be transferred to their bank account.

This stipulation, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws. When acceptable documentary evidence is produced, refunds will be at the discretion of College.

## 10. Overall College Life

Students are the most important part of Kenvale and all departments at the College exist to help you take advantage of your College life. Below are some *big picture* aspects of your life at Kenvale:

### 10.1 Language, Literacy & Numeracy Provision

Language, Literacy and Numeracy (LLN) skills are a part of the way we all communicate and use numbers in our everyday lives. In everyday workplace tasks it is common for a person to use and respond to spoken and written language and to use numeracy skills at the same time.

Kenvale College teaching and learning strategies include but are not limited to the following:

- referral to academic skills programs,
- referral to tutorial or study group,
- attending counselling,
- alternative subject or course enrolment, and
- reduction in course load.

Individuals who required LLN support are encouraged to access about the nearest LLN provider by calling the Reading Writing Hotline: 1300 6555 06 or/and accessing the website <http://readingwritinghotline.edu.au/>.

### 10.2 Work Integrated Learning (WIL)

In the hospitality and events education sectors there is increasing emphasis on work-based learning, moving towards an integration of academic study and practical work experience.

The College has a structured learning program in order to enhance the students' working experience. This is called: Work Integrated Learning or WIL. This offers a unique work integrated learning setting with concurrent work and study throughout the duration of each course (distinct from block release industry work) and both an academic and experiential component for each semester of study.

For further information about Work Integrated Learning please refer to *6-03-011 Industry Placement Information for Students*, available on JobReady.

### **10.3 Student Feedback**

Students are the best catalyst for improvement at the College. For this reason, we take your feedback seriously. Besides any informal feedback you may have about anything at Kenvale, the College has the following structured feedback mechanisms:

- Once a semester we get you to review your lecturer and each subject
- Once a year we give you a learner satisfaction survey, which is part of College quality reporting
- Twice a year we give you an overall student experience survey. We call this the Bi-Annual Survey
- Students are surveyed on the recruitment and admissions cycle about the student experience.

Besides these we get each one of your lecturers to review their subject once a semester. We then meet with them individually and give them your feedback. The results of the Biannual Survey are gathered and analysed by the Compliance Department. We then present the results to the Academic Board which has a student representative and from there we implement the relevant changes.



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Certificate III in Hospitality (Work based and Block only)			
<b>Duration</b>	6 Months (One Semester) WORKBASED 3 Months INTENSIVE		
<b>Description</b> This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.			
<b>Job roles</b> This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. The qualification also allows an outcome for small businesses requiring multi-skilled employees. Possible job titles include: Espresso Coffee Machine Operator      Food and Beverage Attendant Front Desk Receptionist                      Function Attendant Function Host                                      Gaming Attendant Housekeeper                                      Restaurant Host Senior Bar Attendant                              Waiter			
<b>Course Codes</b>			
TGA Code SIT30616	CRICOS Code 091449B	Kenvale Code CERTIIIHOS	
<b>Method of Delivery</b>	Face To Face or with Industry Placement <b>*Students need to undertake RSA certificate prior to course commencement</b>		
<b>Industry Placement Hours</b>	200 Hours	VET-STUDENT LOAN SMART AND SKILLED	NA YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety Course (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA201 Participate in safe food handling practices	1
HOS101	Introduction to Hospitality (block)	SITXCCS003 Interact with customers BSBWOR203 Work effectively with others SITXCOM002 Show social and cultural sensitivity SITXCCS006 Provide service to customers SITHIND003 Use hospitality skills effectively SITHIND002 Source and use information on the hospitality industry SITHIND004 Work effectively in hospitality service	3
HOS107	Introduction to Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace	1.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5

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HOS104	Food & Beverage	SITHFAB002 Provide responsible service of alcohol* SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
HOS100	WIL (HOS 1) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service	1 + (9)

**Core Units / Elective Units/**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

<b>Certificate III in Events (Work based and Block only)</b>			
<b>Duration</b>	6 Months (One Semester) Workbased		
<b>Description</b>			
This qualification reflects the role of individuals who use a range of events administrative or operational skills. They use discretion and judgement and have knowledge of industry operations. They work with some independence under the guidance of more senior event personnel, using plans, policies and procedures to guide work activities.			
<b>Job roles</b>			
Events are diverse in nature and this qualification provides a pathway to work in event operations in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both. Possible job titles include:			
Conference Assistant		Event Administrative Assistant	
Event Assistant		Event Operations Assistant	
Exhibitions Assistant		In-house Meetings Assistant	
Junior Event Coordinator		Logistics Assistant / Meetings assistant	
<b>Course Codes</b>			
TGA Code SIT30516	CRICOS Code 094295B	Kenvale Code CERTIII EVE	
<b>Method of Delivery</b>	Face To Face with Industry Placement *Students need to undertake RSA Certificate prior to course commencement or during orientation		
<b>Industry Placement Hours</b>	200 Hours	VET-STUDENT LOAN SMART AND SKILLED	NA YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
HOS101	Introduction to Hospitality (BLOCK)	BSBWOR203 Work effectively with others SITXCCS003 Interact with customers SITXCOM002 Show social and cultural sensitivity SITXCCS006 Provide service to customers	1.5

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HOS120	Workplace Health & Safety	<b>SITXWHS001 Participate in safe work practices</b> BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety <b>SITXWHS002 Identify hazards, assess and control safety risks</b>	1.5
EVE100	Introduction to Events	<b>SITEEVT002 Process and monitor event registrations</b> <b>SITTTSL010 Use a computerised reservations or operations system</b> <b>SITEEVT004 Provide Event Staging Support</b> <b>SITEEVT005 Plan in-house events or functions</b>	2
HOS104	Food & Beverage	<b>SITHFAB002 Provide responsible service of alcohol*</b> SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
EVE102	Fundamentals in Event leadership	<b>SITEEVT003 Coordinate on-site event registrations</b> <b>SITXHRM005 Manage volunteers</b>	1
EVE104	WIL (EVE 1) (Brackets indicate WIL Hours)	<b>SITEEVT001 Source and use information on the events industry</b>	1 + (9)

Core Units / Elective Units/additional units

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

### Certificate III in Commercial Cookery

**Duration** 1.5 years (Three Semesters)

#### Description

This qualification reflects the role of a commercial cook who uses a wide range of cookery skills. They use discretion and judgement and have a sound knowledge of kitchen operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

#### Job roles

This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. Possible job title includes: cook.

