

## Student Handbook UK

### Introduction

Chef Central Pty Ltd is an RTO and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia and overseas. The State Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.



### Qualifications

CHEF CENTRAL Pty Ltd offers the following accredited and nationally recognised qualifications:

**THH31502 Certificate III in Hospitality (Commercial Cookery) .....**

### Application processes and selection criteria

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria which is detailed in individual course brochures. In line with Government policy, students with intellectual and physical disabilities are encouraged to participate in training.

### Fees and costs involved in undertaking training

Fees are invoiced according to the fee schedule provided to you prior to enrolment.

### Fee refund policy

Fee refund arrangements are outlined in the Agreement and Contract which students are required to complete prior to enrolment.

### \*100% Money Back Guarantee

\* Chef Central guarantees that an AQF Level III qualification issued by Chef Central will be accepted by Trades Recognition Australia (TRA) as supportive documentation for the purpose of an immigration application.

\* In the event that Chef Central AQF Level III Qualification is cited as being grounds for a negative immigration application, Chef Central will, on the return of the qualification certificate & written evidence of the claim, refund 100% of the course fee.

### Qualifications to be issued

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

### **Assessment procedures**

In general terms assessment during training will involve

- Oral responses to questions
- Observation of performance in the workplace
- Portfolio of evidence
- Written response to questions, assignments and case studies
- Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.
- Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.
- Workplace reports, including where required, Training Record Books or Log Books
- All evidence is to be returned to Chef Central within 60 days

### **Language, literacy and numeracy**

Language, literacy and numeracy expectations are based on the National Reporting System established by the Australian National Training Authority and the Federal Government. More details about language, literacy and numeracy requirements will be provided to the candidate, prior to enrolment

### **Dispute resolution code of behaviour procedure**

Students are required to follow the Code of Behaviour at all times. Failure to follow the Code of Conduct may involve the imposing of sanctions including removal from the course. The Code of Behaviour is included in the student handbook

Chef Central has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. Written copies of the procedure are included in the student handbook.

### **Relevant legislation**

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

[Skilling Australia's Workforce Act 2005](#)

[Vocational Education, Training and Employment Act 2000](#)

[Training Reform Act 2003](#)

[Mutual Recognition Act 1992](#)

[Workplace Health & Safety Act 1995](#)

[Anti Discrimination Act 1991](#)

[Human Rights and Equal Opportunities Act 1986](#)

[Sex Discrimination Act 1984](#)

[Invasion of Privacy Act 1988](#)

[Racial Discrimination Act 1975](#)

[Disability Discrimination Act 1992](#)

[Age Discrimination Act 2004](#)

[Workplace Relations Act 1996](#)

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the training manager if you require further information.

### **Access and equity policy**

Our Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times. We encourage students with disabilities to apply for our programs and will endeavour to make reasonable adjustments to the program delivery and assessment to meet any special needs.

### **Privacy**

Personal information is collected solely for the purpose of operating as an RTO under the Australian Quality Training Framework administered by the Federal and Queensland Government who are the registering authority. The requirements of the registering authority may require the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies. It is a requirement of the Australian Qualifications Framework that students can access personal information held by the college and may request corrections to information that is incorrect or out of date. Please apply to the Training Manager if you wish to view your own records.

Additionally, you agree to Chef Central releasing all information relating to this service and assessment to your designated agent (if applicable).

#### **I acknowledge receipt and understanding of**

- The student application form
- The above additional information and confirm that I have been fully advised that this additional information forms part of the conditions of enrolment at the provider
- That I must return all completed evidence within 60 days

Applicant Name:

Applicant Signature:

Date ..... / ..... /.....