Students may apply for a Chef Trade Certificate after obtaining this qualification and having acquired sufficient experience in the industry. See below for more details:

[http://www.training.nsw.gov.au/forms\\_documents/trade\\_recognition/application\\_trade\\_rec\\_vtt99.pdf](http://www.training.nsw.gov.au/forms_documents/trade_recognition/application_trade_rec_vtt99.pdf)

#### Course Codes

TGA Code SIT30816	CRICOS Code 094293D	Kenvale Code CERTIIIC	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre requisite <b>*Students need to undertake First Aid Course prior to course commencement or during orientation week</b>		
<b>Industry Placement Hours</b>	1449 Hours (From day one)	VET-STUDENT LOAN SMART AND SKILLED	NA YES

#### Course Curriculum (Each Semester is 16 weeks)

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<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week- intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
CUA100	Kitchen Ops 1 - Methods of Cookery (8 Weeks) - Appetisers & Salads (6 Weeks) - Sandwich (2 wks)	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salads SITHCCC003 Prepare and present sandwiches	5.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5
CUA111	WIL (CC 1) (Brackets indicate WIL Hours)	SITHHIND002 Source and use information on the hospitality Industry	1 + (8.5)
<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (3 Weeks) - Vegetables, Fruit, Eggs & Farinaceous (3 Weeks) - Seafood (5 Weeks) -Meat (5 Weeks)	SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	5.5
CUA104	Menu Planning	SITHKOP002 Plan and cost basic menus SITHKOP00004 Develop menus for special dietary requirements (r)	2
CUA212	Nutritional Studies	SITHCCC018 Prepare food to meet special dietary requirements (R) SITHKOP004 Develop menus for special dietary requirements	1
CUA112	WIL (CC 2) (Brackets indicate WIL Hours)	BSBWOR203 Work effectively with others	1+ (10.5)
<b>Semester Three</b>			
CUA201	Advanced Culinary Skills -Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks)	SITHCCC012 Prepare poultry dishes SITHCCC019 Produce cakes, pastries and breads SITHPAT006 Produce desserts SITHCCC020 Work effectively as a cook SITXINV002 Maintain the quality of perishable items	11

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	-Desserts (3 Weeks) -Restaurant Service (8 Weeks)	SITHCCC018 Prepare food to meet special dietary requirements	
CUA211	WIL (CC 3) (Brackets indicate WIL Hours)	BSBADM502 Manage meetings	1+ (9)

Core Units / Elective Units/ (R) repeated unit

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students

Certificate IV in Commercial Cookery			
<b>Duration</b>	1.5 years (Three Semesters)		
<b>Description</b>	This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.		
<b>Job roles</b>	This qualification provides a pathway to work in various kitchen settings, such as restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. Possible job titles include: <i>chef, chef de partie</i> .		
	Students may apply for a Chef Trade Certificate after obtaining this qualification and having acquired sufficient experience in the industry. See below for more details: <a href="http://www.training.nsw.gov.au/forms_documents/trade_recognition/application_trade_rec_vtt99.pdf">http://www.training.nsw.gov.au/forms_documents/trade_recognition/application_trade_rec_vtt99.pdf</a>		
<b>Course Codes</b>			
TGA Code SIT40516	CRICOS Code 094294C	Kenvale Code CERTIVCC	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre requisite *Students need to undertake First Aid Course prior to course commencement or during orientation week		
<b>Industry Placement Hours</b>	1449 Hours (From day one)	VET STUDENT LOAN SMART AND SKILLED	NA NA
Course Curriculum (Each Semester is 16 weeks)			
Semester One			
Subject Code	Subject Name	Unit of Competencies	Hrs per week
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
CUA100	Kitchen Ops 1 - Methods of Cookery (8 wks) - Appetisers & Salads (6 Wks)	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salad SITHCCC003 Prepare and present Sandwiches	5.5

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	- Sandwiches (2 Wks)		
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5
CUA111	WIL (CC 1) (Brackets indicate WIL Hours)	SITHHIND002 Source and use information on the hospitality Industry	1 + (8.5)
<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (3 Wks) - Vegetables, Fruit, Eggs & Farinaceous (3 Wks) - Seafood (3 Wks) -Meat (3 Wks)	SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	5.5
CUA104	Menu Planning	SITHKOP002 Plan and cost basic menus SITHKOP004 Develop menus for special dietary requirements (r)	2
CUA212	Nutritional Studies	SITHCCC018 Prepare food to meet special dietary requirements (r) SITHKOP004 Develop menus for special dietary requirements	1
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
CUA112	WIL (CC2) (Brackets indicate WIL Hours)	BSBWOR203 Work effectively with others	1 + (9.5)
<b>Semester Three</b>			
CUA201	Advanced Culinary Skills -Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks) -Desserts (3 Weeks) -Restaurant Service (8 Weeks)	SITHCCC012 Prepare poultry dishes SITHCCC019 Produce cakes, pastries and breads SITHPAT006 Produce desserts SITHCCC020 Work effectively as a cook SITXINV002 Maintain the quality of perishable items SITHCCC018 Prepare food to meet special dietary requirements	11
HOS106	Leadership Fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
CUA213	Cookery Operations	SITHKOP005 Coordinate Cooking operations	2.5
CUA214	Environmental Work Practices	BSBSUS401 Implement and monitor environmental sustainable work practices	1

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CUA211	WIL (CC 3) brackets indicate WIL Hours)	BSBADM502 Manage meetings	1 + (2.5)
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**Core Units / Elective Units/ (R) repeated unit**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students

<b>Certificate IV in Hospitality</b>			
<b>Duration</b>	1 year (2 Semesters)		
<b>Description</b>	This qualification reflects the role of skilled operators who use a broad range of hospitality skills combined with sound knowledge of industry operations. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.		
<b>Job roles</b>	This qualification provides a pathway to work as a team leader or supervisor in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops. Possible job titles include: Bar Supervisor or Team Leader Duty Manager Front Office Supervisor/Team Leader Housekeeping Supervisor or Team Leader Concierge Food and Beverage Supervisor or Shift Manager Gaming Supervisor or Team Leader		
<b>Course Codes</b>			
TGA Code SIT40416	CRICOS Code 090957A	Kenvale Code CERTIVHOS	
<b>Method of Delivery</b>	Face To Face with Industry Placement *Students need to undertake RSA Certificate prior to course commencement or during orientation week		
<b>Industry Placement Hours</b>	612 Hours (~306 Hours/ Semester)	VET: STUDENT LOAN SMART AND SKILLED	NA YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance the customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and Manage quality customer service practices	2.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety practices SITXWHS002 Identify hazards, assess and control safety risks	1.5

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HOS104	Food & Beverage	SITHFAB002 Provide responsible service of alcohol * SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
HOS100	WIL (HOS 1) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service	1 + (11)
Suggested Elective*			
EVE102	Fundamentals in Event leadership	SITEEVT003 Coordinate on-site event registrations SITXHRM005 Manage volunteers	1
<b>Semester Two</b>			
HOS106	Leadership Fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM401 Roster staff	2
HOS108	Introduction to accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
HOS115	Beverage Operations	SITHFAB009 Conduct a product tasting for alcoholic beverages SITHFAB010 Prepare and serve cocktails SITHFAB012 Provide advice on Australian wines SITHFAB003 Operate a bar	3
HOS105	WIL (HOS 2) (Brackets indicate WIL Hours)	SITHIND002 Source and use information on the hospitality industry	1 + (12)

Core Units / Elective Units/ (R) Repeated unit

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

<b>Diploma of Hospitality Management</b>	
<b>Duration</b>	1 year (2 Semesters)
<b>Description</b>	
This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.	
<b>Job roles</b>	
This qualification provides a pathway to work in any sector of the hospitality industry as a departmental or small business manager. Possible job titles include:	
Banquet or Function Manager	Chef de Cuisine
Chef Patissier	Executive Housekeeper
Front Office Manager	Gaming Manager
Kitchen Manager	Motel Manager
Restaurant Manager	Sous Chef
Unit Manager (catering operations)	
<b>Course Codes</b>	

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TGA Code SIT50416	CRICOS Code 090990M	Kenvale Code DIPHOS (HOS)	
<b>Method of Delivery</b>	Face To Face with Industry Placement *Students need to undertake RSA Certificate prior to course commencement or during orientation week		
<b>Industry Placement Hours</b>	612 Hours (~306 Hours/ Semester)	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week- intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCOM005 Manage conflict SITXCCS007 Enhance customer service experiences SITXCCS008 Develop and manage quality customer service practices	2.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
HOS104	Food & Beverage	SITHFAB002 Provide responsible service of alcohol* SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
HOS100	WIL (HOS 1) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service	1 + (11)
Suggested Elective*			
EVE102	Fundamentals in Event leadership	SITEEVT003 Coordinate on-site event registrations SITXHRM005 Manage volunteers SITTTSL010 Use a computerised reservations or operations system	1
<b>Semester Two</b>			
HOS106	Leadership Fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
HOS209	Business Law (block)	SITXGLC001 Research and comply with regulatory requirements	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2

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HOS115	Beverage Operations	SITHFAB009 Conduct a product tasting for alcoholic beverages SITHFAB010 Prepare and serve cocktails SITHFAB012 Provide advice on Australian wines SITHFAB003 Operate a bar	3
HOS105	WIL (HOS 2) brackets indicate WIL Hours)	SITHIND002 Source and use information on the hospitality industry	1 + (8)

**Core Units / Elective Units/**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

Diploma of Hospitality Management (Certificate III in Commercial Cookery Major)			
Duration	2 year (4 Semesters)		Course Cost: Add approximate cost
<b>Description</b> This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.			
<b>Job roles</b> This qualification provides a pathway to work in any sector of the hospitality industry as a departmental or small business manager. Possible job titles include:			
Banquet or Function Manager		Chef de Cuisine	
Chef Patisier		Executive Housekeeper	
Front Office Manager		Gaming Manager	
Kitchen Manager		Motel Manager	
Restaurant Manager operations)		Sous Chef / Unit Manager (catering)	
<b>Course Codes</b>			
TGA Code SIT50416/SIT30816	CRICOS Codes 090990M/094293D	Kenvale Code DIPHOS (CERTIIIIC)	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre requisite: <b>*Students need to undertake a First Aid Course Certificate prior to course commencement or during Orientation week</b>		
<b>Industry Placement Hours</b>	1755 Hours	VET: STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
CUA100	Kitchen Ops 1 - Methods of Cookery (8 Weeks) - Appetisers & Salads (6 Weeks) - Sandwiches (2 Week)	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salads SITHCCC003 Prepare and present Sandwiches	5.5

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HOS120	Workplace Health & Safety	<p>SITXWHS001 Participate in safe work practices</p> <p>BSBSUS201 Participate in environmentally sustainable work practices</p> <p>SITXWHS003 Implement and monitor work health and safety</p> <p>SITXWHS002 Identify hazards, assess and control safety risks</p>	1.5
HOS103	Supervision	<p>SITXHRM001 Coach others in job skills</p> <p>BSBDIV501 Manage diversity in the workplace</p> <p>SITXCOM005 Manage conflict</p> <p>SITXCCS008 Develop and manage quality customer service practices</p> <p>SITXCCS007 Enhance customer service experiences</p>	2.5
CUA111	WIL (CC 1) (Brackets indicate WIL Hours)	SITHHIND002 Source and use information on the hospitality Industry	1 + (8.5)
<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (3 Weeks) - Vegetables, Fruit, Eggs & Farinaceous (3 Weeks) - Seafood (5 Weeks) - Meat (5 Weeks)	<p>SITHCCC007 Prepare stocks, sauces and soups</p> <p>SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes</p> <p>SITHCCC013 Prepare seafood dishes</p> <p>SITHCCC014 Prepare meat dishes</p>	5.5
CUA104	Menu Planning	<p>SITHKOP302 Plan and cost basic menus</p> <p>SITHKOP004 Develop menus for special dietary requirements (R)</p>	2
CUA212	Nutritional Studies	<p>SITHCCC018 Prepare food to meet special dietary requirements (R)</p> <p>SITHKOP004 Develop menus for special dietary requirements</p>	1
HOS108	Introduction to Accounting	<p>SITXFIN003 Manage finances within a budget</p> <p>SITXFIN004 Prepare and monitor budgets</p>	2
CUA112	WIL (CC 2) (Brackets indicate WIL Hours)	BSBWOR203 Work effectively with others	1 + (8.5)
<b>Semester Three</b>			
CUA201	Advanced Culinary Skills -Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks) -Desserts (3 Weeks) -Restaurant Service (8 Weeks)	<p>SITHCCC012 Prepare poultry dishes</p> <p>SITHCCC019 Produce cakes, pastries and breads</p> <p>SITHPAT006 Produce desserts</p> <p>SITHCCC020 Work effectively as a cook</p> <p>SITXINV002 Maintain the quality of perishable items</p> <p>SITHCCC018 Prepare food to meet special dietary requirements</p>	11
HOS211	WIL (HOS 3) (Brackets indicate	SITHIND004 Work effectively in hospitality service	1 + (8)

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	WIL Hours)		
<b>Semester Four</b>			
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS209	Business Law (Block)	SITXGLC001 Research and comply with regulatory requirements	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
HOS214	WIL (HOS 4) (Brackets indicate WIL Hours)	BSBADM502 Manage meetings	1 + (13)

Core Units / Elective Units/

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students

<b>Diploma of Hospitality Management (Certificate IV in Commercial Cookery Major)</b>			
<b>Duration</b>	2 year (4 Semesters)		
<b>Description</b>			
This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.			
<b>Job roles</b>			
This qualification provides a pathway to work in any sector of the hospitality industry as a departmental or small business manager. Possible job titles include:			
Banquet or Function Manager		Chef de Cuisine	
Chef Patissier		Executive Housekeeper	
Front Office Manager		Gaming Manager	
Kitchen Manager		Motel Manager	
Restaurant Manager operations)		Sous Chef / Unit Manager (catering	
<b>Course Codes</b>			
TGA Code SIT50416/SIT40516	CRICOS Codes 090990M/094294C	Kenvale Code DIPHOS(CERTIVCC)	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre requisite: *Students need to undertake a First Aid Course Certificate prior to course commencement or during orientation week		
<b>Industry Placement Hours</b>	1755 Hours	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week-intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1

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CUA100	Kitchen Ops 1 - Methods of Cookery (8 Weeks) - Appetisers & Salads (6 Weeks) - Sandwiches (2 Week)	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salads SITHCCC003 Prepare and present Sandwiches	5.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices SITXCCS007 Enhance the customer service experiences	2.5
CUA111	WIL (CC 1) (Brackets indicate WIL Hours)	SITHHIND002 Source and use information on the hospitality Industry	1 + (8.5)
<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (3 Weeks) - Vegetables, Fruit, Eggs & Farinaceous (3 Weeks) - Seafood (5 Weeks) -Meat (5 Weeks)	SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	5.5
CUA104	Menu Planning	SITHKOP002 Plan and cost basic menus SITHKOP004 Develop menus for special dietary requirements (R)	2
CUA212	Nutritional Studies	SITHCCC018 Prepare food to meet special dietary requirements (R) SITHKOP004 Develop menus for special dietary requirements	1
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
CUA112	WIL (CC 2) (Brackets indicate WIL Hours)	BSBWOR203 Work effectively with others	1 + (8.5)
<b>Semester Three</b>			
CUA201	Advanced Culinary Skills -Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks) -Desserts (3 Weeks) -Restaurant Service (8 Weeks)	SITHCCC012 Prepare poultry dishes SITHCCC019 Produce cakes, pastries and breads SITHPAT006 Produce desserts SITHCCC020 Work effectively as a cook SITXINV002 Maintain the quality of perishable items SITHCCC018 Prepare food to meet special dietary requirements	11

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HOS211	WIL (HOS 3) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service	1 + (8)
<b>Semester Four</b>			
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS209	Business Law	SITXGLC001 Research and comply with regulatory requirements	2
CUA213	Cookery Operations	SITHKOP005 Coordinate Cooking operations	2.5
CUA214	Environmental Work Practices	BSBSUS401 Implement and monitor environmental sustainable work practices	1
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
HOS214	WIL (HOS 4) (Brackets indicate WIL Hours)	BSBADM502 Manage meetings	1 + (9.5)

**Core Units / Elective Units/**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students

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Diploma of Event Management			
<b>Duration</b>	1 year (2 Semesters)		
<b>Description</b>			
This qualification reflects the role of individuals who use sound knowledge of event management processes and a broad range of skills to coordinate event operations. They operate independently and make operational event management decisions.			
<b>Job roles</b>			
Events are diverse in nature and this qualification provides a pathway to work in events in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. These may be event management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both. Possible job titles include:			
Conference Coordinator		Event Coordinator	
Event Planner		Event Sales Coordinator	
Exhibitions Coordinator		In-house Meetings Coordinator	
Meetings Coordinator		Venue Coordinator	
<b>Course Codes</b>			
TGA Code SIT50316	CRICOS Code 094296A	Kenvale Code DIPEVE	
<b>Method of Delivery</b>	Face To Face with Industry Placement *Students need to undertake RSA Certificate prior to course commencement or during orientation week		
<b>Industry Placement Hours</b>	600 Hours (~300 Hours/ Semester)	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week-intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
EVE100	Introduction to Events	SITEEVT002 Process and monitor event registrations SITTTSL010 Use a computerised reservations or operations system SITEEVT004 Provide Event Staging Support SITEEVT005 Plan in-house events or functions	2
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5

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		SITXCCS007 Enhance the customer service experiences	
EVE102	Fundamentals in Event leadership	SITEEVT003 Coordinate on-site event registrations SITXHRM005 Manage volunteers	1
HOS104	Food & Beverage	SITHFAB002 Provide responsible service of alcohol* SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
EVE104	WIL (EVE 1) (Brackets indicate WIL Hours)	SITEEVT001 Source and use information on the events industry	1+ (8)
<b>Semester Two</b>			
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
EVE101	Event Operations	SITEEVT008 Manage event staging components SITXMGT003 Manage projects SITEEVT010 Manage on-site event operations SITEEVT009 Organise event infrastructure SITTTSL010 Use a computerised reservations or operations system (R)	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
EVE105	WIL (EVE 2) (Brackets indicate WIL Hours)	SITXEBS002 Develop, implement and monitor the use of social media in a business	1 + (12)

### Core Units / Elective Units/

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

<b>Diploma of Event Management (Certificate III in Commercial Cookery Major)</b>	
<b>Duration</b>	2 years (4 Semesters)
<b>Description</b>	
<p>This qualification reflects the role of individuals who use sound knowledge of event management processes and a broad range of skills to coordinate event operations. They operate independently and make operational event management decisions. In addition this qualification reflects the role of commercial cooks who have a supervisory or team leading role in a catering business or function venue. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.</p>	
<b>Job roles</b>	
<p>Events are diverse in nature and this qualification provides a pathway to work in events in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. These may be event management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both. Possible job titles include:</p> <p>On- site Caterer          Food truck owner          Function/Conference Coordinator</p>	

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Off-site caterer Catering Manager Event planner			
<b>Course Codes</b>			
TGA Code SIT50316/ SIT30816	CRICOS Code 094296A/094293D	Kenvale Code DIPEVE(CERTIIICC)	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre requisite <b>*Students need to undertake RSA Certificate AND First Aid prior to course commencement</b>		
<b>Industry Placement Hours</b>	1200 Hours (~300 Hours/ Semester)	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week-intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
CUA100	Kitchen Ops 1 - Methods of Cookery (8 Weeks) - Appetisers & Salads (6 Weeks) - Sandwiches (2 Weeks)	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salads SITHCCC003 Prepare and present Sandwiches	5.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5
EVE100	Introduction to Events	SITEEVT002 Process and monitor event registrations SITTTSL010 Use a computerised reservations or operations system SITEEVT004 Provide Event Staging Support SITEEVT005 Plan in-house events or functions	2
EVE102	Fundamentals in Event leadership	SITEEVT003 Coordinate on-site event registrations SITXHRM005 Manage volunteers	1
CUA111	WIL (CC 1) (Brackets indicate WIL hours)	SITHHIND002 Source and use information on the hospitality Industry	1 + (6.5)



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<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (3 wks) - Vegetables, Fruit, Eggs & Farinaceous (3 wks) - Seafood (5 wks) -Meat (5 wks)	SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	5.5
CUA104	Menu Planning	SITHKOP002 Plan and cost basic menus SITHKOP004 Develop menus for special dietary requirements (R)	2
CUA212	Nutritional Studies	SITHCCC018 Prepare food to meet special dietary requirements (R) SITHKOP004 Develop menus for special dietary requirements	1
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
CUA112	WIL (CC 2) (Brackets indicate WIL Hours)	BSBWOR203 Work effectively with others	1 + (8.5)
<b>Semester 3</b>			
CUA201	Advanced Culinary Skills -Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks) -Desserts (3 Weeks) -Restaurant Service (8 Weeks)	SITHCCC012 Prepare poultry dishes SITHCCC019 Produce cakes, pastries and breads SITHPAT006 Produce desserts SITHCCC020 Work effectively as a cook SITXINV002 Maintain the quality of perishable items SITHCCC018 Prepare food to meet special dietary requirements	11
EVE104	WIL (EVE 1) (Brackets indicate WIL Hours)	SITEEVT001 Source and use information on the events industry	1 + (8)
<b>Semester 4</b>			
EVE101	Event Operations	SITEEVT008 Manage event staging components SITXMGT003 Manage projects SITEEVT010 Manage on-site event operations SITEEVT009 Organise event infrastructure SITTTSL010 Use a computerised reservations or operations system (R)	2
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
EVE105	WIL (EVE 2) (Brackets indicate	SITXEBS002 Develop, implement and monitor the use of social media in a business	1 + (13)

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	WIL Hours)		
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**Core Units / Elective Units/**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

<b>Diploma of Event Management (Certificate IV in Commercial Cookery Major)</b>			
<b>Duration</b>	2 years (4 Semesters)		
<b>Description</b>			
This qualification reflects the role of individuals who use sound knowledge of event management processes and a broad range of skills to coordinate event operations. They operate independently and make operational event management decisions. In addition this qualification reflects the role of commercial cooks who have a supervisory or team leading role in a catering business or function venue. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.			
<b>Job roles</b>			
Events are diverse in nature and this qualification provides a pathway to work in events in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. These may be event management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both. Possible job titles include: On-site Caterer Food truck owner Function/Conference Coordinator Off-site caterer Catering Manager Event planner			
<b>Course Codes</b>			
TGA Code SIT50316/ SIT40516	CRICOS Code 094296A/094294C	Kenvale Code DIPEVE(CERTIVCC)	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre requisite *Students need to undertake RSA Certificate AND First Aid prior to course commencement or during orientation		
<b>Industry Placement Hours</b>	1200 Hours (~300 Hours/ Semester)	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week-intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
CUA100	Kitchen Ops 1 - Methods of Cookery (8 Weeks) - Appetisers & Salads (6 Weeks) - Sandwiches	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salads SITHCCC003 Prepare and present Sandwiches	5.5

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	(2 Weeks)		
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5
EVE100	Introduction to Events	SITEEVT002 Process and monitor event registrations SITTTSL010 Use a computerised reservations or operations system SITEEVT004 Provide Event Staging Support SITEEVT005 Plan in-house events or functions	2
EVE102	Fundamentals in Event leadership	SITEEVT003 Coordinate on-site event registrations SITXHRM005 Manage volunteers	1
CUA111	WIL (CC 1) (Brackets indicate WIL hours)	SITHHIND002 Source and use information on the hospitality Industry	1 + (5.5)
<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (3 wks) - Vegetables, Fruit, Eggs & Farinaceous (3 wks) - Seafood (5 wks) - Meat (5 wks)	SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	5.5
CUA104	Menu Planning	SITHKOP002 Plan and cost basic menus SITHKOP004 Develop menus for special dietary requirements (R)	2
CUA212	Nutritional Studies	SITHCCC018 Prepare food to meet special dietary requirements (R) SITHKOP004 Develop menus for special dietary requirements	1
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
CUA112	WIL (CC 2) (Brackets indicate WIL Hours)	BSBWOR203 Work effectively with others	1 + (8.5)
<b>Semester 3</b>			
CUA201	Advanced Culinary Skills	SITHCCC012 Prepare poultry dishes SITHCCC019 Produce cakes, pastries and breads	11

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	-Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks) -Desserts (3 Weeks) -Restaurant Service (8 Weeks)	SITHPAT006 Produce desserts SITHCCC020 Work effectively as a cook SITXINV002 Maintain the quality of perishable items SITHCCC018 Prepare food to meet special dietary requirements	
EVE104	WIL (EVE 1) (Brackets indicate WIL Hours)	SITEEVT001 Source and use information on the events industry	1 + (8)
<b>Semester 4</b>			
EVE101	Event Operations	SITEEVT008 Manage event staging components SITXMGT003 Manage projects SITEEVT010 Manage on-site event operations SITEEVT009 Organise event infrastructure SITTTSL010 Use a computerised reservations or operations system (R)	2
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
CUA213	Cookery Operations	SITHKOP005 Coordinate Cooking operations	2.5
CUA214	Environmental Work Practices	BSBSUS401 Implement and monitor environmental sustainable work practices	1
EVE105	WIL (EVE 2) (Brackets indicate WIL Hours)	SITXEBS002 Develop, implement and monitor the use of social media in a business	1 + (9.5)

**Core Units / Elective Units/**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

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Advanced Diploma of Event Management			
<b>Duration</b>	2 years (4 Semesters)		
<b>Description</b>			
This qualification reflects the role of individuals operating at a senior level who use substantial knowledge of event management processes and a wide range of specialised managerial skills to conceive, plan and stage events. They operate with significant autonomy and are responsible for making a range of strategic business and event management decisions.			
<b>Job roles</b>			
Events are diverse in nature and this qualification provides a pathway to work for event management organisations operating in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. These may be event management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both. Possible job titles include:			
Conference Manager		Event Manager	
Functions Manager		Exhibitions Manager	
In-house Meetings Manager		Meetings Manager	
Project Manager		Venue Manager	
<b>Course Codes</b>			
TGA Code SIT60216	CRICOS Code 091088M	Kenvale Code ADEVE	
<b>Method of Delivery</b>	Face To Face with Industry Placement *Students need to undertake RSA Certificate prior to course commencement		
<b>Industry Placement Hours</b>	1216 Hours (~308 Hours/ Semester)	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Year One/Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
EVE100	Introduction to Events	SITXEEVT002 Process and monitor event registrations SITSL010 Use a computerised reservations or operations system SITXEEVT004 Provide Event Staging Support SITEEVT005 Plan in-house events or functions	2
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5

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HOS104	Food & Beverage	SITHFAB002 Provide responsible service of alcohol* SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
EVE104	WIL (EVE 1) (Brackets indicate WIL Hours)	SITEEVT001 Source and use information on the events industry	1 +(10)
<b>Suggested Electives*</b>			
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
EVE102	Fundamentals in Event leadership	SITEEVT003 Coordinate on-site event registrations SITXHRM005 Manage volunteers	1
<b>Year One/Semester Two</b>			
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
EVE101	Event Operations	SITEEVT008 Manage event staging components SITXMGT003 Manage projects SITEEVT010 Manage on-site event operations SITEEVT009 Organise event infrastructure	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
EVE105	WIL (EVE 2) (Brackets indicate WIL Hours)	SITXEBS002 Develop, implement and monitor the use of social media in a business	1 + (11)
<b>Year Two (Last two semesters combined)</b>			
HOS212	Workplace Health & Safety Project	SITXWHS004 Establish and maintain a work health and safety system	1.5
EVE204	Event Planning	SITEEVT011 Research event trends and practice SITEEVT012 Develop event concepts	2
HOS213	Marketing Fundamentals	SITXMPT007 Develop and implement marketing strategies	2
EVE203	Event Innovation & Leadership	BSBMGT608 Manage innovation and continuous improvement BSBWRT401 Write complex documents	2.5
EVE201	WIL (EVE 3) (Brackets indicate WIL Hours)	SITXEBS002 Develop, implement and monitor the use of social media in a business (R)	1 + (11)
HOS209	Business Law	SITXGLC001 Research and comply with regulatory requirements	1
EVE205	Event Management Project	SITEEVT013 Determine event feasibility SITEEVT014 Develop and implement event management plans	2
EVE220	Event Sustainability &	BSBRSK501 Manage risk	2.5

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	Risk Management	BSBSUS501 Develop workplace policy and procedures for sustainability	
EVE202	WIL (EVE 4) (Brackets indicate WIL Hours)	BSBADM502 Manage meetings	1 + (13.5)

Core Units / Elective Units/

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

Advanced Diploma of Hospitality Management			
<b>Duration</b>	2 years (4 Semesters)		
<b>Description</b>	This qualification reflects the role of individuals operating at a senior level who use substantial industry knowledge and wide-ranging, specialised managerial skills. They operate independently, take responsibility for others and make a range of strategic business decisions.		
<b>Job roles</b>	This qualification provides a pathway to work in any sector of the hospitality industry as a senior manager in large organisation or small business owner or manager. Possible job titles include: Area Manager or Operations Manager      Cafe Owner or Manager Club Secretary or Manager                      Executive Chef Executive Housekeeper                            Executive Sous Chef Food and Beverage Manager                    Head Chef Motel Owner or Manager                         Rooms Division Manager		
<b>Course Codes</b>	TGA Code SIT60316	CRICOS Code 091144G	Kenvale Code ADHOS
<b>Method of Delivery</b>	Face To Face with Industry Placement *Students need to undertake RSA Certificate prior to course commencement		
<b>Industry Placement Hours</b>	1224 Hours (~308 Hours/ Semester)	VET STUDENT LOAN SMART AND SKILLED	YES  YES
Course Curriculum (Each Semester is 16 weeks)			
Semester One			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices	1.5

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		SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	
HOS104	Food & Beverage	SITHFAB002 Provide responsible service of alcohol* SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
HOS100	WIL (HOS 1) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service	1 + (11)
Suggested Elective*			
EVE102	Fundamentals in Event leadership	SITEEVTOO3 Coordinate on-site event registrations SITXHRM005 Manage volunteers	1
<b>Semester Two</b>			
HOS106	Leadership Fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
HOS115	Beverage Operations	SITHFAB009 Conduct a product tasting for alcoholic beverages SITHFAB010 Prepare and serve cocktails SITHFAB012 Provide advice on Australian wines SITHFAB003 Operate a bar	3
HOS105	WIL (HOS 2) (Brackets indicate WIL Hours)	SITHIND002 Source and use information on the hospitality industry	1 + (10)
<b>Year Two (Last two semesters combined)</b>			
HOS212	Workplace Health & Safety Project	SITXWHS004 Establish and maintain a work health and safety system	1.5
HOS217	Financial Management	SITXFIN005 Manage physical assets BSBFIM601 Manage finances	2
HOS213	Marketing Fundamentals	SITXMPR007 Develop and implement marketing strategies	2
HOS211	WIL ( HOS 3) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service (r)	1+ (13.5)
HOS209	Business Law	SITXGLC001 Research and comply with regulatory requirements	2
HOS218	Business Planning	BSBMGT617 Develop and implement a business plan	2
HOS219	Human Resources Fundamentals	SITXHRM004 Recruit, select and induct staff SITXHRM006 Monitor staff performance	2
HOS214	WIL (HOS 4) (Brackets indicate WIL Hours)	BSBADM502 Manage meetings	1 + (13)

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Core Units / Elective Units/

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.

Advanced Diploma of Hospitality Management (Certificate III in Commercial Cookery Major)			
Duration	2 year (4 Semesters)		Course Cost: Add approximate cost
<b>Description</b> This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.			
<b>Job roles</b> This qualification provides a pathway to work in any sector of the hospitality industry as a departmental or small business manager. Possible job titles include:			
Banquet or Function Manager		Chef de Cuisine	
Chef Patissier		Executive Housekeeper	
Front Office Manager		Gaming Manager	
Kitchen Manager		Motel Manager	
Restaurant Manager (operations)		Sous Chef / Unit Manager (catering)	
<b>Course Codes</b>			
TGA Code SIT60316/SIT30816	CRICOS Code 091144G/094293D	Kenvale Code ADHOS (CERTIIICC)	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre requisite *Students need to undertake a First Aid Course Certificate prior to course commencement or during orientation week		
<b>Industry Placement Hours</b>	2061 Hours	VET: STUDENT LOAN SMART AND SKILLED	YES  YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
CUA100	Kitchen Ops 1 - Methods of Cookery (4 Weeks) - Appetisers & Salads (3 Weeks) - Sandwiches (1 Week)	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salads SITHCCC003 Prepare and present Sandwiches	5.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work practices SITXWHS003 Implement and monitor work health and safety	1.5

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		SITXWHS002 Identify hazards, assess and control safety risks	
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices SITXCCS007 Enhance customer service experiences	2.5
CUA111	WIL (CC 1) (Brackets indicate WIL Hours)	SITHHIND002 Source and use information on the hospitality Industry	1 + (9.5)
<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (1.5 Weeks) - Vegetables, Fruit, Eggs & Farinaceous (1.5 Weeks) - Seafood (2.5 Weeks) -Meat (2.5 Weeks)	SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	5.5
CUA104	Menu Planning	SITHKOP302 Plan and cost basic menus SITHKOP004 Develop menus for special dietary requirements (R)	2
CUA212	Nutritional Studies	SITHCCC018 Prepare food to meet special dietary requirements (R) SITHKOP004 Develop menus for special dietary requirements	1
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
CUA112	WIL (CC 2) (Brackets indicate WIL Hours)	BSBWOR203 Work effectively with others	1 + (8.5)
<b>Semester Three</b>			
CUA201	Advanced Culinary Skills -Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks) -Desserts (3 Weeks) -Restaurant Service (8 Weeks)	SITHCCC012 Prepare poultry dishes SITHCCC019 Produce cakes, pastries and breads SITHPAT006 Produce desserts SITHCCC020 Work effectively as a cook SITXINV002 Maintain the quality of perishable items SITHCCC018 Prepare food to meet special dietary requirements	11
HOS106	Leadership Fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS213	Marketing Fundamentals	SITXMPR007 Develop and implement marketing strategies	2
HOS217	Financial Management	SITXFIN005 Manage physical assets BSBFIM601 Manage finances	2

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HOS211	WIL ( HOS 3) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service (r)	1 + (2)
<b>Semester Four</b>			
HOS212	Workplace Health & Safety Project	SITXWHS004 Establish and maintain a work health and safety system	1.5
HOS218	Business Planning	BSBMGT617 Develop and implement a business plan	2
HOS219	Human Resources Fundamentals	SITXHRM004 Recruit, select and induct staff SITXHRM006 Monitor staff performance	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
HOS209	Business Law	SITXGLC001 Research and comply with regulatory requirements	2
HOS214	WIL (HOS 4)	BSBADM502 Manage meetings	1 + (9.5)

Core Units / Elective Units/

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students

<b>Advanced Diploma of Hospitality Management (Certificate IV in Commercial Cookery Major)</b>			
<b>Duration</b>	2 year (4 Semesters)		
<b>Description</b>	This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.		
<b>Job roles</b>	This qualification provides a pathway to work in any sector of the hospitality industry as a departmental or small business manager. Possible job titles include:		
	Banquet or Function Manager	Chef de Cuisine	
	Chef Patissier	Executive Housekeeper	
	Front Office Manager	Gaming Manager	
	Kitchen Manager	Motel Manager	
	Restaurant Manager operations)	Sous Chef / Unit Manager (catering	
<b>Course Codes</b>			
TGA Code SIT60316/SIT40516	CRICOS Code 091144G/094294C	Kenvale Code ADHOS(CERTIVCC)	
<b>Method of Delivery</b>	Face To Face with Industry Placement Pre Requisite *Students need to undertake a First Aid Course Certificate prior to course commencement or during orientation week		
<b>uis</b>	2061 Hours	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			



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<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week-intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
CUA100	Kitchen Ops 1 - Methods of Cookery (4 Weeks) - Appetisers & Salads (3 Weeks) - Sandwiches (1 Week)	SITHCCC001 Use food preparation equipment SITHCCC005 Prepare dishes using basic methods of cookery SITHKOP001 Clean kitchen premises and equipment SITHCCC006 Prepare appetisers and salads SITHCCC003 Prepare and present Sandwiches	5.5
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices SITXCCS007 Enhance customer service experiences	2.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work SITXWHS003 Implement and monitor work health and safety SITXWHS002 Identify hazards, assess and control safety risks	1.5
CUA111	WIL (CC 1)	SITHHIND002 Source and use information on the hospitality Industry	1 + (8.5)
<b>Semester Two</b>			
CUA102	Kitchen Ops 2 - Stocks, Sauces & Soups (1.5 Weeks) - Vegetables, Fruit, Eggs & Farinaceous (1.5 Weeks) - Seafood (2.5 Weeks) -Meat (2.5 Weeks)	SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	5.5
CUA104	Menu Planning	SITHKOP302 Plan and cost basic menus SITHKOP004 Develop menus for special dietary requirements (R)	2
CUA212	Nutritional Studies	SITHCCC018 Prepare food to meet special dietary requirements (R) SITHKOP004 Develop menus for special dietary requirements	1
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
CUA112	WIL (CC 2)	BSBWOR203 Work effectively with others	1 + (8.5)
<b>Semester Three</b>			

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CUA201	Advanced Culinary Skills -Poultry (2 Weeks) -Cakes, Pastries and Breads (3 Weeks) -Desserts (3 Weeks) -Restaurant Service (8 Weeks)	SITHCCC012 Prepare poultry dishes SITHCCC019 Produce cakes, pastries and breads SITHPAT006 Produce desserts SITHCCC020 Work effectively as a cook SITXINV002 Maintain the quality of perishable items SITHCCC018 Prepare food to meet special dietary requirements	11
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS217	Financial Management	SITXFIN005 Manage physical assets BSBFIM601 Manage finances	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
HOS213	Marketing Fundamentals	SITXMPR007 Develop and implement marketing strategies	2
HOS211	WIL (HOS 3)	SITHIND004 Work effectively in hospitality service (r)	1 + (0)
<b>Semester Four</b>			
CUA213	Cookery Operations	SITHKOP005 Coordinate Cooking operations	2.5
CUA214	Environmental Work Practices	BSBSUS401 Implement and monitor environmental sustainable work practices	1
HOS209	Business Law	SITXGLC001 Research and comply with regulatory requirements	2
HOS212	Workplace Health & Safety Project	SITXWHS004 Establish and maintain a work health and safety system	1.5
HOS218	Business Planning	BSBMGT617 Develop and implement a business plan	2
HOS219	Human Resources Fundamentals	SITXHRM004 Recruit, select and induct staff SITXHRM006 Monitor staff performance	2
HOS214	WIL (HOS 4)	BSBADM502 Manage meetings	1 + (8)

**Core Units / Elective Units/**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students

Advanced Diploma of Event Management & Advanced Diploma of Hospitality Management			
<b>Duration</b>	2 years (4 Semesters)		
<b>Description</b>			
This qualification reflects the role of individuals operating at a senior level who use: <ul style="list-style-type: none"> <li>- Substantial knowledge of event management processes and a wide range of specialised managerial skills to conceive, plan and stage events. They operate with significant autonomy and are responsible for making a range of strategic business and event management decisions.</li> <li>- Substantial industry knowledge and wide-ranging, specialised managerial skills. They operate independently, take responsibility for others and make a range of strategic business decisions.</li> </ul>			
<b>Job roles</b>			
This qualification provides a pathway to work in any sector of the hospitality & events industry as a senior manager in large organisation or small business owner or manager. Events are diverse in nature and this qualification provides a pathway to work for event management organisations operating in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. Possible job titles include:			
Conference Manager/functions manager		Club Secretary or Manager	
Food and Beverage Manager		Event Manager	
Exhibitions Manager		Project Manager/Venue Manager	
In-house Meetings Manager/ Meetings Manager		Cafe Owner or Manager	
Area Manager or Operations Manager			
<b>Course Codes</b>			
TGA Code SIT60216/ SIT60316	CRICOS Code 091088M/091144G	Kenvale Code CAD	
<b>Method of Delivery</b>	Face To Face with Industry Placement *Students need to undertake RSA Certificate prior to course commencement		
<b>Industry Placement Hours</b>	1220 Hours (~305 Hours/ Semester)	VET STUDENT LOAN SMART AND SKILLED	YES YES
<b>Course Curriculum (Each Semester is 16 weeks)</b>			
<b>Semester One</b>			
Subject Code	Subject Name	Unit of Competencies	Hours per week
HOS102	Food Safety (1 week intensive)	SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices	1
EVE100	Introduction to Events	SITEEVT002 Process and monitor event registrations SITTTSL010 Use a computerised reservations or operations system SITEEVT004 Provide Event Staging Support SITEEVT005 Plan in-house events or functions	2
HOS103	Supervision	SITXHRM001 Coach others in job skills BSBDIV501 Manage diversity in the workplace SITXCCS007 Enhance customer service experiences SITXCOM005 Manage conflict SITXCCS008 Develop and manage quality customer service practices	2.5
HOS120	Workplace Health & Safety	SITXWHS001 Participate in safe work practices BSBSUS201 Participate in environmentally sustainable work SITXWHS003 Implement and monitor work health and safety	1.5

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		SITXWHS002 Identify hazards, assess and control safety risks	
HOS104	Food & Beverage	SITHFAB002 Provide responsible service of alcohol* SITHFAB014 Provide table service of food and beverage SITHFAB004 Prepare and serve non-alcoholic beverages SITHFAB005 Prepare and serve espresso coffee	3
HOS100	WIL (HOS 1) (Brackets indicate WIL Hours)	SITHIND004 Work effectively in hospitality service	1
EVE102	Fundamentals in Event leadership	SITEEVT003 Coordinate on-site event registrations SITXHRM005 Manage volunteers	1 + (8)
<b>Semester Two</b>			
EVE101	Event Operations	SITEEVT008 Manage event staging components SITXMGT003 Manage projects SITEEVT010 Manage on-site event operations SITEEVT009 Organise event infrastructure SITTTSL010 Use a computerised reservations or operations system (R)	2
HOS106	Leadership fundamentals	SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations SITXHRM002 Roster staff	2
HOS108	Introduction to Accounting	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets	2
HOS110	Business Operations	BSBMGT517 Manage operational plan SITXMGT002 Establish and conduct business relationships	2
HOS115	Beverage Operations	SITHFAB009 Conduct a product tasting for alcoholic beverages SITHFAB010 Prepare and serve cocktails SITHFAB012 Provide advice on Australian wines SITHFAB003 Operate a bar	3
HOS105	WIL (HOS 2)	SITHIND002 Source and use information on the hospitality industry	1 + (8)
<b>Year Two (Last two semesters combined)</b>			
HOS212	Workplace Health & Safety Project	SITXWHS601 Establish and maintain a work health and safety system	1.5
EVE204	Event Planning	SITEEVT011 Research event trends and practice SITEEVT012 Develop event concepts	2
HOS217	Financial Management	SITXFIN005 Manage physical assets BSBFIM601 Manage finances	2
HOS213	Marketing Fundamentals	SITXMPR007 Develop and implement marketing strategies	2
EVE203	Event Innovation & Leadership	BSBMGT608 Manage innovation and continuous improvement BSWRT401 Write complex documents	2.5
EVE201	WIL (EVE 3)	SITXEBS002 Develop, implement and monitor the use of social media in a business (R)	1+(9)

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HOS209	Business Law	SITXGLC001 Research and comply with regulatory requirements	2
HOS218	Business Planning	BSBMGT617 Develop and implement a business plan	2
HOS219	Human Resources Fundamentals	SITXHRM004 Recruit, select and induct staff SITXHRM006 Monitor staff performance	2
EVE205	Event Management Project	SITXEVT603 Determine event feasibility SITXEVT604 Develop and implement event management plans	2
EVE220	Event Sustainability & Risk Management	BSBR501 Manage risk BSBSUS501 Develop workplace policy and procedures for sustainability	2.5
EVE202	WIL (EVE 4)	BSBADM502 Manage meetings	1 + (8.5)

**Core Units / Elective Units**

\*Suggested electives are subjects which are not needed to attain the qualification but could be of interest to the students.